Reemployment Services and Eligibility Assessment (RESEA) Group Orientation

Brought to you by:
The State of Hawaii
Department of Labor and Industrial Relations
Workforce Development Division
(Revised 5/20/2022)
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- Rename your Zoom profile with your First and Last Name
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- Respond to Role Call at the beginning and end of the session

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- Keep your Audio on Mute during the presentation unless instructed otherwise

Raise your hand or use Chat Box to ask Questions
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1. Click on Participants on the bottom of your screen

2. Hover over your name to Mute/Unmute or Rename yourself
RESEA Orientation Agenda

- Job Search and Other Resources
- Aim for the WOW factor
- How to Prepare for an Interview
- Understanding Your Personal Style
- Job Application & Resume Writing Tips
- Creating a Plan
- Next Steps & Responsibilities
Introduction: How does RESEA help me?

• Gain valuable tools and strategies to compete in today’s job market.
• Find new employment and training opportunities.
• Improve your job search skills
Introduction: How Do I benefit?

- Job Search/Marketing Tools
- Resources at the AJC
- Online Job Matching
- Labor Market Information
- Assessment Tools
You have many options when searching for a job.
Newspapers, websites, job fairs, word of mouth and many other resources are at your disposal.
Benefits of HI CAN: DLIR’s Career Navigation System

- Conduct your UI work search
- Expand your job search
- Find opportunities to boost your income
- Connect to additional information and services
How can I access HI CAN for my work search activities?


2. Use your UI Account information to log in to the site.

3. Enter information about your job history, education, and experience to get personalized recommendations.
Many people find their jobs through networking.

What is networking?

Networking is simply an information exchange between you and another person. It involves establishing relationships with people. These connections can lead to job opportunities.

It’s about who you know, and it is about who knows you.

A bigger network means more opportunities.
• Use various tools to market yourself to potential employers.
• Business cards, Cover letters, Resumes, Phone calling, Interviews, Degrees, Certifications.
“To Whom it May Concern”

Using "To Whom It May Concern" today can seem outdated or impersonal. Here are a few alternatives you can use for your next letter, email or memo.

“Dear [Team or Department]”

For example, “Dear Customer Service Department,”

“Dear [Job Title]”

For example, “Dear HR Director,”

“Dear [First Name]” or “Dear [Mr./Mrs./Ms./Dr. /Professor] [Last Name]”

For example, “Dear Dr. Lee,”
Steps to Take Before Using “To Whom It May Concern” On a Cover Letter

- Look on the company website
- Perform a LinkedIn search
- Ask a friend or colleague
- Check job listing for hiring manager or employer name
- Call the office and explain that you are applying for a job and would like to know the name of the hiring manager
AIM FOR THE WOW FACTOR!
Quantify your Accomplishment

- An administrative professional with 10+ years of experience supporting executives, sales personnel, and managers.
- A Customer Service Professional with more than 10 years of experience with various clothing lines.

- VS -

- Multi-faceted, efficient, and reliable administrative professional with 10+ years of experience supporting executives, sales personnel, and managers.
- A Seasoned, Dedicated and Service Driven Customer Service Professional with more than 10 years of experience with various clothing lines.
Highlight your Skills & Talents

- Great at Problem Solving.
- Excellent Leadership Skills.

- VS -

- Innovative problem solver who can generate workable solutions and resolve complaints.
- Goal-driven leader who maintains a productive climate and confidently motivates and coaches employees to meet high performance standard.
# Job Search Tools

## Hard Skills

- Bilingual or multilingual
- Database management
- Adobe software suite
- Network security
- SEO/SEM marketing
- Statistical analysis
- Data mining
- Mobile development
- User interface design
- Marketing campaign management
- Storage systems and management
- Programming languages (such as Perl, Python, Java, and Ruby)

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### Hard skills are technical knowledge or training that you have gained through any life experience, including in your career or education.

## Soft Skills

- Integrity
- Dependability
- Effective communication
- Open-mindedness
- Teamwork
- Creativity
- Problem-solving
- Critical thinking
- Adaptability
- Organization
- Willingness to learn
- Empathy

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### Soft skills are personal habits and traits that shape how you work, on your own and with others.
AIM FOR THE FACTOR!

Examples of duty-focused statements:

- Sold computer parts.
- Answered phones.
- Created employee satisfaction survey.
50% Client satisfaction.

30% Revenue

75% Cost savings

Quantify your accomplishments
Duty-focused Statements:
• Sold computer parts.
• Answered phones.
• Created employee satisfaction survey.

Accomplishment statements:
• Sold over $35 million dollars in computer parts to more than 600 clients. Ranked #1 from the Honolulu sales team and Ranked #2 nationally.
• Utilized a 15 multi-line phone system, average 150-200 calls a day with a 99% transfer accuracy.
• Increased employee morale by 40% through the development and implementation of an employee satisfaction survey.
Top Interview Tips

Practice + Repeat

Get ready ahead of time

Try to stay calm.

