



Employment Essentials

Gain the skills needed to find, keep, and transition from a job. This dimension covers job search strategies, workplace navigation, excelling in a role, and managing career transitions.

About CanWork BC

CanWork BC aims to make it easier for youth with disabilities ages to 15 to 30 years old to find and keep employment. There are a series of tools and resources for youth, employers, service providers, educators, and caregivers.

CanAssist at the University of Victoria, with the support of the BC Ministry of Social Development and Poverty Reduction, wrote the Provincial Employment Strategy for Youth with Disabilities (ESYD). This strategy informed the tools and resources.

The Youth Tool

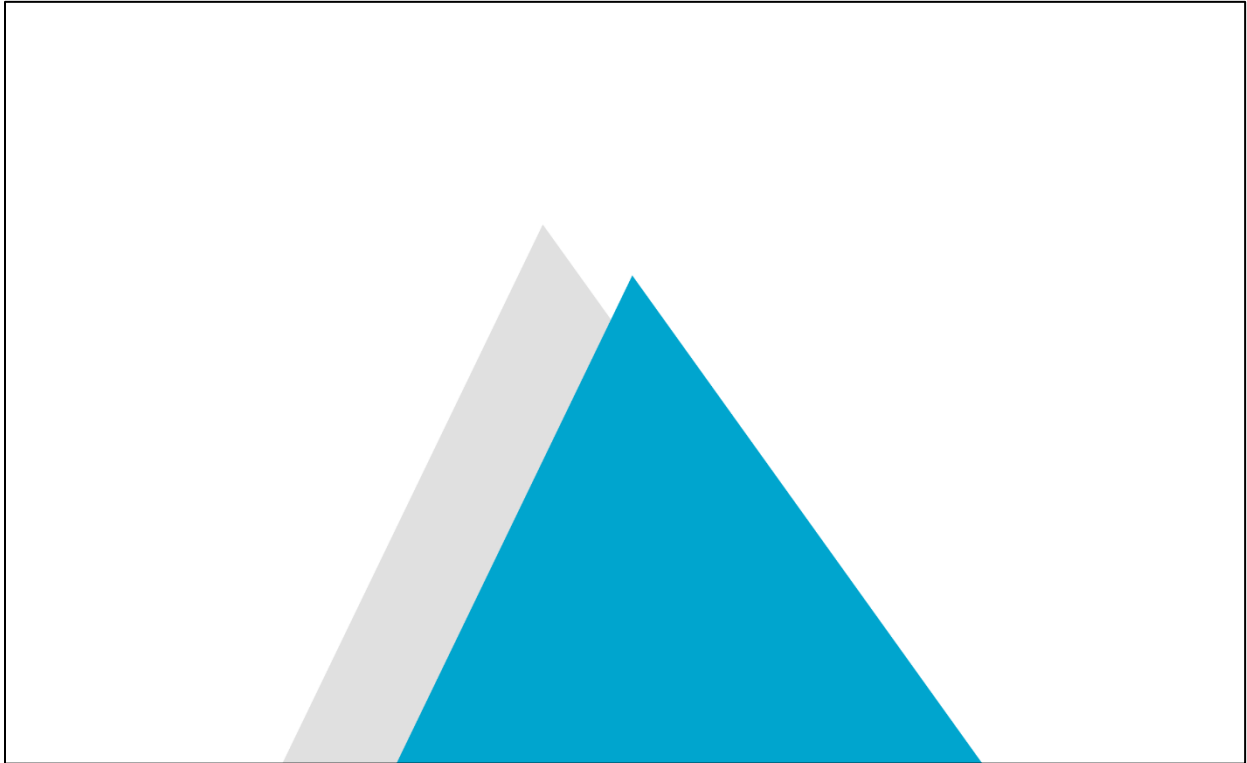
The CanWork BC youth tool is available as an interactive online platform at portal.canworkbc.ca and through PDF workbooks such as this one. There are five dimensions of content available.

For the full PDF workbook content and accompanying facilitator guides, as well as other CanWork BC tools and resources, go to canworkbc.ca.

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Module: Creating a Job Search Toolkit

This module provides youth with disabilities the skills and resources to effectively search for job opportunities and create resumes, cover letters, and reference lists. It covers where to find job openings, strategies to assess if a job is a good fit, and how to craft tailored application materials.

Introduction

This module has three sections to help you get started on your job search journey. You'll explore:

- Identifying where to find job postings and choosing the right ones for you.
- Building a strong resume and listing professional references.
- Writing a cover letter for your job applications.

Each section will take around 15-30 minutes to complete, and you're welcome to take breaks in between.

Each section has activities that connect employment essentials to your own life to make sure this is useful for you. Be prepared to think about and record your answers in whatever way works best. That could be writing your answers in this workbook or using a different format that works for you like voice recording or typing in a notes app.

At the end of the module, you'll have the chance to put what you've learned into practice with reflection questions. Let's get started!

Section 1: Finding Job Opportunities

Finding the right job creates exciting opportunities. With the right strategies, you can discover roles that match your skills and interests. Knowing where to find job postings is an important step in the process.

In this section, we'll cover:

- Identifying where to find job postings and opportunities online and in person.
- Reviewing job postings to see if they fit your skills, experiences, and work goals.

By the end of this section, you will have a better understanding of the value of looking for job postings in multiple places and tips on seeing if job postings are a good fit for you.

Engage and Explore

Searching for Job Opportunities

Are you ready to begin your job search but are unsure where to start?

Whether you're looking for your first job or a new opportunity, there are several ways to find job openings. Let's explore some ways you can search for job opportunities:

- **Online job boards**

Online job boards are one of the easiest and fastest ways to find job openings. You can search for jobs based on location, industry, or job type. Commonly used online job boards include:

- Government of Canada Job Bank: jobbank.gc.ca/findajob
- Indeed: indeed.com
- LinkedIn: linkedin.com
- Glassdoor: glassdoor.ca/index

If you're interested in freelance or contract work, there are also platforms designed to connect freelancers with clients, including:

- Upwork: upwork.com
- Fiverr: fiverr.com
- Freelancer: freelancer.com

- **Networking**

Networking is a powerful way to find job opportunities by connecting with people who may know about openings or can introduce you to employers. It can help you discover hidden opportunities that are not posted online. Here are some networking tips:

- **Job fairs:** These are great opportunities for employers and job seekers to connect. You can explore available positions, submit your resume, and even participate in on-the-spot interviews, so be sure to come prepared! These events are often held both online and in person.

- **Talking to friends and family:** Letting people in your life know that you're looking for a job can be very helpful. They may know about job openings or be able to connect you to someone who can help.
- **Networking online:** Use platforms or industry-specific forums to connect with other professionals who could help you find a job. For example:
 - LinkedIn: [linkedin.com](https://www.linkedin.com)
 - Meetup: [meetup.com](https://www.meetup.com)

- **Employment service centres**

Employment service centres provide valuable help to find a job, such as resume writing, job search workshops, and interview preparation. Here's how you can find them:

- **Search online:** Type “employment services near me” or “career centers in [your area]” into a search engine to find local centres.
- **Check local government websites:** Visit your city or province website to find services listed under “Employment” or “Career Services.”
- **Ask at libraries or community centres:** Many libraries or community centres offer job search support. Ask if they have any career workshops or resources.
- **Visit your school's career centre:** If you're a student or graduate, your school's career services can help with job search resources.

- **Get recommendations:** Ask friends, family, or mentors if they know about any helpful employment centres in your area.

Job Search Tip

Using different search methods to find a job can improve your chances of finding a posting that interests you. Some jobs may only be listed in specific places.

To increase your success, consider networking, attending job fairs, reaching out to employment service centres, and exploring different online job boards.

Question: Have you used any of these methods to search for jobs before? Which ones would be most helpful for you?

Write your answers below or in a notes app or another digital format that works for you.

Evaluating Job Postings

Once you find job postings, it's important to review them carefully to see if they are a good fit for you in terms of the work you would be doing. You'll also want to ensure that the schedule and salary work for you. Check out the sample job posting below and read about the different parts underneath it to understand *what* they are and *why* they are important.

1	Position Title: Marketing Coordinator Location: Vancouver, BC Expected Start Date: ASAP Job Type: Full-Time
2	Company Overview: At [Company Name], we are committed to creating a positive work environment that encourages creativity and supports professional growth.
3	Job Description: We're seeking a Marketing Coordinator to support our team by developing strategies, coordinating campaigns, and managing our social media.
4	Responsibilities: Support the marketing team in daily activities. Assist in creating marketing materials and presentations.
5	Qualifications: Bachelor's degree in Marketing, Communications, or a related field. 1-2 years of experience in marketing or a similar role. What We Offer: Competitive salary and performance bonuses. Opportunities for professional development and training.
6	How to Apply: If you are excited about this opportunity and meet the qualifications, please submit your resume and a cover letter detailing your relevant experience and interest in the role to [email address].

1. Location

Think about the job location and whether you can commute easily. Are you open to relocating for a job or do you need to look for work in a specific location? Does the location fit into your lifestyle and needs?

2. Company overview

Check the company's values to see if they align with yours. This can help you decide if you'd like working there.

3. Job description

Look at the job description to make sure you understand the opportunity and how it aligns with your experiences and goals. This section will help you determine if you want to apply.

4. Responsibilities

Think about if the daily tasks match your skills and interests. Will you enjoy the work you'll be doing in this role? Will the experience help you reach your work-related goals?

5. Qualifications

Make sure you check if you meet the educational and experience requirements. This is a good way to see if the job is aligned to what you want to be doing. It's okay if you don't meet every qualification because many employers value transferable skills.

6. How to apply

Pay attention to application instructions and be sure to follow the instructions example. This shows your attention to detail, and it can help you decide how to format your application.

For example, if the employer asks you to write the subject line of your email in a specific order, be sure to follow that exactly, and be sure to check if you need to apply in person or online.

Make it Personal

Job Search Scenarios

Now that you've explored job search websites, networking opportunities, and how to evaluate job postings, let's put this knowledge into action and connect these ideas to your own experiences.

Reflect on the Scenarios

In this activity, you will explore three different scenarios about what to do before applying for jobs. Read the scenario and think about what you would do. Then write down what you think would happen, based on the actions you think you would take.

Write your answers below or in a notes app or another digital format that works for you. If you need help check out the example answers at the end of the section.

Scenario 1

You see a job posting which interests you, but you're worried you don't have all the required skills. You're excited about the opportunity but unsure if you should apply.

Question: What would you do?

Question: What do you think would happen?

Scenario 2

At a networking event, you meet someone from a company you like, knowing that connections can help you learn about job openings and the company culture.

Question: What would you do?

Question: What do you think would happen?

Scenario 3

You visit an employment service center for help with your job search, looking for guidance and resources to improve your chances of getting a job. How would you approach this visit?

Question: What would you do?

Question: What do you think would happen?

Job Search Scenarios Example Answers

Scenario 1

- **What you could do:** Look closely at the job description and list your skills that match the job. If you're missing a few, consider how you can highlight your other strengths or express your willingness to learn.
- **What might happen:** By understanding your strengths and being honest about your skills, you'll feel more confident applying for the job.

Scenario 2

- **What you could do:** After the event, send them a friendly email thanking them for the chat and asking if they'd be willing to share more about their experiences at the company.
- **What might happen:** This follow-up shows your interest and helps you build a professional relationship, which may lead to future job opportunities.

Scenario 3

- **What you could do:** Take advantage of the services offered, like resume reviews, mock interviews, and job search workshops. Be open to feedback and ask questions about the job market.

- **What might happen:** Using these resources will help you better understand how to present yourself and improve your job search strategy.

Section 2: Writing a Resume

A strong resume is important for getting a job interview. It highlights your skills, experiences, and achievements, making it easier for employers to see what you can offer.

In this section, we'll cover:

- Highlighting your skills, sharing your experiences, and clearly presenting your achievements.
- Creating a reference list.

By the end of this section, you will have a better understanding of how to highlight your skills and experiences in your resume. Having a clear and organized resume increases your chances of making a good first impression on potential employers.

Engage and Explore

Resume Sections

When crafting your **resume**, there's no one right way to order it. The key is to lead with the most relevant sections that fit the job you're applying for. Check out the sample resume below and check out the different parts. Read about the parts below to understand what they are and why they are important.

