

# 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

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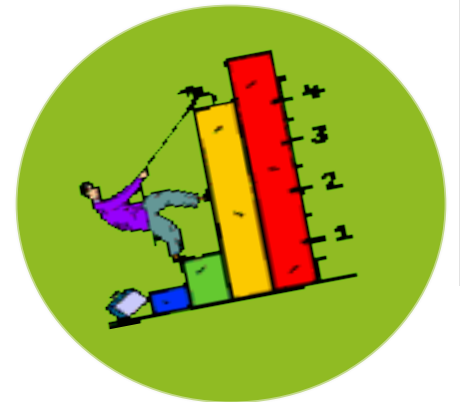
# RESEA Orientation Agenda

- ◆ Orientation Video on RESEA Benefits and UI Eligibility Requirements
- ◆ 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?

- Resources at the AJC
- Job Search/Marketing Tools
- Online Job Matching
- Labor Market Information
- Assessment Tools






# Job Search 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.




**Share your experience and skills**

✓ Step 1 — ○ Step 2 — ○ Step 3

 →  → 

We take your experience and skills... → analyze them using artificial intelligence and unemployment data... → and generate personalized career recommendations.



**Drag your resume here to upload**

(Recommended)  
We can read .doc, .pdf, .txt files.

**BROWSE**

No resume? [Enter your information manually](#)

## 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?

1. Go to <https://hican.hawaii.gov/>.
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.



# Career Networking

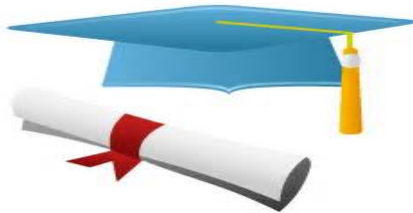


- **Many people find their jobs through networking.**
- **What is networking?**

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.**

# Marketing Tools

- 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

# Hard Skills VS. Soft Skills

## 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)

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

vs.

## Soft Skills

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

Soft skills are personal habits and traits that shape how you work, on your own and with others.

AIM FOR THE



FACTOR!



**50%  
Client  
satisfaction.**

**30%  
Revenue**

**75%  
Cost savings**

Quantify your  
accomplishments

AIM FOR THE



FACTOR!

# Quantify your Accomplishment

- An administrative professional with 10+ years of experience supporting executives, sales personnel, and managers.

- VS -

- Multi-faceted, efficient, and reliable administrative professional with 10+ years of experience supporting executives, sales personnel, and managers.



AIM FOR THE



FACTOR!

## Quantify your Accomplishment

- A Customer Service Professional with more than 10 years of experience with various clothing lines.

- VS -

- A Seasoned, Dedicated and Service Driven Customer Service Professional with more than 10 years of experience with various clothing lines.

AIM FOR THE



FACTOR!

# Highlight your Skills & Talents

- Great at Problem Solving.

- VS -

- Innovative problem solver who can generate workable solutions and resolve complaints.

AIM FOR THE



FACTOR!

# Highlight your Skills & Talents

- Excellent Leadership Skills.

- VS -

- Goal-driven leader who maintains a productive climate and confidently motivates and coaches employees to meet high performance standard.

## 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.

Practice  
+  
Repeat



Get ready ahead  
of time



Try to stay  
calm.