Research the company.

Be on time— that means early!

Follow up after the interview.
10 Tips to Succeed in Your Next Interview

1. Research the company and your interviewers
2. Practice your answers to common interview questions
3. Study the job description and note required skills, qualities and experience
4. Answer questions using the STAR method (Situation, Task, Action, Result)
5. Recruit a friend to practice answering questions
6. Be prepared with examples of your work
7. Plan your interview attire the night before
8. Prepare smart questions for your interviewers
9. Bring copies of your resume, a notebook and pen
10. Tie your answers back to your skills and accomplishments
Virtual Interview Tips

- Do a trial run before the interview
- Ensure your internet connection is stable
- Set up your camera and headset or microphone ahead of time
- The ideal background is tidy, distraction-free, quiet & well-lit
- Dress professionally
- Have a pen, notepad, and copy of your resume nearby
- Enter the meeting a few minutes early
General Interview Questions –
These questions are not job-specific; they are general questions about your career and the qualities you bring to the job.

- Tell me about yourself (Elevator pitch)
- Why did you leave your previous employer?
- Why are you interested in this job or company?
- What are your strengths and weaknesses?
- What experience do you bring to this position?
- What was your biggest accomplishment?
- Describe your career goals and where you see yourself over the next 2-5 years?
Competency-Based Questions –

These questions are carefully designed to probe your past performance using specific job-related criteria. “Tell me about a time when…”

- “You completed a task or project under a tight deadline”
- “You had to show attention to detail”
- “You had to deal with a challenging colleague or situation”
- “You were asked to complete a task but not given much direction or information”
- “You had to change your work priority in the middle of completing another”
When asked a question that requires you to relate a story, Use the STAR method!

- **Situation**
  - Provide context & BACKGROUND
  - “Our customers complained ...”

- **Task**
  - Describe problem, & CHALLENGES
  - “We faced supply chain shortage ...”

- **Action**
  - Explain WHAT YOU DID & how
  - “We solved ...”
  - “I calculated ...”

- **Results**
  - State BENEFITS, savings, rewards, recognitions, etc.
  - “The impact of ...”
Breakout Exercise:

You will now be assigned a partner. Take turns as Interviewer and Candidate to ask a sample interview question and use the STAR method to provide a response.

“Tell me about a time when…”

- “You completed a task or project under a tight deadline”
- “You had to show attention to detail”
- “You had to deal with a challenging colleague or situation”
- “You were asked to complete a task but not given much direction or information”
- “You had to change your work priority in the middle of completing another”
Think about your own personal work style by answering the following questions:

- What unique quality would you bring to the workplace?
- List several words or phrases that describe how you would do your work.
- If you were to observe yourself from a distance, what is the most interesting thing you would notice about how you work?
- Imagine yourself working with others. How would your co-workers describe you and your way of working with them?
- Again, imagine yourself on the job. How would your supervisor describe you and the way you complete your work?
Think Through Your Work Style: Do you work fast? Enjoy collaboration? Try to do your hardest project in the early morning? Have a preferred way of engaging with your manager?

Be Brief: You can't mention every aspect of your work style in your response, most likely, so focus on the elements that demonstrate your best qualities and fit with the job at hand.

Give Examples: Consider including a brief example that emphasizes your work style. For example, mention a time when your efficiency and ability to multitask helped you complete an assignment a week before the deadline.
Questions to Ask in an Interview

1. Can you elaborate on the day-to-day responsibilities this job entails?

2. What are the characteristics of someone who would succeed in this role?

3. What’s the most important thing I could do to help within the first 90 days of employment?

4. What are some of the challenges you’ve seen people in this role or on this team encounter?

5. If I were in this job, how would my performance be measured?

6. What does the career path for someone in this role look like?

7. What other functions or departments does this team work with most often?

8. What does your job look like day-to-day and how would you anticipate working with the person in this role?

9. What do you like best about working here?
Tips for Completing an Application

Your first contact with employers is your resume or application

When completing a physical application, make a good first impression by:

- Write neatly / Avoid spelling errors
- Make minimal corrections
- Keep the application clean
- Follow instructions
- Use complete words – no abbreviations or acronyms
- Fill in all information requested
- Keep your responses positive
  
  If you are asked why you left a job, rather than complain about your previous job, explain that you were looking for a more challenging opportunity.

- Be accurate

  Be sure all information you give is correct. Employment dates, addresses, and reference contacts must be accurate because they will be checked.
1. Make it your own -
   Consider what drives or defines you.

2. Highlight your key accomplishments and most relevant skills –
   Within the first top half of your resume using bullets.

3. Customize your resume to each position –
   Tailor your resume to reflect the skills and experience for the position you are applying for.

4. Be specific: show action and quantify your accomplishments
   Do not say “I am a good typist,” instead say “I type 60 words a minute.”