1	YOUR FULL NAME Address Mail Website
2	SUMMARY A practical Chemical Engineer with Significant Experience in Process Designs, I have worked with some organizations, ensuring a grounded approach to my profession.
3	KEY SKILLS <ul style="list-style-type: none"> • Effective Time Management • Creative Problem-Solving • Active Listening • Efficiency Under Pressure • Critical Thinking • Talented Customer Services
4	PROFESSIONAL EXPERIENCE Policy Manager Lexramax Inc Oct 2020 - present <ul style="list-style-type: none"> • Review policies as regards Industry Improvement • Create a functional and technical application of set policies
5	EDUCATION MAsc Process Engineering Dandilton Oct 2017 - Sept 2018 <ul style="list-style-type: none"> • Studied Process planning, coordination, and efficiency
6	CERTIFICATIONS <ul style="list-style-type: none"> • Google Analytics Certification • Project Leader Certification
7	AWARDS <ul style="list-style-type: none"> • Most Innovative Employee of the Year, LexraMax (2020) • Overall Best Employee of the Year, CrystaPointe (2019)

1. Contact information

This section shows information on how to reach you, making it easier for an employer to follow up with you. You can include your first and last name, phone number, email address, and LinkedIn profile (optional).

- **Tip:** Keep this section clear and easy to read at the top of your resume.

2. Professional summary

This section is an opportunity to highlight your key strengths in two to three short sentences.

- **Tip:** Customize this section for each job application and be specific with examples.
- *Example: Instead of saying hardworking professional, say something like, “Project manager with five years of experience leading cross-functional teams and reducing costs by 15%” or “Customer service representative with a year of experience handling customer inquiries.”*

3. Key skills

This section is where you will highlight your most relevant skills in bullet points or a short list.

- **Tip:** Tailor this section to the job posting. If applying for a tech role, focus on software or technical skills.
- *Example: Proficient in Adobe Photoshop, Excel, and project management tools.*

4. Work experience

This section is where you highlight past work experiences that are relevant to the job you are applying for. You should include job title, company name, location, and dates of employment.

- **Tip:** Use bullet points to describe your achievements, not just duties. Start each point with action words like led, increased, or developed. Include numbers when possible.
- *Example: “Increased sales by 20% in six months by leading a new outreach strategy” or “Supported volunteer communications by contributing to contact list updates.”*

5. Education

This section is where you highlight your highest level of education, including the school's name and your graduation date. You can also list relevant certifications or courses.

- **Tip:** If your education is directly related to the job, put this section closer to the top.
- *Example: For a marketing job, you might list: "Bachelor of Science in Marketing, ABC University, 2021."*

6. Certifications and volunteer work

This section is optional but valuable if relevant to the job. It's also an opportunity to share some information about things you are passionate about.

- **Tip:** Certifications can show your qualifications beyond work experience. Volunteer work can demonstrate transferable skills.
- *Example: "Certified Project Management Professional (PMP), 2023" or "Food Safe Certification, 2023."*

7. Awards and achievements

This section is for any relevant awards or honours. It's a great opportunity to celebrate your achievements.

- **Tip:** Include only those that are meaningful to the position you're applying for.
- *Example: Employee of the Month, January 2023.*

Resume Types

Your resume is a key tool in your job search. It's a document that shows your skills, experiences, training, and achievements related to a job posting. It helps employers decide if you are the right fit for the job they are offering. It should be clear, well-organized, and customized to the job you're applying for.

There are different resume types, and the right format depends on your experience and the sector you are applying for a job in. Choosing the best one helps highlight your strengths. Below, you'll find examples of each type. Remember, your resume doesn't have to look exactly like these examples; it should show your personal style and fit the job you're aiming for.

- **Chronological resume**

This is the most common format. It lists your work history from your most recent job to earlier ones. This format is best if you have steady experience in the same field and want to show your career growth.

- **Best for:** Jobs where recent experience matters, like similar roles in the same industry.

- **Functional resume**

This format focuses more on your skills than your job history. It groups your experience by skills, like leadership or communication, instead of listing jobs in order. This format is useful if you're changing careers, have gaps in your work history, or want to emphasize specific skills.

- **Best for:** People changing careers or those with gaps in their work experience.
- **Combination resume**
This format blends both chronological and functional formats. It highlights your key skills first and then lists your work history in reverse order. This format lets you highlight your skills while clearly showing your job experience.
 - **Best for:** People with strong skills and a solid work history who want to highlight both.

References

A reference is someone who can speak about your skills and work experience to support your job application.

You don't need to include references directly on your resume. You also don't have to say, "References available upon request." If an employer needs them, they will ask.

If you're asked to provide references, here's what to do:

- **Choose the right people**
Select people who know your work well and can speak positively about your skills. This could be former employers, coworkers, or teachers.
- **Ask for permission**
Always ask your references for their permission before listing them. This shows respect and gives them a heads-up in case they're contacted.

- **Provide full details**

If you're asked to provide references, include their full name, title, organization, and up to date contact information (phone number and email). Including a sentence about your connection to the reference can also be helpful, such as if they were a coworker or a manager you reported to.

Resume Writing Tips

- **Resume length**

If you have fewer years of experience, aim for a one-page resume. For more experience or multiple relevant roles, a two-page resume is acceptable. Keep only the most valuable and relevant information to avoid overcrowding.

- **Action words**

Use strong action verbs such as "designed," "implemented," and "achieved" to highlight your impact.

- **Numbers matter**

Whenever possible, quantify your accomplishments to make them stand out.

Make it Personal

Resume Reflection

Now that you're familiar with different types of resumes and key tips, let's start crafting your own! Follow these steps to create a strong resume:

1. Gather your information

Begin by writing down all your experiences, education, volunteer work, certifications, and skills on a piece of paper or in a Word document. Think about what you've done in each area and how it relates to the job you want. To help you remember, refer to the reflective questions at the end of this page.

2. Find a job posting

Look for a job posting that interests you. Choose one that you can see yourself applying for and that aligns with your skills and experiences.

3. Create your resume

Choose the type of resume that fits your experiences best, whether it's chronological, functional, or a combination. Make sure to choose the experiences and skills that are in line with the job posting you selected.

As a suggestion, try using a Microsoft Word template. Simply open Word, click on "New," and search for "Resume" in the

template gallery. Pick a template with a clean design and keep the text short and clear.

4. Get feedback

After you've completed your resume, share it with family members, friends, or employment service providers. Ask for their feedback on how it looks and what you can improve. They might offer helpful tips that can make your resume even stronger.

Also, make sure to proofread your resume for grammar mistakes and typos before submitting it for a job application.

5. Revise your resume

After receiving feedback, take some time to make any necessary changes to your resume. This is your chance to polish it and make sure it presents you in the best way.

To remember helpful information for your resume, consider the following questions. Write your answers below or in a notes app or another digital format that works for you.

Question: What experiences or skills do I want to highlight that relate to the job I'm applying for?

Question: How can I make my resume clear and easy to read for potential employers?

Question: What feedback did I receive, and how can I use it to improve my resume?

Question: What key achievements or accomplishments can I include to highlight my strengths?

Section 3: Creating a Cover Letter

Creating a strong cover letter is important because it helps employers see more than just your resume. It gives them a sense of who you are, what you've achieved, and how you can be a great fit for the role. Think of it as the first impression of you to the person reviewing your job application. It's an important tool to help you get invited to a job interview.

In this section, we'll cover:

- Writing a personalized cover letter for different job postings.
- Highlighting your skills and experiences.
- Highlighting your achievements and personal qualities.

By the end of this section, you will have a better understanding of how to show potential employers how your skills match their needs. You will also have a sense of how to highlight your personality and enthusiasm for the job professionally and clearly.

Engage and Explore

Creating a Cover Letter

Now that you know why a cover letter is important, let's look at its different parts. A good cover letter can help you stand out from other applicants by showing your personality and excitement for the job.

Check out the sample cover letter below to understand *what* the different parts are and *why* they are important. This will help you create a cover letter that highlights your skills and experiences effectively!

	<p style="text-align: right;">[Your Name] [City, State, Zip] [Your Email] [Your Phone Number]</p> <p>[Date]</p> <hr/>
1	<p>[Company's Name] [Job Title]</p> <p>Dear [Employer's Name]</p>
2	<p>I am excited to apply for the [Job Title] position at [Company's Name] as advertised on [Where You Found the Job Posting]. I believe my skills and experiences make me a great fit for this role.</p>
3	<p>In my previous position at [Previous Company], I successfully [mention a relevant achievement or responsibility]. This experience helped me develop [related skills], which I believe will be valuable for the [Job Title] role.</p>
4	<p>I am particularly drawn to this position because [mention something specific about the company or role that interests you]. I am confident that my [skills or personal qualities] will contribute to the success of your team.</p>
5	<p>Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to [Company's Name]. Please feel free to contact me at [Your Phone Number] or [Your Email].</p>
6	<p>Sincerely, [Your Name]</p>

1. Greeting

Use a general greeting like "Dear Hiring Manager" when you can't find a specific name. However, personalizing your greeting is always better when possible. You can often find the appropriate name in the job posting or by looking on a company or organization's website.

2. Opening paragraph

Include the job title and where you found the job posting. Mention why you are interested in this role to show your enthusiasm for the role. Be specific and concise.

3. Experience section

Highlight one or two key achievements or responsibility relevant to the job. Use action verbs (e.g., achieved, developed) to describe what you did and quantify results when possible (e.g., increased sales by 20%).

4. Skills section

Identify and emphasize relevant skills that relate to the job. Mention any relevant personal qualities that demonstrate your fit for the company culture. Match your skills with those listed in the job description. This shows you meet the requirements.

5. Additional topics section

Research the company's values, mission, or recent projects. Mention something specific about the company or position that attracts you and how your values match the company

culture. Consider including your long-term career goals and how they align with the company's mission.

6. Closing paragraph and signature

Thank the employer for considering your application and express your eagerness for a follow-up. Show your enthusiasm and willingness to discuss how you can contribute.

Use a professional closing. If you're submitting electronically, simply type "Sincerely" followed by your full name. If you're printing the letter, leave space for your handwritten signature.

Key Factors to Consider

As you start writing your cover letter, keep these key factors in mind to make sure it effectively highlights your qualifications and leaves a positive impression:

- **Personalization**

Address the letter to a specific person whenever possible. This shows you've done your research and are genuinely interested in the position.

- **Organized and clear**

Structure your cover letter with clear sections, including an introduction, body, and conclusion. Keep it brief – aim for one page – while ensuring your main points are easy to follow.

- **Professional tone**

Use a professional tone throughout your letter. Avoid slang and overly casual language to maintain a sense of professionalism.

- **Enthusiasm**

Show your enthusiasm for the position and the company. Employers appreciate candidates who are excited about the opportunity.

- **Relevant skills and experiences**

Focus on the skills and experiences that are most relevant to the job you're applying for. This shows how well you match the role.

- **Proofread**

Always check for spelling and grammar mistakes before sending your letter. A clean, error-free letter makes a good impression.

Make it Personal

Cover Letter Reflection

Having learned the tips on how to write a cover letter and what each section means, it's time to create your own!

Follow these steps to write a strong cover letter:

1. **Gather your information**

To help you look for job postings, start by thinking about your skills, experiences, and achievements that relate to the kind of job you want. You can do this before you start looking for job postings to inform your search, or after you have found a job posting that interests you. Write them down to help you remember what to include.

2. **Choose a job posting**

Find a job posting that interests you. Choose one that matches your skills and experiences, so you can write a cover letter that highlights your strengths for that specific role.

3. **Write your cover letter**

You can use a cover letter template from Microsoft Word as a guide to organize your thoughts. In your cover letter, introduce yourself and share why you're excited about the job. Highlight your skills and experiences that match what the employer is looking for, keeping it clear and focused while avoiding unnecessary details.

Tip: To find a template in Word, open the program, click on "New," and search for "cover letter" in the template search bar. Often, you can find matching cover letter and resume templates, so your application looks coordinated.

4. **Ask for feedback**

Once you finish writing your cover letter, share it with family, friends, or career advisors. Ask them for their thoughts on

how it looks and if it clearly shows your qualifications.