## Top Interview Tips

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

# Examples of Interview Questions

## 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?**



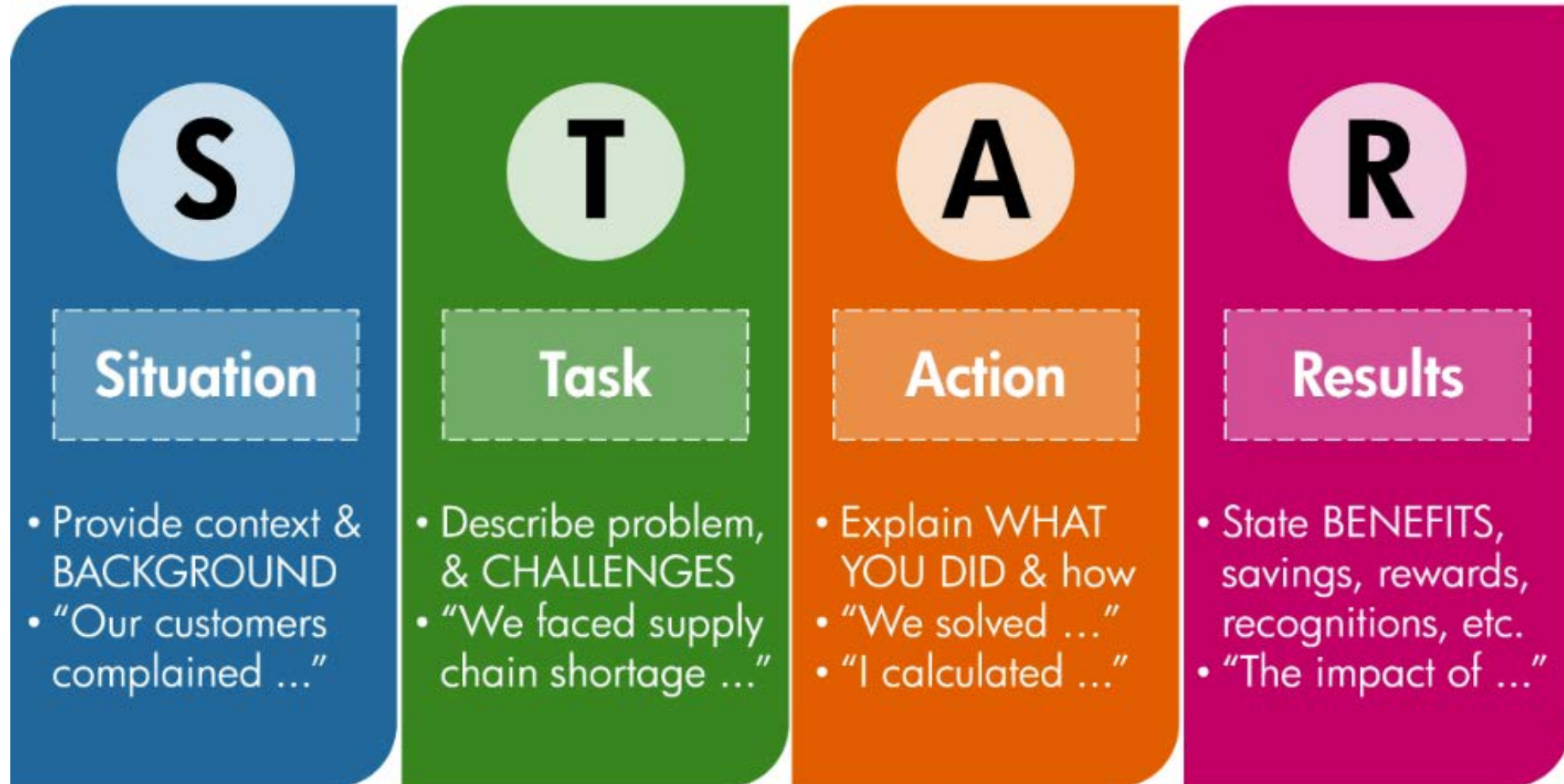
# Examples of Interview Questions

## 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!



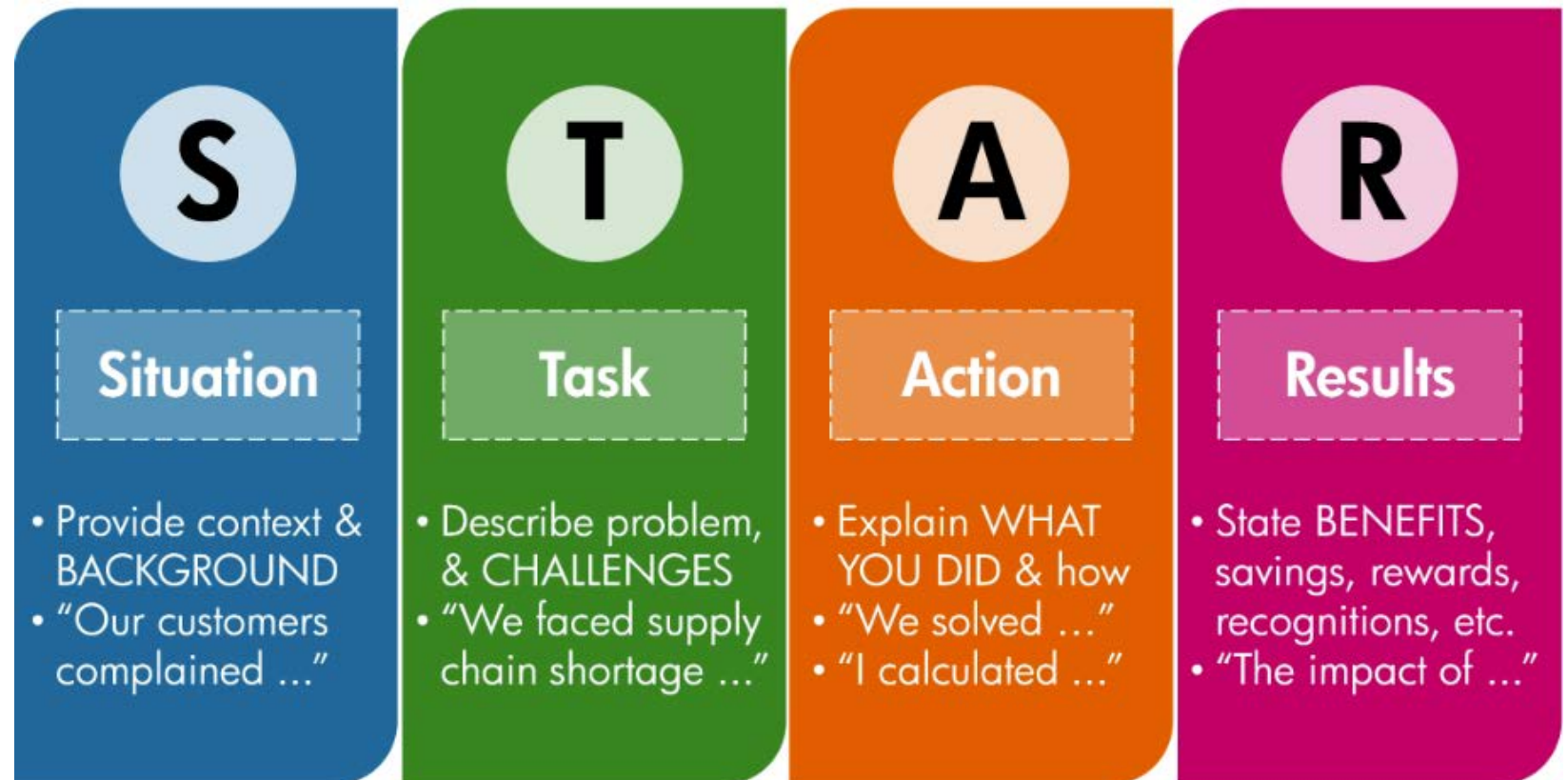
## STAR Exercise:

Pick an interview question and think about how you would respond based on the STAR method.

You may be asked at random to share your response with the class.

### “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”



# Understanding Your Personal Work Style

**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?

## Understanding Your Personal Work Style

**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.

# Basic Resume Writing Rules

- 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.



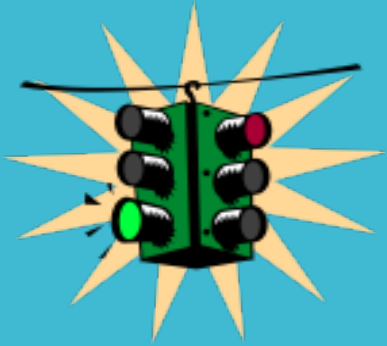
- **Strengths** – “I am” statements.
- **Gifts** – Talents, aptitudes or things the participant is good at.
- **Capacities** – “I can” statements.

## **Identify:**

- What you are able to do
- Your interests
- What you’ve done in the past

Strengths: <i>I AM...</i>	Gifts: <i>I ENJOY...</i>	Capacities: <i>I CAN...</i>
<ul style="list-style-type: none"> <li>• Organized</li> <li>• Good Communicator</li> <li>• Great Listening Skills</li> <li>• Creative/Innovative Thinker</li> <li>• Leader</li> <li>• Humble/Empathetic</li> <li>• Thoughtful/Caring</li> <li>• Patient/Disciplined</li> <li>• Skilled in Management</li> <li>• Knowledgeable in Financing</li> </ul>	<ul style="list-style-type: none"> <li>• Working with people</li> <li>• Reading</li> <li>• Researching</li> <li>• Traveling</li> <li>• Golfing</li> <li>• Helping people</li> <li>• Being a parent</li> <li>• Listening to music</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-task</li> <li>• Learn new skills</li> <li>• Do anything I put my mind to</li> <li>• Adaptable</li> <li>• Take care of my family</li> <li>• Speak various languages</li> </ul>

## What Works/ What Doesn't Work



- 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.

What Works...	What Doesn't Work...
<ul style="list-style-type: none"> <li>• Be part of a team</li> <li>• 5 day work week</li> <li>• Positive Environment</li> <li>• Good communication with management</li> <li>• Good Attitude</li> <li>• Medical/Dental Benefits</li> <li>• Earning \$25/hour</li> <li>• Flexible work hours</li> <li>• Permanent schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Not working with others</li> <li>• Working 70 hours a week</li> <li>• Earning less than \$25.00</li> <li>• Negative work environment</li> <li>• Long meetings</li> <li>• Relocating</li> <li>• Traffic</li> <li>• No employee parking</li> </ul>

## Creating your "SMART GOAL"

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



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



How will you measure your goal? Measurement will give you specific feedback and hold you accountable.



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



Is your goal and timeframe realistic for the goal you have established?



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: [dliir.wddresea.honolulu@hawaii.gov](mailto:dliir.wddresea.honolulu@hawaii.gov)

## **Maui County**

110 Alaihi Street, Suite 209  
Kahului, HI 96732  
Phone: (808) 270-5777  
Email: [dliir.wddresea.maui@hawaii.gov](mailto:dliir.wddresea.maui@hawaii.gov)

## **Hawaii County (Hilo)**

427 Kilauea Avenue  
Hilo, HI 96720  
Phone: (808) 935-6527  
Email: [dliir.wddresea.hilo@hawaii.gov](mailto:dliir.wddresea.hilo@hawaii.gov)

## **Kauai County**

4444 Rice Street, #302  
Lihue, HI 96766  
Phone: (808) 274-3056  
Email: [dliir.wddresea.kauai@hawaii.gov](mailto:dliir.wddresea.kauai@hawaii.gov)

# thank you

FOR PARTICIPATING IN THE  
RESEA ORIENTATION!

Good luck on your Job  
Search

