

*Post-Secondary Jobspeak: How to translate your student experiences into job skills employers desire*.

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Walk through a beginner exercise

1) Outline current employment and volunteer duties and experience

2) Translate experience into employment skills

3) Think of concrete examples that demonstrate these skills

Step 1
Outline your current employment and volunteer experience

* Think about the everyday duties and tasks you completed

 Consider why you should list the everyday (even mundane) tasks of your job or academic work?

* Think about any special projects you completed or unusual situations you might have dealt with

 Consider why you should pay attention to /remember any unusual situations or projects you might have worked on?

* Think about who you interacted with in your job

 Consider why you might want to think about and list the people with whom you have interacted during your previous job etc.?

Step 2
Translate your experience into employment skills

Step 3

 Think of concrete examples/scenarios that demonstrate these skills

Most interviews contain behavioural and situational Interviews

* First determine what kind questions you are being asked

Most common questions:

* Tell us about a time you dealt with conflict
* Tell us about a time when you dealt with a difficult co-worker
* Tell us about a mistake that you made at work and you how you dealt with it

Consider why it might be a good idea to think about scenarios from your work and school experience that demonstrate these skills prior to your interview?

Case Study Example

Step 1
Outline your current employment and volunteer experience

|  |
| --- |
| Selmas realted Employment and Volunteer Experience  |
| **Barista:** Take orders from customers Prepare coffee and food orders in a timely manner Take inventory and report to manager Provide good customer serviceWork as part of a team **Co-op Manufacturing Company:** Use SAP computer database software Analyze inventory needs Arrange transportation for outgoing shipments Prepare shipping documentation for outgoing shipments Work as part of a team Lift boxes Work with multiple vendors **Volunteer at Food Bank:** Sort food Lift boxes Take food donations from drop in donors Work with diverse populations |

Step 2
Translate your experience into employment skills

|  |  |
| --- | --- |
| **Selma’s Related Employment & Volunteer Experience**  | **Draw out skills to highlight on your resume** |
| **Barista:** Take orders from customers Make coffee and food orders Take inventory and report to manager Provide good customer serviceWork as part of a team **Co-op:** Use SAP computer database software Analyze inventory needs Arrange transportation for outgoing shipments Prepare shipping documentation for outgoing shipments Work as part of a team Lift boxes Deal with vendors **Volunteer at Food Bank:** Sort food Lift boxes Take food donations from drop in donors  | Problem solving Conflict resolution Communication skills Working in a fast-paced environment Attention to detailTeam work; working with your team’s strengthsLeadershipProblem solving Collaboration Communication skills Attention to detailAnalytic skills Critical thinking Team work Meet project deadlines Profession specific writing skills. Proficient SAP database software Communication skills Critical thinking skills |

Step 3

Think of concrete examples/scenarios that demonstrate these skills

|  |
| --- |
| Example to highlig to your skills  |
| **Scenario:** You are working the morning shift at the café and your usual morning co-worker called in sick and you are working with someone who is still training. Mornings are a busy time and customers are getting impatient and one of them is upset that they had to wait in line for 15 minutes. Your behaviour towards the customer: Apologize to the customer for the long waitExplain to them why the wait is longer than usual because you are short staffed. Tell the customer when they can expect their order. Thank them for waiting and explain that they will get a free coffee for their next visit. Your behaviour towards your colleague: Turn to your co-worker and frame in a positive way ; Joe we are falling a bit behind; I noticed that you are stronger on the cash and taking orders; why don’t we switch for a bit and I’ll make the orders to catch us up? We can then switch back and continue with your training once it settles a bit? Don’t worry this will be you in a couple of months. What do you think? |

Consider what soft skills Selma demonstrated in the above scenario ?

These next 3 pages are left intentiaonally blank for you to start writing out out own employment and academic experience and translating your skills.

Step 1
Outline your current employment and volunteer experience

Step 2
Translate your experience into employment skills

Step 3

* Think of concrete examples that demonstrate these skills