Also, make sure to proofread your cover letter for grammar mistakes and typos before submitting it for a job application with your resume.

5. **Make revisions**

After getting feedback, take some time to update your cover letter. This is your chance to make it even better and ensure it truly represents you.

To remember helpful information for your cover letter, consider the following questions. Write your answers below or in a notes app or another digital format that works for you.

Question: What experiences or skills do I want to highlight that relate to the job I'm applying for?

Question: How can I make my resume clear and easy to read for potential employers?

Question: What feedback did I receive, and how can I use it to improve my resume?

Question: What key achievements or accomplishments can I include to highlight my strengths?

Reflect and Connect

Great work! We've covered a lot in this module including:

- Find job opportunities online and through networking.
- Create a resume that highlights your skills, experiences, and achievements.
- Write a cover letter that shows why you're a good fit for a job.

Take a moment to think about the questions below and how they relate to your experiences. Write your answers below or in a notes app or another digital format that works for you. Think of this as a reflective journal for yourself, which you can refer to later.

Happy reflecting!

Where can you go to find job openings? Which way works best for you?



What have you learned about evaluating job postings that you can use next time you search for a job?

How do you plan to grow your professional network to help find job opportunities?

What resources or people can you use to help you write your resume?

What are some personal examples you could in your cover letter to show how your skills and experiences match the job you're applying for?



Module: Applying for Job Opportunities

This module equips youth with disabilities with the skills and resources to confidently navigate the job application and interview process. It covers how to research companies, tailor application materials, prepare for interviews, and handle each stage of the process – before, during, and after an interview.

Introduction

This module has three sections to help you understand the job application process. You'll explore:

- Customizing your resume and cover letter for different roles.
- Collecting information about a company and creating questions to prepare for interviews.
- Practicing following up on applications, writing thank-you emails, responding to rejection, and accepting job offers.

Each section will take around 15-30 minutes to complete, and you're welcome to take breaks in between.

Each section has activities that connect employment essentials to your own life to make sure this is useful for you. Be prepared to think about and record your answers in whatever way works best. That could be writing your answers in this workbook or using a different format that works for you like voice recording or typing in a notes app.

At the end of the module, you'll have the chance to put what you've learned into practice with reflection questions. Let's get started!

Section 1: Applying for Jobs

Exploring how to customize your resume and cover letter and knowing the best ways to apply for jobs can increase your chances of success.

In this section, we'll cover:

- Customizing your resume and cover letter.
- Submitting job applications.

By the end of this section, you will have a better understanding of the importance of tailoring your job applications, some common methods of submitting job applications, and how these skills can help build your confidence during the job search.

Engage and Explore

Customizing Your Resume and Cover Letter

Let's get ready to apply for jobs with confidence! Customizing your resume and cover letter for each application is important because it shows employers that you fit their specific role.

If you don't feel confident creating a resume and cover letter yet review the *Creating a Job Search Toolkit* module of this dimension. If you have a good understanding of these documents, let's explore some tips below to customize them so they stand out for each job application.

1. Read the job description

Start by reading the job description carefully to understand what the employer is looking for.

Pay attention to the important keywords used in the job description related to skills, qualifications, and responsibilities.

Pay special attention to specific requirements such as education and experience, as well as the order of responsibilities since the top ones are likely the most important to the employer.

2. Compare your resume

Now that you understand what the employer wants, it's time to review your resume. Start by making a copy of your resume to keep the original safe.

In this copy, make sure to put your most important qualifications at the top, especially in the summary and experience sections. This will help the employer see that you have the skills and experiences they are looking for.

Tip

If your most relevant experiences are from a while ago, think about using a functional or combination format. This

way, you can focus on your skills instead of just your job history.

- A **functional resume** focuses on your skills rather than your work history. Instead of listing jobs in order, it groups your experience by skills, like leadership or communication.
- A **combination resume** combines both skills and job history. It highlights key skills first, then lists your work experience in order from most recent to oldest.

3. Update your summary

Your resume summary is one of the first things hiring managers see, so make it count! Use it to highlight your most relevant skills and accomplishments, including the job title you're applying for.

Example: "Self-motivated social media marketing specialist with more than three years of experience in web marketing and campaign management."

4. Detail your work history

You don't need to include every job you have had if the experiences aren't relevant to the job you are applying for. Key words in the job description can help you know what to include.

If needed, shorten details about less relevant jobs or make separate sections for key work experience and other jobs. Use keywords from the job description in your bullet points to show you have the right skills.

Start with the most important tasks that match the job, especially if leadership is a focus.

5. Include measurable results

Highlight your achievements with numbers to show your impact.

Example: Instead of saying, "improved customer service," you could say, "reduced response time to customer inquiries by 10%." Providing measurable results helps show your contributions clearly.

6. Update your skills section

Add any relevant skills that your summary and work history might not include. It can be helpful to use keywords from the job description and list the most important skills first.

Include any "preferred" skills mentioned in the job posting, as they can help set you apart from other candidates.

7. Update your cover letter

Just like your resume, customize your cover letter for each job application. Use it to explain how your skills and experiences

make you a good fit for the role. Refer to specific points from the job description or details from the company's website and connect them to your qualifications.

Example: You could include a list of key skills noted in the job description with a short sentence describing how you have that skill.

8. Review and proofread your resume and cover letter

Finally, check both your resume and cover letter for spelling and grammar mistakes. Make sure you've used the employer's keywords throughout.

Tip

Ask a friend or colleague to review them to ensure they align with the job description. This will help your application stand out to hiring managers.

Applying for Jobs

Understanding the right way to apply whether online or in person can improve your chances of success. No matter which method you use, always follow the application instructions exactly as stated.

Here are some common methods and tips for each one.

- **Online applications**

When applying for a job, it's important to follow instructions and include all required documents, whether by email, a company website, or an online job board.

- **Email applications:** Make sure the subject line includes the job title and your name. Briefly introduce yourself, mention the position, and attach your cover letter and resume as a PDF document. Follow any specific instructions the employer provides, such as file formats or naming conventions.
- **Company websites:** Many companies have application portals where you'll fill out a form and upload your cover letter and resume. Different websites may have different requirements so be sure to check the job posting for instructions.
- **Job boards:** Platforms like Indeed or LinkedIn often require you to submit your documents through their system. Follow any specific steps in the job post to make sure you submit your application correctly.

- **In-person application**

Some smaller or local businesses still prefer receiving applications in person. This could happen at a job fair or by simply walking into a business and handing over your resume.

Applying in person allows you to make a personal connection with the employer, manager, or staff. This can help you stand out from those who apply online.

When visiting in person, dress professionally. What is appropriate to wear to work varies between jobs. You want to look clean and professional, so avoid wearing anything too casual for the job environment. For example, don't wear flip flops to apply for an office job or sweatpants to apply for a retail job. Be sure to bring a few printed copies of your resume with you and be ready to briefly explain why you're interested in the job.

Make it Personal

Job Application Scenarios

Now that you've learned different ways to apply for jobs and how to personalize your cover letter and resume for each position, let's apply this knowledge to real-life scenarios.

Reflect on the Scenarios

In this activity, you will explore three different scenarios related to applying for jobs. Read the scenario and think about what you would do. Then write down what you think would happen, based on the actions you think you would take. Write your answers below or in a notes app or another digital format that works for you. If you need help check out the example answers at the end of the section.

Scenario 1

You find a job posting that sounds perfect, but you don't meet all the requirements listed, like a specific certification.

Question: What would you do?

Question: What do you think would happen?

Scenario 2

You find two job postings that interest you: one is for a marketing coordinator at a tech company, and the other is for a project manager at a nonprofit organization.

Question: What would you do?

Question: What do you think would happen?

Scenario 3

You find a job for a graphic designer that asks for a portfolio, but you don't have one ready.

Question: What would you do?

Question: What do you think would happen?

Job Application Scenario Example Answers

Scenario 1

- **What you could do:** Instead of ignoring the job, you decide to apply anyway. In your cover letter, you highlight your relevant experience and explain how you are actively working toward obtaining the certification.
- **What might happen:** Your proactive approach impresses the hiring manager, but whether they consider you depends on the employer and the industry. They like that you are eager to learn, but they might still choose someone who meets all the requirements. However, it's worth trying your chance!

Scenario 2

- **What you could do:** You decide to customize your cover letter and resume for each job. For the marketing coordinator position, you focus on your experience with social media campaigns and analytics. For the project manager role, you highlight your leadership skills and successful project completions.
- **What might happen:** By tailoring your applications, you increase your chances of getting noticed. Each employer sees that you have the specific skills they need, which leads to interviews for both positions.

Scenario 3

- **What you could do:** Instead of giving up, you choose to create a portfolio. You gather past projects, such as designs from school, freelance work, or personal projects. To make your application more relevant, you also create new graphics specifically for this job. For instance, if the company specializes in customized logos, you might design a few logos that highlight your style and skills.
- **What might happen:** By putting together a portfolio with your past work and new designs made for this job, you show your creativity and hard work. This helps you get noticed by employers and increases your chances of getting an interview.

Section 2: Interviewing for Jobs

Interviews are a great chance to show your skills and personality. Knowing how to handle them is key to getting the job you want.

In this section, we'll explore how to prepare for an interview and what to focus on during the interview, including tips for effectively answering questions, asking your own, and staying calm.

In this section, we'll cover:

- Preparing for an interview.
- Identifying what questions you want to ask the potential employer.
- Requesting accommodations to set you up for success in the interview.

By the end of this section, you will have a better understanding of why interviews are important, and how you can use them to see if the company culture is a good fit for you.

Engage and Explore

Preparing for an Interview

An interview is a meeting with an employer where they assess if you're a good fit for the job. It's also an opportunity for you to see if the company is a good fit for you. It's your chance to showcase your skills and personality while learning more about the job and workplace.

Researching the Company

Before going into any interview, it's important to know who you'll be talking to and what the company is all about. Researching helps you feel more prepared and shows the interviewer that you're serious about the role. Here are some things to look into:

- **Understand the company:** Take time to research the company's mission, values, and work culture. This information will be on their company website, usually on the 'About Us' section. This gives you an idea of what they care about and if it matches your own values and goals. Showing that you're familiar with the company during the interview proves that you've prepared well and are interested in the opportunity.
- **Know the role:** Carefully read the job description to understand the specific responsibilities and expectations of the role. This will help you see how your skills and experience match what they're looking for. Knowing the key duties allows you to tailor your answers in the interview, showing that you're a great fit for the position.
- **Look into the interviewers:** A quick look at LinkedIn can help you learn about the interviewers' backgrounds, making the conversation feel more personal. **For example,** if you notice that one of them worked at a company you like or studied a similar subject, mention it during the interview. This shows that you're interested and engaged.

Practicing Your Answers

Interviews often follow a similar structure, with some common questions. Preparing your answers ahead of time can help you feel more confident.

- **Practice answering common questions:** Be prepared to answer questions like “Tell me about yourself,” and “Why do you want this job?”
- **Make your answers relevant to the job:** Connect your skills and experiences to the specific position you’re applying for.
- **Use the STAR method:** STAR is an acronym for Situation, Task, Action, and Result. It’s a good way to structure your answers because it helps the employer see how your specific actions contributed to a task. For example, if an interviewer asks you to “Describe a time when you made a positive impact on your workplace,” you could use the STAR method. Learn more about the STAR method by exploring the table below.

Star	Describe the situation or challenge you faced. Be specific but keep it brief. Example: “I was working in a customer service team where we were receiving a lot of complaints.
Task	Explain the task you had to complete or the goal you were working toward. Example: “My task was to

	figure out why we were getting so many complaints and improve customer satisfaction.
Action	Detail the actions you took to address the situation. Example: “I led a team to collect customer feedback and implemented changes based on their suggestions.
Result	Share the outcome of your actions, focusing on positive results. Example: “As a result, customer complaints dropped by 20% and satisfaction improved significantly.

Asking Your Own Questions

An interview isn’t just about them asking you questions. You should also come prepared with a few questions of your own. This helps you learn if the company is a good fit for you and shows that you’re engaged in the process.

The following are some examples of types of questions you might ask:

- **Ask about the role**

Example: What does success in this role look like in the first six months?