5. Be honest
   While it is acceptable to show off your skills, do not lie or exaggerate.

6. Be positive -
   Emphasize your accomplishments and avoid negative statements

7. Keep it clean, short, and simple
   Try to limit it to one page and make it easy to read, clear, and to the point. Be sure to have someone proofread it for grammar and spelling mistakes.
Creating a Plan!

Identify your Strengths, Gifts, and Capacities.

- **Strengths** – “I am” statements.
- **Gifts** – Talents, aptitudes or things the participant is good at.
- **Capacities** – “I can” statements.

**Identify:**
- What you are able to do
- Your interests
- What you’ve done in the past
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Organized</td>
<td>Working with people</td>
<td>Multi-task</td>
</tr>
<tr>
<td>Good Communicator</td>
<td>Reading</td>
<td>Learn new skills</td>
</tr>
<tr>
<td>Great Listening Skills</td>
<td>Researching</td>
<td>Do anything I put my mind to</td>
</tr>
<tr>
<td>Creative/Innovative Thinker</td>
<td>Traveling</td>
<td>Adaptable</td>
</tr>
<tr>
<td>Leader</td>
<td>Golfing</td>
<td>Take care of my family</td>
</tr>
<tr>
<td>Humble/Empathetic</td>
<td>Helping people</td>
<td>Speak various languages</td>
</tr>
<tr>
<td>Thoughtful/Caring</td>
<td>Being a parent</td>
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</tr>
<tr>
<td>Patient/Disciplined</td>
<td>Listening to music</td>
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<tr>
<td>Skilled in Management</td>
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<tr>
<td>Knowledgeable in Financing</td>
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</table>
• Create a list of job characteristics that do and do not work well for you.
• This may include work hours, location, environment, tasks, or other characteristics.
<table>
<thead>
<tr>
<th>What Works…</th>
<th>What Doesn’t Work…</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be part of a team</td>
<td>• Not working with others</td>
</tr>
<tr>
<td>• 5 day work week</td>
<td>• Working 70 hours a week</td>
</tr>
<tr>
<td>• Positive Environment</td>
<td>• Earning less than $25.00</td>
</tr>
<tr>
<td>• Good communication with management</td>
<td>• Negative work environment</td>
</tr>
<tr>
<td>• Good Attitude</td>
<td>• Long meetings</td>
</tr>
<tr>
<td>• Medical/Dental Benefits</td>
<td>• Relocating</td>
</tr>
<tr>
<td>• Earning $25/hour</td>
<td>• Traffic</td>
</tr>
<tr>
<td>• Flexible work hours</td>
<td>• No employee parking</td>
</tr>
<tr>
<td>• Permanent schedule</td>
<td></td>
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Creating your “SMART GOAL”

Remember…you need to set a plan to achieve your goals!

- **S** Specific
  
  Your goal should be as specific as possible and answer the questions: What is your goal? How often of how much? Where will it take place?

- **M** Measurable
  
  How will you measure your goal? Measurement will give you specific feedback and hold you accountable.

- **A** Attainable
  
  Goals should push you, and it is important that they are achievable. Are your goals attainable?

- **R** Realistic
  
  Is your goal and timeframe realistic for the goal you have established?

- **T** Timely
  
  Do you have a timeframe listed in your SMART goal? This helps you be accountable and helps in motivation.

Next Steps

• You will receive a phone call or email from your RESEA case manager with a schedule time for your Individual RESEA Interview.

• Have your list of job contacts available during the interview. At this time, you will be required to submit your job contact sheet along with Form UC-BP-24R to your WDD local office.

• A subsequent follow-up interview will be scheduled approximately three (3) weeks after your initial RESEA Interview and Orientation. Have your updated list of job contacts available during your follow-up interview as you will be required to submit it to your WDD local office again at program completion.

Note: RESEA Supplemental Worksheets are included in your Orientation Materials Packet as additional support activities for you to do on your own time.
American Job Center Hawaii Locations & RESEA Contact Information

**Honolulu County**
Dole Cannery Complex
680 Iwilei Road, Suite 700
Honolulu, HI 96813
Phone: (808) 768-5701
Email: dir.wdresea.honolulu@hawaii.gov

**Maui County**
110 Alaihi Street, Suite 209
Kahului, HI 96732
Phone: (808) 270-5777
Email: dir.wdresea.maui@hawaii.gov

**Hawaii County (Hilo)**
427 Kilauea Avenue
Hilo, HI 96720
Phone: (808) 935-6527
Email: dir.wdresea.hilo@hawaii.gov

**Kauai County**
4444 Rice Street, #302
Lihue, HI 96766
Phone: (808) 274-3056
Email: dir.wdresea.kauai@hawaii.gov
thank you

FOR PARTICIPATING IN THE RESEA ORIENTATION!

Good luck on your Job Search