- **Ask about the team or company culture**

Example: How does the company support employee development?

- **Clarify next steps**

Example: What are the next steps in the interview process?

Requesting Accommodations

Accommodations are changes or adjustments made to help a person perform their best in a specific situation. If you need support, it's important to ask for it. Many companies are happy to make adjustments, and this can help you feel more comfortable.

Types of accommodations for interviews

- Request interview questions in writing instead of verbally.
- Ask for visual aids or assistive technology during the interview.
- Request extra time to think about and answer questions.
- Ask for breaks if the interview is long or overwhelming.
- Ask for a quiet room for the interview to minimize distractions.
- Request to have the interview conducted in a comfortable setting.

How to ask for accommodations

- Bring up your accommodation needs before scheduling the interview if possible.
- Mention it during the confirmation of the interview details.
- Use clear and direct language, like:

- “I would like to discuss accommodations for my upcoming interview.”
- “Can we arrange for a quiet space for my interview?”

Speaking up for yourself

- Know your rights. Understand that you have the right to request accommodations.
- Familiarize yourself with your rights under employment laws.
- Remember that asking for accommodations is a normal part of the interview process. Be confident in your requests.
- Speak up about your needs to ensure you can perform your best.

Caring for Your Well-Being

Interviews can be stressful, so it’s important to take care of your mental and physical health before, during and after the process. Check out the tips below for managing interview stress to care for your well-being. You can also check-out the Wellness dimension to learn more tips for managing your well-being.

Before the interview

Prepare yourself: Get a good night’s sleep, eat something nutritious, and take a few minutes to relax before heading into the interview.

Take a deep breath: Simple breathing exercises or light stretching can help calm nerves.

<p>During the interview</p>	<p>Take your time: Remember, it's okay to take your time when answering questions. Pause if you need to collect your thoughts. You don't have to rush.</p> <p>If you don't know the answer: It's perfectly fine if you don't know the answer to a question. Instead of feeling pressured, show the interviewer that you're willing to learn. You might say something like, "I'm not sure about that right now, but I'm eager to learn more and find the answer." This demonstrates your openness and a growth mindset.</p>
<p>After the interview</p>	<p>Celebrate what went well: Were there answers you were proud of? Take a moment to acknowledge your good work.</p> <p>Be kind to yourself: Interviews are stressful, and you did it! What can you learn from it for next time?</p>

Make it Personal

Get Ready for Your Interview

Preparing for an interview is crucial for success. Check out the tips below and answer the questions to build skills to effectively prepare

for an interview. Write your answers below or in a notes app or another digital format that works for you.

Tips for Interview Success

- **Wear professional clothing:** Even for online interviews, wear workplace-appropriate clothing like a button-down shirt to show that you take the opportunity seriously.
- **Be on time:** Aim to arrive early for in-person interviews. If it's online, log in a few minutes early to check your connection.
- **Plan your route:** For in-person interviews, give yourself extra time to find the location. Familiarize yourself with the area beforehand.
- **Stay calm:** Take deep breaths and stay positive. Remember that it's normal to feel nervous.
- **Follow up:** After the interview, consider sending a thank-you email to express your appreciation for the opportunity.

Helpful Tips for First-Time Interviewees

- **Practice makes you confident:** Take time to practice answering common interview questions with a friend or in front of a mirror.
- **Research the company:** Familiarize yourself with the company's values and mission to connect your answers to their goals.
- **Use available resources:** Access common interview questions and practice your responses.

Helpful Tips for Experienced Interviewees

- **Reflect on past experiences:** Think about your previous interviews. What worked well? What could you improve on?
- **Practice tailoring answers:** Customize your responses to highlight your growth since your last interview.
- **Use the STAR method:** For behavioral questions, practice framing your answers using the Situation, Task, Action, and Result format to convey your experiences clearly.

Question: What are your main strengths, and how do they relate to the job you're applying for?

Question: What questions do you have about the role and company?

Question: What concerns do you have about the interview process, and how can you address them before the interview?

Section 3: Navigating Post-Application Steps

Following up after an application or interview can have a big impact on your job search. It shows employers you're interested, keeps you informed on the process, and helps you feel more in control of the process.

In this section, we'll cover:

- Checking your application status.
- Sending thank-you notes.
- Handling rejection and celebrating wins.
- Accepting a job offer.

By the end of this section, you will have a better understanding of how to build relationships with potential employers, how to highlight your professionalism through thoughtful follow-up tasks, and how to be prepared to handle rejection and success.

Engage and Explore

Post-Application Steps

After you've sent out job applications or completed interviews, knowing what to do next is important. Here are some key steps to help you navigate this part of the job search process.

Step 1: Send a thank-you emails after an interview

After an interview, sending a thank-you email is a great way to leave a positive impression. This shows appreciation for their time and reinforces your interest in the position. Here's how to craft a thank-you email:

- **Be prompt:** Send it within 24 hours of the interview.
- **Personalize it:** Mention something specific from the interview to remind them of your conversation.
- **Keep it brief:** Thank them again and express your enthusiasm for the role.

Step 2: Check your application status

It's good practice to check the status of your application after a week or two of submitting. This shows your interest in the position. You can reach out to the hiring manager or recruiter politely to ask for any updates. Here's a simple way to do it:

- **Send a short email:** Ask if there's any update on your application status.

Celebrating Success and Handling Rejection

The job search process comes with highs and lows, and preparing for both is important. Here's some strategies to approach moments of success and rejection with a positive mindset:

- **Strategies for celebrating successes**
Landing an interview or receiving a job offer is an important achievement!

- **Celebrate your hard work:** Whether it's a job offer or just a step forward in the interview process, take a moment to recognize your efforts and celebrate.
- **Build your confidence:** Every win, no matter the size, brings you closer to your career goals.
- **Strategies for handling rejection**

Receiving a rejection can be tough, but it's a normal part of the job search. Here's how to handle it positively:

 - **Don't take it personally:** Hiring decisions can depend on many things that aren't about you.
 - **Ask for feedback:** Respond to the email with a request for feedback on your interview or application. This can help you improve for the future.
 - **Stay positive:** Use this as a learning experience and apply for other positions.

Accepting or Negotiating a Job Offer

When you receive a job offer, it's essential to thoroughly review the details before making your decision. These include the start date, offered salary and benefits (which are perks or compensation that are in addition to your salary). For example, benefits can include a health insurance plan and paid time off. Evaluating everything will help you confidently manage job offers and choose what's best for you.

Here are two options to consider:

- **Option 1: Accepting the offer**

If you're happy with what's being offered, including like the salary, benefits, and job responsibilities, reply as soon as you can to accept.

- *Example: You could say something like, "Thank you for the offer. I'm excited to join the team and look forward to starting." Remember to show appreciation for the opportunity.*

- **Option 2: Negotiating the offer**

If the offer doesn't fully meet your expectations, don't hesitate to ask for adjustments. Be polite and back up your request with solid information. If they don't agree to your request, that's okay. You did what was within your control by asking and speaking up for yourself.

- *Example: If the salary seems low, you could say, "Thank you for the offer. I was hoping we could discuss the salary, as my research shows that similar roles in this area typically pay more. Based on my qualifications and skills, I believe an adjustment would be fair."*

Make it Personal

Post-Application Scenarios

Now that you've learned about the steps to take after applying for a job, let's look at some real-life examples.

Reflect on the Scenarios

In this activity, you will explore three different scenarios about what to do after applying for jobs. Read the scenario and think about what you would do.

Then write down what you think would happen, based on the actions you think you would take. Write your answers below or in a notes app or another digital format that works for you.

If you need help check out the example answers at the end of the section.

Scenario 1

You recently applied for a marketing assistant position at a local company and are eager to hear back. However, it's been a week, and you haven't received any updates.

Question: What would you do?

Question: What do you think would happen?

Scenario 2

You receive an email informing you that you weren't selected for the job after completing an interview.

Question: What would you do?

Question: What do you think would happen?

Scenario 3

You receive a job offer, but the salary is lower than you expected.

Question: What would you do?

Question: What do you think would happen?

Reflect and Connect

Great work! We've covered a lot in this module including:

- Steps to apply for a job.
- Strategies to prepare for and complete an interview.
- What to do after applying for a job.

Take a moment to think about the questions below and how they relate to your experiences. Write your answers below or in a notes app or another digital format that works for you. Think of this as a reflective journal for yourself, which you can refer to later.

Happy reflecting!

What strategies can you use to identify key skills in a job posting that match your experience?

What methods can you use to tailor your resume and cover letter for specific job postings?

What steps do you take to prepare for an interview? What strategies help you stay calm?

What are some strategies you can use to apply interview feedback to improve?

- *Suggestion: You could keep your interview feedback in a document to review and you could ask a friend or family member to help you practice to apply the feedback.*

After applying for a job or completing an interview, how can you follow up?

How can you celebrate small successes while applying for jobs or completing interviews?

- *Suggestion: To keep you motivated you can plan some small rewards after each stage of searching, applying, and interviewing.*

Post Application Scenario Example Answers

Scenario 1

- **What you could do:** You decide to send a polite follow-up email to the hiring manager, thanking them for considering your application and asking for updates. You might write, "I hope you're well. I wanted to follow up on my application for the marketing assistant position I submitted last week. I'm excited about the opportunity to join your team and would appreciate any updates on the hiring process."
- **What might happen:** Your follow-up demonstrates your enthusiasm for the position. The hiring manager responds with a timeline for the next steps in the hiring process and appreciates your interest, keeping you informed and engaged.

Scenario 2

- **What you could do:** Instead of feeling discouraged, you remind yourself that rejection is a natural part of the job search process. You reflect on the positive aspects – like how the interview helped you practice and gain confidence. You also take note of any feedback you received to improve for future opportunities.
- **What might happen:** By staying positive and not taking the rejection personally, you keep yourself motivated. You understand that there are more opportunities out there, and each interview is a step closer to finding the right job.

With this mindset, you continue your job search with fresh energy.

Scenario 3

- **What you could do:** Instead of accepting the offer immediately, you decide to negotiate. You research average salaries for that role in your area and prepare to explain your qualifications. You then respond to the employer, thanking them for the offer and politely asking if the salary is negotiable.
- **What might happen:** Even if the salary doesn't increase, you spoke up and addressed your concern. This way, you're not left wondering, and you've taken a step toward understanding your value.



Module: Starting a New Job

This module covers how to accept a job offer and navigate the onboarding process, including understanding what is expected in a new role and building relationships with coworkers.

Introduction

This module has three sections to help you navigate all the processes involved in starting a new job. You'll explore:

- Applying steps to manage the onboarding process when starting a new job.
- Identifying workplace expectations, including company culture and your role.
- Developing positive professional relationships and practice effective communication skills.

Each section will take around 15-30 minutes to complete, and you're welcome to take breaks in between.

Each section has activities that connect employment essentials to your own life to make sure this is useful for you. Be prepared to think about and record your answers in whatever way works best. That could be writing your answers in this workbook or using a different format that works for you like voice recording or typing in a notes app.

At the end of the module, you'll have the chance to put what you've learned into practice with reflection questions. Let's get started!

Section 1: Navigating Onboarding Processes

Navigating the onboarding process is crucial because it sets the stage for your success in the workplace and helps you feel more comfortable and prepared.

In this section, we'll cover:

- Understanding what to expect when you start a new job.
- Identifying key questions to ask to clarify company policies.
- Sharing your needs comfortably.

By the end of this section, you will have a better understanding of what to expect on your first days, which will help you feel more confident about starting your new role.

Engage and Explore

What to Expect in a New Job

Onboarding is the process that helps you settle into your new job. It usually includes orientation sessions, training programs, and meetings with your team. Here's what you can generally expect:

- **Orientation**

Different employers approach orientation differently. You might attend an in person or online session with other

coworkers where you learn about the company culture, values, and mission. Or you might be asked to watch videos and read materials on your own. No matter the format, the important thing here is that you understand what your employer expects from you, and you have the information you need to get started on your work. It can also be an opportunity to get a feel for your workplace and start to meet your coworkers.

- **Training**

Depending on your role, you might go through specific training to help you understand your tasks and responsibilities better. This could include hands-on training or online courses.

Questions to Ask

Asking questions is an important part of the onboarding process. Don't hesitate to ask these questions during orientation or in your first few days. It shows that you're engaged and eager to learn.

Here are some questions you might consider:

- What are my key responsibilities?
- Who should I reach out to if I need help?
- What are the company's policies on remote work, dress code, and hours?
- Are there opportunities for growth and professional development?

Completing Onboarding Paperwork

One of the first steps in onboarding is completing paperwork. Read everything carefully and ask for help if you're unsure about anything. This often includes:

- **Tax forms**

These help the company take out the correct amount of tax from your paycheck.

- **Direct deposit forms**

You'll provide your banking information, so your salary goes directly into your account.

- **Benefits enrollment**

If the company offers benefits, you must fill out forms to enroll in health insurance, retirement plans, etc.

Understanding Company Policies

Understanding company policies is key for a smooth start at your new job. Keep in mind that rules can be different at each company or organization. If you have questions, ask your supervisor or Human Resources (HR) manager for help. Make sure to review the following:

- **Workplace behavior**

Understand the rules and expectations for acting, talking, and working with others.

- **Leave policies**

Find out about vacation days, sick leave, and how to ask for time off.

- **Rules and consequences**

Know what actions could lead to warnings or losing your job.

Disclosing Disabilities

You have the right to disclose a disability to your employer if you need support or adjustments at work. Share only what you feel comfortable with and focus on how your employer can assist you. Here are some things to consider:

- **Know your rights**

Under the **British Columbia Human Rights Code**, you are protected by law. This means your employer must make reasonable changes to help you do your job, as long as it doesn't create too much difficulty for them.

- *Example: If you have a vision impairment, your employer might provide special equipment such as a larger monitor or screen reader software to help you see your computer screen better.*

- **Decide when to disclose**

You can choose when to share information about your disability. It's important to do this only when you feel **comfortable** and **ready**. You don't have to share this information right away.

- *Example: If you're starting a new job with a learning disability, consider waiting until you feel settled before discussing it with your supervisor. You can share this when you need extra help or support.*
- **Benefits of disclosing**

Disclosing your disability can lead to better support and understanding from your employer. When your employer knows about your needs, they can provide resources to help you succeed at work.

 - *Example: If you have ADHD, letting your employer know might lead to strategies to help you focus better, like using noise-canceling headphones or having a quieter workspace.*

Make it Personal

Reflection Journal

Starting a new job is an exciting opportunity to gain experience and learn. To help you through this experience, let's create an onboarding journal where you can reflect on your thoughts and feelings.

Follow the steps below to create your journal. Consider the questions and write your answers below or in a notes app or another digital format that works for you.

Step 1: Choose your focus

If you've worked before: Think about your last job. What did you expect from that role? What challenges did you face, and how did you handle them?

If this is your first job: Imagine what it will be like. What do you expect? What concerns do you have?

Step 2: Think on it

Question: What are your expectations for this new role?

Question: What challenges might you face?

Question: How do you plan to overcome those challenges?

Question: What skills or experiences do you want to build on in this job?

Optional Step 3: Sharing your insights

If you care comfortable, feel free to share your insights with a friend or group if you're comfortable. Sharing can give you new perspectives and help you learn.

Remember

This journal is a personal space for your thoughts, and there are no right or wrong answers. Take the time to explore how you feel about starting a new job and keep these reflections as you grow in your career!

Section 2: Understanding Workplace Expectations

Understanding workplace expectations can make starting a new job easier. It helps you adjust quickly, get along with coworkers, and perform your role well.

In this section, we'll cover:

- Understanding your role.
- Asking for accommodations.
- Identifying where to go for support when you need it.

By the end of this section, you'll have a better understanding of how to learn more about your specific role and the supports available to you to make you feel more comfortable in your new workplace.

Engage and Explore

Understanding Your Role

It's important to know your job responsibilities. Make sure you understand what tasks you need to complete, who you report to, and how your role fits into the company.

Knowing the roles of other staff members can also be helpful, as it will guide you on who to contact for support when you need it. Here are some more tips you can use to help you understand your role:

- **Set clear expectations:** Schedule a meeting with your supervisor to discuss your role and responsibilities and ask about any specific goals or projects you should focus on.
- **Where to go for help:** If you have questions or need help, it's important to know who to ask. In most workplaces, you can contact your supervisor or the Human Resources (HR) department. They can help with questions about company policies, your role, or any issues you might face.
- **Keep a list of contacts:** Write down names and contact information for your supervisor, HR, and any other key people in the company who can assist you.

Company Culture

Company culture refers to the shared values, behaviors, and ways of working in a company. Every workplace is a bit different. Some are formal, while others are more relaxed. Check out these ways to understand company culture:

- **Observe your surroundings:** Watch how coworkers interact. Do they chat casually, or is communication more formal?
- **Ask questions:** If you're unsure about how things are done, don't hesitate to ask a friendly coworker or your supervisor.
- **Participate in team activities:** Attend team meetings or social events to get a feel for the company's values and how people behave at work.

What are Workplace Accommodations?

Workplace accommodations are changes or adjustments made to help you do your job. This could include special equipment, a flexible schedule, or changes to your workspace. Here are a few examples of workplace accommodations:

- **Adjustable workstations:** For employees who need to stand or sit while working.
- **Assistive technology:** Such as screen readers, speech-to-text software, or adaptive mice for those who use computers in their job.
- **Flexible hours:** For those who may have childcare responsibilities or health appointments.

Requesting Accommodation

The steps below can support you through the process of requesting workplace accommodations.

Step 1: Reach out

Reach out to your supervisor or HR to discuss your accommodation needs.

Step 2: Approach the discussion

Choose a good time for a private meeting.

Be clear and direct about your needs. For example, say, “I would like to discuss flexible hours to manage my workload better.”

You may need to prepare documentation, like a note from a healthcare professional, to support your request.

Step 3: Follow-up

After your meeting, send a follow-up email summarizing what was discussed to ensure clarity and understanding.

Make it Personal

Explore Workplace Expectations

Workplace expectations can be different in each sector. In this activity, you will look into two or more sectors that interest you. You'll find out the workplace expectations and think about whether they would be a good fit for you. The steps below will help you complete the activity. Write your answers below or in a notes app or another digital format that works for you.

Step 1: Choose your sectors

Pick at least two sectors you want to explore and make note of them.

- *Examples: Healthcare, technology, education, retail, or manufacturing.*



Step 2: Research workplace expectations

Find information about the workplace expectations in each sector. Here are some tips to help you:

- **Visit company websites:** Look for sections like "About Us" or "Careers." They often share their company culture and values.
- **Read job descriptions:** Look at job postings in your chosen industries. They usually explain the responsibilities and expectations for different roles.
- **Use professional networking sites:** Websites like [LinkedIn](#) can help you see how people describe their jobs and the workplace culture in different industries.
- **Search for articles or reports:** Use search engines to find articles about workplace culture in specific industries. Look for industry reports or blogs that discuss trends and expectations.

Step 2: Make a list and compare

Create a list that shows the expectations you found for each sector and compare them. If it's helpful, you can record your findings in the table below. Include things like:

- What is the company culture like?
- What are common job responsibilities?
- How do people communicate at work?
- What accommodations are usually available?

Here's an example comparing **retail** and **technology**:

Type of Expectations	Retail	Technology
Company culture	Fast-paced, customer-focused, teamwork-oriented	Innovative, casual, encourages brainstorming
Common job responsibilities	Innovative, casual, encourages brainstorming	Developing software, troubleshooting tech issues
Communication style	Friendly and informal, Communicate clearly and directly with customers	Casual and open, often uses messaging apps

Accommodations available	Flexible schedules for shifts	Remote work options, ergonomic equipment
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Type of Expectations		
Company culture		
Common job responsibilities		
Communication style		
Accommodations available		

Section 3: Building Professional Relationships

Strong professional relationships can open doors to new opportunities, help you learn from others, and make your work life more enjoyable.

In this section, we'll cover:

- Making great first impressions.
- Developing effective communication skills
- Building professional relationships that benefit your career.

By the end of this section, you will have a better understanding of how strong relationships can improve teamwork and collaboration and how making connections at work can create networking opportunities and future job leads.

Engage and Explore

First Impressions

When you meet someone new at work, how you present yourself can influence your future interactions. Here are some tips to make a great impression.

- **Be friendly**

Smile and greet people warmly. A simple "Hello!" creates a welcoming vibe.

- *Example: When meeting a new team member, say, "Hi, I'm [Your Name]. It's great to meet you!" This shows you're open and approachable.*

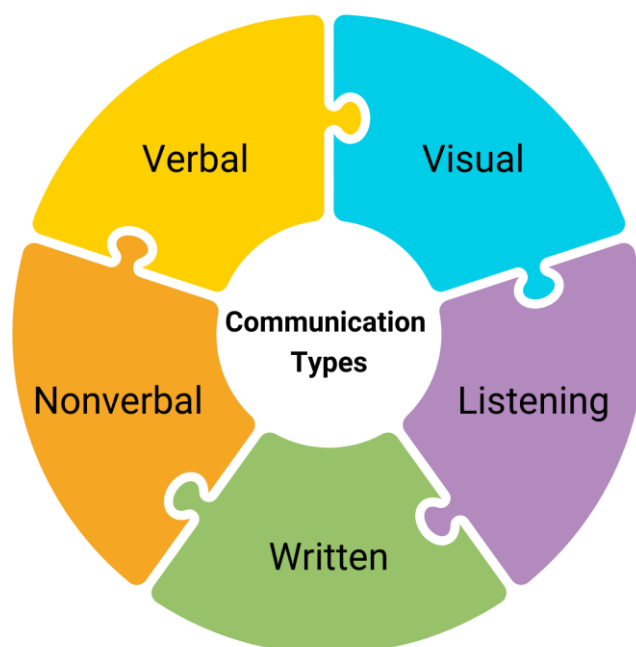
- **Dress appropriately**

Wear clothes that fit the workplace culture. Looking neat shows you take your job seriously.

- *Example: wearing clean jeans and a nice shirt works if your workplace is casual. For a more formal setting, wear a button-up shirt, dress pants, and dress shoes.*

Effective Communication

Good communication is essential for building strong relationships at work. Here are some types of communication. Check out the tips to improve them below.



- **Verbal communication**

Use simple language to communicate your ideas. For example, instead of saying, "Let's leverage our synergies," say, "Let's work together to make this project better."

- **Visual communication**

Use charts or images to support your message. For example, presenting data with a graph can help clarify your point.

- **Listening communication**

Listening means paying attention to what others say. It shows you care. For example, if a colleague shares an idea, say, "That sounds interesting! Can you tell me more?" This shows you value their input.

- **Written communication**

Make sure your emails and messages are clear and professional. For example, start emails with a friendly greeting, keep your message focused, and end politely. For instance, "Hi [name], I hope you're doing well. I wanted to check in on the project. Let me know how I can help. Thanks! [your name]."

- **Nonverbal communication**

Your body language, facial expressions, and gestures matter too. For example, instead of crossing your arms while listening, keep an open posture to show you're friendly and willing to hear someone's ideas.

Positive Communication Practices

In the workplace, it's important to use positive communication styles that build trust and collaboration. Here are some effective styles to consider:

- **Direct communication**

This style is clear and respectful. You express your thoughts while considering others.

- *Example: Instead of saying, "Everything is going well," when it's not, you could say, "I feel overwhelmed with my workload and need help." This is direct and constructive. Use this style to express your needs clearly.*

- **Collaborative communication**

This style focuses on teamwork and finding solutions together.

- *Example: Instead of saying, "Let's do it my way," you might say, "Let's brainstorm ideas together and see what we can come up with." This encourages cooperation and creativity.*

- **Empathetic communication**

This style shows understanding and care for others' feelings.

- *Example: If a colleague is stressed, you might say, "I understand this is a tough time. I'm here if you need to talk." This builds a supportive environment.*

- **"I" statements**

Using "I" statements helps express your feelings without blaming others.

- *Example: Instead of saying, "You shouldn't keep changing the deadlines," you might say, "I feel frustrated when deadlines change unexpectedly. I would prefer more consistency in our timelines or insight into why they are changing." This can lead to a more productive conversation and helps others understand your perspective.*

Building Professional Relationships

Creating strong professional connections takes time and effort. Here's how to keep those relationships growing. Check out the strategies in the chart below.

Strategy	Description	Example
Follow up	After meeting someone, send a quick thank-you or continue the conversation.	If you had a good chat with a coworker, send a message like, "Thanks for the great conversation earlier! I enjoyed hearing your thoughts on the project."
Offer help	Let coworkers know you're available if they need support.	If you see a team member having a hard time, say, "I have some free time this

		afternoon. Do you need help with your project?"
Join social activities	Participate in team lunches or outings.	If your team is having lunch together, join in! It's a great way to connect and get to know each other outside of work.

Make it Personal

Personal Action Plan

Now that you understand the importance of first impressions and strategies to build professional relationships at work, it's time to create a personal action plan. This plan will help you put your knowledge into practice.

For each topic below, read the prompt, think about a couple relevant actions you would take, and consider the questions. Write your answers below or in a notes app or another digital format that works for you.

Topic 1: Making good first impressions

Question: What are some strategies you can use to make a strong first impression?

- Example: Say “Hello, nice to meet you” or dress appropriately for the situation.

Question: Who is someone who recently made a good first impression on me?

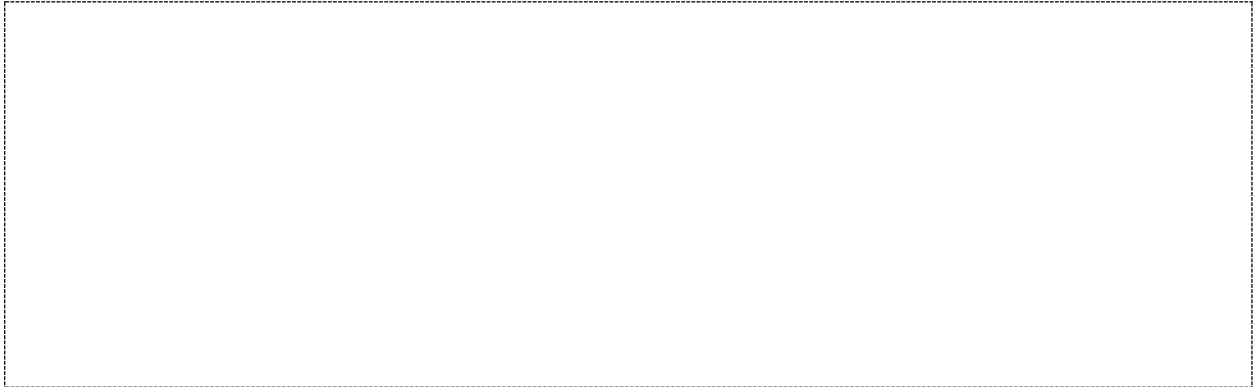
Question: What can I do that they did?

Topic 2: Improving my communication skills

Question: What are some strategies you could use to enhance your verbal and nonverbal communication?

- *Example: Ask questions to show you are interested or maintain open body language.*

Question: What specific communication skills do I want to work on?



Question: How can I practice these skills in everyday situations?



Topic 3: Places to apply these skills

Question: What are some situations where you could use your strategies to make a good first impression and practice effective communication?

- *Example: Attending a networking event, meeting new team members, and participating in team meetings.*

Question: What upcoming events can I practice these skills at?

Question: How will I measure my success in these situations?

Reflect and Connect

Great work! We've covered a lot in this module including:

- Understand the steps involved in onboarding when starting a new job.
- Know what to expect at work, including company culture and your role.
- Identify ways to communicate effectively and build professional relationships.

Take a moment to think about the questions below and how they relate to your experiences. Write your answers below or in a notes app or another digital format that works for you. Think of this as a reflective journal for yourself, which you can refer to later.

Happy reflecting!

What can you do to feel more comfortable when starting a new job?

What can you do to better understand a workplace environment?

Think about things like workplace culture, expectations, or how people interact with each other.

How do workplace expectations affect how you feel about a job?

How can understanding workplace expectations help you when looking for a job or starting a new position?

How comfortable do you feel communicating in professional settings? Are there any areas you'd like to improve?



Module: Navigating the Workplace

This module covers how to manage daily work tasks, understand workplace expectations, grow in your role, and manage common workplace challenges.

Introduction

This module has three sections to help you understand workplace standards and challenges. You'll explore:

- Exploring workplace standards, including behavior and communication.
- Practicing growth strategies such as task management and skill development.
- Identifying ways to handle workplace challenges, like problem-solving and seeking support.

Each section will take around 15-30 minutes to complete, and you're welcome to take breaks in between.

Each section has activities that connect employment essentials to your own life to make sure this is useful for you. Be prepared to think about and record your answers in whatever way works best. That could be writing your answers in this workbook or using a different format that works for you like voice recording or typing in a notes app.

At the end of the module, you'll have the chance to put what you've learned into practice with reflection questions. Let's get started!

Section 1: Navigating Workplace Standards

Understanding workplace standards is key to your success and happiness on the job. It shapes how you interact with others, how you handle tasks, and how you feel in your work environment.

In this section, we'll cover:

- Demonstrating professional behavior.
- Learning about workplace culture.
- Building clear communication skills.
- Managing accommodation requests.

By the end of this module, you will have a better understanding of ways you can build positive relationships with coworkers and how you can adapt to different workplace cultures, making it easier to work in different settings.

Engage and Explore

Workplace Standards

Understanding workplace standards is essential for success in any job. These standards shape your interactions with others and help you grow in your role.

Professional behavior

Professional behavior is key to success at work. It helps create a positive environment and builds trust with coworkers and supervisors, leading to stronger teamwork. Examples of professional behavior include:

Behaviour	Description
Respect	Treat everyone kindly, no matter their role. Simple acts like saying "please" and "thank you" show respect to both coworkers and supervisors.
Reliability	Be dependable. If you commit to doing something, make sure you follow through and complete the task. For example, if you agree to finish a task by a deadline, try to get it done on time. If you're not sure you can finish it on time, let your supervisor or manager know before the deadline so you can adjust the plan together.
Punctuality	Always arrive on time for work and meetings. This shows that you respect other people's time and that you are professional.

Appropriate dress	Dress according to the company's dress code. For example, if it's business casual, wear clothes that align with that standard.
Following rules	Follow workplace policies and guidelines. Take the time to read the employee handbook so you understand the rules.
Accepting feedback	Be open to feedback and take helpful criticism calmly. See it as a chance to grow and ask questions to show that you want to learn. Everyone makes mistakes, and feedback helps you get better and build stronger relationships with your coworkers.

Workplace Culture

Workplace culture is the shared values, beliefs, and practices within a company. Understanding this culture is crucial for fitting in.

To adapt to workplace culture, take time to observe your surroundings. Ask questions if you're unsure about the expectations. Engaging with your team and participating in workplace activities can help you feel more integrated.

Here are some aspects of workplace culture to consider:

Aspect	Description
Shared values	Each workplace has specific values that guide behavior. For example, a company that values teamwork may encourage collaboration on projects.
Beliefs	These can affect how decisions are made. For example, a company that believes in innovation may support employees taking risks to propose new ideas.
Practices	Observe how things are done in the workplace. Are employees encouraged to socialize during breaks? Are meetings formal or casual?

Clear Communication

Effective communication is important in a work environment. Clear communication helps avoid misunderstandings and ensures everyone is on the same page.

Here's how to communicate clearly:

Approach	Description
Share your thoughts	Be open about your ideas and opinions. For example, if you have a suggestion for improving a process, don't hesitate to share it.
Listen actively	Pay attention when others speak. Show that you are listening by nodding or asking follow-up questions.
Use simple language	Avoid jargon or overly complicated terms, especially when explaining tasks. For example, instead of saying "utilize," you could say "use."
Confirm important points	After discussions, summarize key points in writing. For example, you could send a follow-up email after a meeting to recap what was discussed.

Updating Workplace Accommodation Needs

As you work, your needs may change because of new job duties or personal situations. It's important to check if your current accommodations are still helpful. Changes in responsibilities or life

events can affect what you need, so take time to consider how well your accommodations are working for you.

Steps to Approach Updating Workplace Accommodations:

- **Step 1: Assess your needs**

Check your current responsibilities to decide what changes are necessary.

- **Step 2: Discussing your needs**

Be clear and direct when discussing your needs with your supervisor or Human Resources. Provide specific details and suggest accommodations that would help you succeed, like extra time for tasks, a quieter workspace, or modified equipment.

- **Step 3: Provide documentation**

Be prepared to share any necessary medical or other information to support your request.

- **Step 4: Keep communication open**

Schedule regular check-ins with your supervisor to talk about your needs. Be honest about which accommodations are helping you and which are not.

Make it Personal

Workplace Scenarios

Let's look at some different examples of clear communication in action. In this activity, you will explore three different workplace scenarios. Read the scenario and think about what you would do. Then write down what you think would happen, based on the actions you think you would take. Write your answers below or in a notes app or another digital format that works for you. If you need help check out the example answers at the end of the section.

Scenario 1

You recently received a diagnosis that requires you to use a special chair at work for better support. Your current chair is causing discomfort.

Question: What would you do?

Question: What do you think would happen?

Scenario 2

You've noticed that team communication has been lacking at work, leading to misunderstandings about project deadlines and responsibilities.

Question: What would you do?

Question: What do you think would happen?

Scenario 3

You have a high-priority task with a tight deadline. You realize it might be hard to finish on time.

Question: What would you do?

Question: What do you think would happen?

Workplace Scenario Example Answers

Scenario 1

- **What you could do:** You send an email to your manager explaining your diagnosis and requesting an ergonomic chair to help with your comfort while working.
- **What might happen:** Your manager responds positively and arranges for the new chair to be delivered to your workspace. You feel more comfortable and can focus better on your tasks.

Scenario 2

- **What you could do:** You propose a team communication plan that includes regular check-ins and updates. You share how these practices can enhance clarity and collaboration among team members.
- **What might happen:** The team adopts your proposed communication strategy, resulting in clearer expectations and improved teamwork, which leads to successful project completion.

Scenario 3

- **What you could do:** You talk to your supervisor about your worries. You set up a quick meeting and explain that you're doing your best but may need extra help to finish on time. You share your progress and suggest ways your supervisor could assist, like adjusting resources or extending the deadline.

- **What might happen:** Your supervisor appreciates your honesty and agrees to help. With their support, you complete the task successfully. This open communication strengthens your reliability and builds trust with your supervisor.

Section 2: Growing in Your Role

Understanding how to grow in your role is key to your success at work.

In this section, we'll cover:

- Understanding how to clarify expectations.
- Building your problem-solving skills.
- Identifying opportunities for professional development.

By the end of this section, you will have a better understanding of how growth in your role can make the work more enjoyable and lead to new opportunities including promotions.

Engage and Explore

Growing in Your Role

As you settle into your new job, it's important to think about how you can grow in your role. Learning how to manage your responsibilities will help you build your skills and feel more confident. Read through the strategies to do this below.

Clarifying Expectations

Knowing what your job requires is essential for doing well. When you clearly understand your role, you can focus on what needs to be done.

- **Ask questions**

If you're unsure about your responsibilities, don't hesitate to ask your supervisor or coworkers.

- *Example: If your job description includes project management, you might ask, "Can you tell me more about the projects I'll be working on?"*

- **Set goals**

Write down clear goals for what you want to achieve.

- *Example: If you want to improve your communication skills, set a goal to share your ideas in team meetings once a month. This can help you practice and gain confidence.*

- **Review goals**

Regularly check in on your goals to see if you're making progress. Adjust them based on feedback or changes in your role.

- *Example: If you receive feedback that you need to work on teamwork, you might set a new goal to collaborate with a colleague on a project.*

Managing Tasks

Keeping track of your tasks can help make your work more manageable and reduce stress.

- **Prioritize**

Figure out which tasks are most important.

- *Example: If you have a report due tomorrow and a meeting next week, focus on finishing the report first to meet your deadline.*
- **Use tools**
Consider using planners, to-do lists, or apps (like Todoist or Trello) to keep your tasks organized. These tools can help you see what you need to do and when things are due.
- **Break it down**
Break larger tasks into smaller steps to make them easier to manage. Instead of just saying “write report,” you could break it down into steps like “research topic,” “create outline,” and “write draft.” This way, you can tackle each part one at a time.

Solving Problems

Challenges will come up at work, but knowing how to deal with them is key to your growth.

- **Stay calm**
When you face a problem, take a moment to breathe and think. For example, if a project is running late, staying calm allows you to step back, figure out what caused the delay, and plan a solution without making rushed decisions.
- **Think it through**
Explore different solutions. Sometimes talking to a coworker can give you new ideas. If you’re not sure how to solve a

conflict, you might say, “Can we sit down and talk about this together?”

- **Make a reference list**

Keep a list of common problems and solutions you’ve found helpful. This can be a useful guide for future challenges. For example, if you often struggle with time management, you could note successful strategies you've used before.

Professional Development Opportunities

Growing in your role means looking for ways to learn and improve your skills.

- **Look for training**

Check if your workplace has workshops, online courses, or mentorship programs.

- *Example: If you want to become a better leader, see if there's a training program for that.*

- **Seek feedback**

Regularly ask your supervisor for feedback on how you’re doing. If they point out areas where you can improve, see this as a chance to grow.

- *Example: If they suggest you enhance your technical skills, look for online courses that can help.*

- **Join professional groups**

Join groups related to your field. These organizations often offer networking opportunities, workshops, and useful industry insights.

- *Example: If you're in marketing, joining a marketing association can help you connect with others and learn new trends.*

Make it Personal

Skill Development Action Plan

Now that you've explored strategies to grow in your role, it's time to apply them to your own life. This activity will help you think about how to develop your skills, whether you are currently working or looking for a job.

Follow the steps below create a skill development action plan. Write your answers below or in a notes app or another digital format that works for you. Use the examples to help you if needed.

Step 1: Choose a skill

What's a skill you want to get better at?

This could be something like leadership, communication, or technical skills.

Question: What's a way to improve that skill?

Look for a learning opportunity like an online course, a workshop, or a mentor who can help you.

Step 2: Make a plan

How could you use what you learn in your current job or in the job you want in the future?

Example: Leading team meetings with more confidence.



Section 3: Managing Workplace Challenges

Learning to identify and manage conflicts not only improves your work environment but also helps you build skills that are valuable throughout your career.

In this section, we'll cover:

- Identifying challenges and breaking down problems to find solutions.
- Understanding how to communicate effectively.
- Reflecting on outcomes and finding support when we need it.

By the end of this section, you will have a better understanding on how to positively manage conflict with coworkers and how to look for solutions in a way that creates a more positive work experience for you and others.

Engage and Explore

Managing Workplace Challenges

Workplace challenges are a normal part of any job. Knowing how to manage them well can help you work better and feel happier at your job. Read through the steps for managing workplace challenges below.

Identifying Challenges

Recognizing what challenges you face is the first step to managing them. Here are some common challenges:

- **Communication issues**

Misunderstandings can happen if people do not share information clearly.

- *Example: If a team member doesn't explain a project well, others may not know what to do.*

- **Time management**

Sometimes, you might feel rushed or overwhelmed with deadlines.

- *Example: If you have multiple tasks due at the same time, it can be hard to focus.*

- **Conflicts with coworkers**

Conflicts can arise from different working styles or personalities.

- *Example: If you prefer to work alone but have a team project, it might lead to tension.*

Breaking Down Problems

Once you identify a challenge, breaking it down can help make it easier to manage.

Here's how:

- **Write it down**

Start by writing down the problem to understand it better.

- *Example: If a project is late, list the reasons why, such as delays, not enough resources, or unclear instructions. This helps you see the issue clearly and think about solutions. Keeping a problem journal can also help you notice patterns over time.*

- **List steps to take**

Break the problem into smaller steps to make it easier to manage.

- *Example:*
 - **Create a schedule:** Use a planner or app to set times for each task.
 - **Prioritize tasks:** Figure out which tasks are most important. If you have a report due soon and a meeting next week, finish the report first.
 - **Set deadlines:** Give each smaller task a deadline to help you stay on track.

- **Focus on one thing at a time**

Work on each step one at a time to avoid feeling overwhelmed.

- *Example: If you need to write a report and prepare a presentation, focus only on the report until it's done. Once you complete one task, move on to the next. This way, you make steady progress without getting distracted.*

Exploring Ways to Solve Challenges

After breaking down the problem, think of ways to solve it. Consider these options:

- **Talk to someone**

Discuss the challenge with a coworker or supervisor. They may offer helpful advice or new ideas. If you're unsure how to complete a task or struggling, don't hesitate to ask for help. Talking to someone can really make a difference.

- **Explore different approaches**

Look for different ways to help you handle the situation.

- *Example: If communication is a problem, you might send emails instead of having meetings to share updates. This can help you communicate more clearly and keep everyone informed.*

- **Try new tools and resources**

Look for new tools that can help you manage your tasks better. If keeping track of what you need to do is difficult, consider using apps or creating written lists. Writing things down helps you see what needs to be done and keeps you focused on your goals.

Now, imagine you're facing the below challenges at work. Each challenge is numbered. Write the number in the box labeled 'Helpful' or 'Not Helpful' (or record them in a notes app or another digital format that works for you) based on which you think it is.

Use the strategies below to guide you and check your answers with the answer key at the end of the section.

1. Write down the main problem and list possible reasons for it.
2. Ask a coworker or supervisor for their advice or help.
3. Hope the situation improves over time, even without any changes.
4. Stick with your approach, even if the situation gets worse.
5. Break the problem into smaller tasks and prioritize what to do first.
6. Try to handle all tasks at once.

Helpful	Not Helpful

Communicate Effectively

Communication is key to managing workplace challenges. Here are some tips to help you communicate effectively:

- **Be clear**

When you share information, use simple language.

- *Example: Instead of saying, “I need this ASAP,” say, “I need this by Friday.”*

- **Listen actively**

Pay attention when others speak. If a coworker shares feedback, show that you understand by summarizing their points.

- **Ask questions**

If you’re unsure about something, ask questions. For example, “Can you explain what you mean by that?”

For more tips on clear communication, check out the *Starting a New Job* module in this dimension.

Reflect on Future Learning

After handling a challenge, take time to reflect on what you learned. This can help you in the future. Here are some tips to help you:

- **Think about what worked**

Think about what strategies helped you solve the problem.

- *Example: Did talking to a coworker help clarify your thoughts?*

- **Think about what didn't work**

Consider what you could have done differently. If a solution didn't work, think about why it failed.

- **Write it down**

Keep a journal of challenges and solutions. This can be a helpful reference for future problems.

Seeking Support When Needed

Don't hesitate to ask for help. It's okay to seek support from others. Here are some ways to do this:

- **Talk to your supervisor**

Share challenges with your supervisor. They may offer helpful guidance or resources.

- **Join support groups**

Look for workplace groups or forums where colleagues share experiences and advice.

- **Seek training**

If you need to improve a skill, consider taking a course or workshop.

- *Example: If communication is difficult, improving these skills can help.*

The reflection journal below helps you think about challenges you've faced recently. These challenges could have happened at work, school, or in your personal life. By looking back at these

experiences, you can learn what worked well, what didn't, and what you can do differently in the future.

Follow the steps below and write your answers below or in a notes app or another digital format that works for you. Use the examples to help you if needed.

Step 1: Think of a recent challenge

Pick a challenge you faced in the last month. This could be something about managing your time, communicating with others, or any situation that needed solving.

Questions to consider: What was the challenge? Who was involved? How did it impact you or others?

- *Example: I had multiple deadlines at work, and I found myself overwhelmed.*

Step 2: Record how you responded

Reflect on what you did to address this challenge.

Questions to consider: What steps did you take to manage the issue? Did you ask for help, try to break down the problem, or look for alternative solutions?

- *Example: I tried to do everything at once, which stressed me out. Eventually, I made a schedule to prioritize my tasks.*



Step 3: Check the effectiveness

Assess whether your approach resolved the issue or if there were aspects you would like to improve.

Questions to Consider: Did your strategy work as you hoped? Why or why not? Were there unintended results?

- *Example: When I focused on one task at a time, I felt more in control and completed my work faster.*

Step 4: Consider what you'd do differently

Think about how you might approach a similar challenge in the future.

Questions to Consider: Based on this experience, would you manage a similar situation differently next time? What strategies would you change or keep?

- *Example: Next time, I would prioritize tasks earlier to avoid feeling rushed and might ask my supervisor for help with overlapping deadlines.*

Reflect and Connect

Great work! We've covered a lot in this module including:

- Know what's expected at work, like how to act and communicate with others.
- Learn how to grow in your role by managing tasks, setting goals, and building your skills.
- Find ways to deal with work problems and ask for help when needed.

Take a moment to think about the questions below and how they relate to your experiences. Write your answers below or in a notes app or another digital format that works for you. Think of this as a reflective journal for yourself, which you can refer to later.

Happy reflecting!

How can you make sure you understand what is expected of you in a role?

What strategies help you stay organized and on top of your tasks?

What are some professional behaviors you think are most important in the workplace?

How can you aim to be reliable when working under tight deadlines or facing challenging tasks?

What would help you stay motivated to keep improving, even if progress feels slow?

Think of a challenge you faced at work, school, or in a volunteer role. How did you handle it? Did you seek help from anyone?

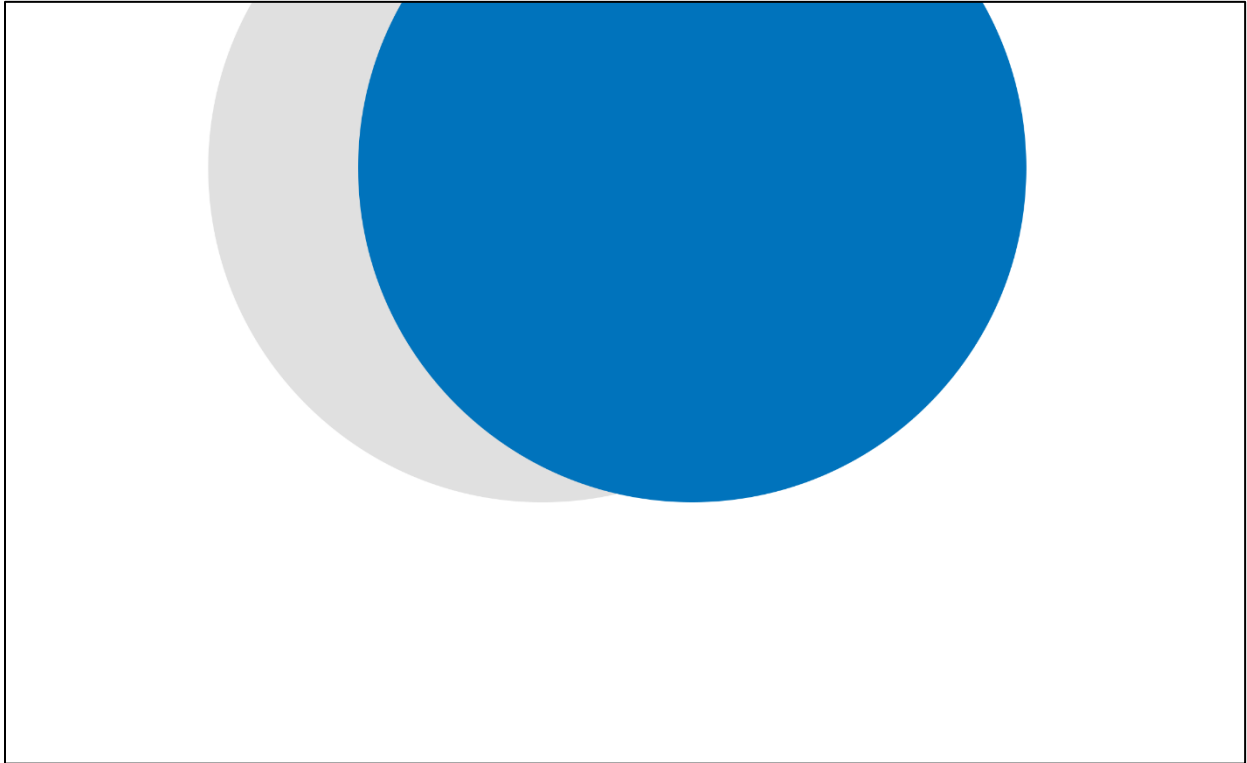
Exploring Ways to Solve Challenges Answers

Helpful

- 1. Write down the main problem and list possible reasons for it.
- 2. Ask a coworker or supervisor for their advice or help.
- 5. Break the problem into smaller tasks and prioritize what to do first.

Not helpful

- 3. Hope the situation improves over time, even without any changes.
- 4. Stick with your approach, even if the situation gets worse.
- 6. Try to handle all tasks at once.



Module: Moving on From a Job

This module covers when to move on from a job, how to write a resignation letter, and ways to professionally transition from a job.

Introduction

This module has three sections to help you leave a job professionally. You'll explore:

- Identifying when it's time to move on, even if leaving isn't your choice.
- Understanding what to expect when you resign or are let go.
- Building awareness about your rights as they relate to leaving a job.

Each section will take around 15-30 minutes to complete, and you're welcome to take breaks in between.

Each section has activities that connect employment essentials to your own life to make sure this is useful for you. Be prepared to think about and record your answers in whatever way works best. That could be writing your answers in this workbook or using a different format that works for you like voice recording or typing in a notes app.

At the end of the module, you'll have the chance to put what you've learned into practice with reflection questions. Let's get started!

Section 1: Deciding to Leave a Job

This is an important decision that can impact your career and overall happiness. Recognizing when to move on or stay is essential for personal and career growth.

In this section, we'll cover:

- Recognizing the signs that you are ready to move on.
- Understanding why staying in a role may be the right decision.

By the end of this section, you'll have a better understanding of the factors that can help you decide confidently, and how your choices can lead to job satisfaction and growth opportunities.

By the end of this section, you'll have a better understanding of the factors that can help you decide confidently, and how your choices can lead to job satisfaction and growth opportunities.

Engage and Explore

Is It Time to Move On?

Deciding whether it's time to leave a job can depend on different factors, and taking time to think through these can help you make the right decision.

Below are some signs it might be time to consider a change:

- **Career growth**

Consider whether your current job helps you achieve your long-term goals. You may feel stuck if there are no chances to learn new skills or grow.

Tip

To get clarity, talk with your supervisor about your career goals. If they can't assist you in finding growth opportunities, it may be time to explore other options that align better with your career development.

- **Work-life balance**

If your job is impacting your health, personal time, or relationships, it's worth considering whether the demands of your job fit your lifestyle. Weigh the benefits of your position against the stress it creates in your life.

Tip

Writing down your top priorities can help you see if your job allows you to make space for these important areas. If it doesn't, it may be a sign to reconsider your role.

- **Job satisfaction**

When you feel unmotivated for a long time, it's important to reflect on your daily tasks to identify what you enjoy and what doesn't engage you. If work has become less enjoyable or fulfilling, it might be a sign to consider your options.

Tip

Keeping a record of your energy levels during different tasks can help with this reflection. If you feel mainly drained, it could be a good idea to start looking for new job opportunities.

- **Workplace relationship issues**

Sometimes, issues with coworkers or managers can create a challenging work environment. Before deciding to leave, it can be helpful to try resolving conflicts directly through calm conversations.

Tip

Using “I” statements can be a constructive way to express your feelings. For example, saying “I feel stressed when deadlines change suddenly” can promote understanding and encourage positive changes. Asking why deadlines shifted is one way to start a positive conversation that helps you understand the bigger picture and shows your employer you are interested.

Problem-Solving First

Before deciding to leave, take the time to understand the reasons behind your dissatisfaction. Making small adjustments or setting clear boundaries can improve your work experience.

- *Example: Discussing ways to prioritize tasks or share responsibilities with your manager is a good idea if you feel overwhelmed by your workload. This approach may help you stay in a job that's otherwise a good fit for you.*

When Leaving Isn't an Option

Sometimes, you may have to wait to leave for financial or personal reasons. In these cases, you can still improve your situation.

Here are some strategies to do that:

- **Find motivation**
Focus on parts of your job that you enjoy or are meaningful to you. Setting small goals or taking on side projects can add purpose to your workday.
- **Build skills**
If you're planning to eventually switch roles, consider learning new skills or building connections that could support your future goals while you're still in your current position.

- **Stay motivated**

Keep a list of positive achievements at your job, like projects you completed or challenges you overcame. Reflecting on these can remind you of the value you're adding and help keep you motivated.

Make it Personal

Problem-Solving Reflection

Now that we've looked at different factors to consider when deciding whether to stay or leave a job, it's important to recognize that trying to solve the problem first is a key step. By thinking about the problem and possible solutions, you can figure out if it's better to make changes or move on.

Follow the steps below to look at how to spot challenges at work, and come up with ideas to solve the problem before making any big decisions. Write your answers below or in a notes app or another digital format that works for you. Use the examples to help you if needed.

Step 1: Identifying the challenge

Question: What is the main problem or challenge you're facing in your current job, school, or volunteer situation?

- *Example: "I'm feeling overwhelmed by my workload at my job" or "I'm finding it hard to stay motivated in my studies."*

Step 2: Understanding the cause

Question: Why do you think this problem is happening?

- *“Example: “I’m not sure how to prioritize my tasks” or “I haven’t been setting clear goals.”*

Step 3: Exploring possible solutions

Question: What could you do to address or improve this situation?

- *Example: “I could speak with my supervisor about task prioritization” or “I could break my goals into smaller, more manageable steps”.*

Step 4: Seeking support

Question: Is there someone who could help you with this issue or offer advice?

- *Example: “My manager could help me prioritize my tasks” or “A mentor might give me ideas on staying motivated.”*

Step 5: Predicting the outcomes

Question: If you try this solution, what do you think the result would be?

- *Example: “I might feel more organized and less stressed” or “I could regain focus and feel more productive.”*



Section 2: Navigating Resignations and Terminations

Knowing how to manage resignations and terminations can help you leave a job positively and keep a good reputation. This way, you can move smoothly into your next opportunity.

A resignation is when you leave a job, and a termination is when your employer decides to end your employment.

In this section, we'll cover:

- Writing a professional resignation letter.
- Understanding what to expect during the termination process.
- Handling both situations with confidence.

By the end of this section, you will have a better understanding of how to leave a positive impression and keep future opportunities open. You will also have insights into how to manage your feelings and stress around the end of a job so you can focus on what to do next.

Engage and Explore

Writing a Resignation Letter

A resignation letter is your official notice that you are leaving your job. It's an important document that helps you leave on good terms.

Look at the following sample resignation letter to explore the different parts. Read about each part below.

As you explore, you'll find essential tips for creating a professional resignation letter. Remember that your letter doesn't need to match the sample exactly; you can adapt it to fit your style while focusing on the key points.

1	[Your Full Name] [Your Address] [Your Email Address] [Date]	[Recipient's Name] [Recipient's Title] [Company Name]
	Dear [Manager's Name],	
2	I am writing to formally resign from my position as [Current Role] with [Company Name], effective [Last Working Day].	
3	I appreciate the support and opportunities I have received during my time here.	
4	I am happy to assist in training my replacement or handing over my responsibilities to ensure a smooth transition.	
5	Thank you once again for everything. I wish the team continued success in the future.	
6	Sincerely, [Your Name]	

1. Contact information

When writing a resignation letter, adjust your contact details based on the delivery method. If mailing, include your home and email addresses. If emailing, skip the email address as it's already in the email header. Always provide contact info for follow-up.

2. Keep it simple and clear and provide two weeks' notice

Start with a straightforward resignation statement.

- *Example: I am writing to formally resign from my position at [Company Name], effective [Last Working Day].*

It's common to give your employer at least two weeks' notice before your last day. This shows respect and allows them time to prepare for your departure. Be sure to check your employment agreement to confirm if there is a minimum notice requirement and any details about how to resign specific to your employer.

3. Say thank you

Thank your employer for the opportunities you had at the company. Adding a specific example of what you enjoyed or learned that can be a good optional addition.

- *Example: I appreciate the support and opportunities I have received during my time here.*

4. Offer to help

Mention that you are happy to help with the transition.

- *Example: I am happy to help train my replacement or hand over my responsibilities to the best of my abilities while I finish my finish my tasks.*

5. Close professionally

End on a positive note.

- *Example: I wish the team continued success in the future.*

Handling Unplanned Job Terminations

Sometimes, jobs end suddenly because of layoffs, company changes, or job performance issues. Feel free to ask your employer for more information if you think it can offer clarity for future reference, job applications, or understanding your rights.

Here are a few tips to help you handle unexpected terminations:

- **Ask questions**

If you don't fully understand why you were let go, ask for more details. This helps you know the full picture.

- *Example: Can you explain why I'm being let go? I would like to understand the reason better.*

- **Stay calm**

It's normal to feel upset but try to take a breath and stay composed. Give yourself time to think clearly about what to do next.

- **Request documentation**

It can be very helpful to get written confirmation of your termination and details about your final pay, benefits, or severance.

Make it Personal

Career Transition Checklist

When resigning from your role, there are key points to keep in mind to ensure you leave on good terms.

Use the following checklist as a guide to ensure a smooth transition when you're ready to write a resignation letter. It will help you cover all the key points needed for a professional and respectful exit.

When you use the checklist, write your answers to the questions in the boxes provided or in a notes app or another digital format that works for you.

- ☐ **Provide two weeks' notice**

I've let my employer know about my last working day at least two weeks in advance.

Question: Why is giving notice important to you?

☐ **Keep it simple and clear**

My resignation letter starts with a straightforward resignation statement.

Question: How does it feel to be clear and direct in your communication?

☐ **Express gratitude**

I've included a thank-you note for my time there and the opportunities I've had.

Question: What experiences are you most grateful for in your role?

☐ **Offer to help**

I've mentioned my willingness to help with the transition.

Question: What are some ways you could support yourself and the team during the transition?

☐ **Close professionally**

I've ended my letter on a positive note.

Question: What positive message do you want to leave your employer with?



Section 3: Managing the Transition from a Job

Have you ever thought about what happens after you leave a job?

Managing the transition from a job is important for your future success and happiness. Understanding this process can help you move forward with confidence.

In this section, we'll cover:

- Understanding what to expect after resigning.
- Building awareness of how to handle changes in your routine.
- Knowing where to find resources on employment standards and laws related to your transition.

By the end of this section, you will have a better understanding of how you can manage your stress during this change and a deeper awareness of job laws and rules that can be helpful.

Engage and Explore

What to Expect After Leaving a Job

When leaving a job, there are steps to remember beyond just getting your final paycheck or benefits.

Here's what you can focus on to make the transition smoother:

- **Exit interview**

Many companies offer an exit interview where you can share your experiences and feedback. This is a chance to leave on a positive note and provide helpful feedback.

- **Handover responsibilities**

Make sure you complete a smooth transition by sharing important information, such as project updates, key contacts, and login details, with your team or replacement.

- **References**

Ask your supervisor or coworkers if they are willing to act as references or write recommendation letters for your future job applications. It's best to get this in writing while your work is fresh in their mind.

Handling Changes

Let's explore different ways to handle your transition positively and ensure a smooth change. Read about some strategies in the table below:

Strategy	Description	Example
Celebrate your success	Leaving a job is a big step, so take a moment to reflect on your	Think about projects you completed successfully or skills you've developed.

	<p>accomplishments. Celebrating your successes can improve your confidence as you move forward into your next opportunity.</p>	
<p>Find a new routine</p>	<p>After leaving a job, it's normal to feel a bit unsteady, especially if your daily routine changes. Finding a new structure for your days can help you feel more in control.</p>	<p>Creating small, achievable goals for personal projects or your job search to keep you focused.</p> <p>Building a routine like starting your day with simple activities such as exercising, reading, or planning your job search.</p> <p>Taking time to recharge before jumping into the next opportunity if you can. Resting can help you reflect on your career goals and prepare you for future roles.</p>

<p>Review your finances</p>	<p>Understanding your financial situation is important when leaving a job.</p>	<p>Create a budget to manage your expenses so you can help manage any stress around money.</p> <p>Check if you're eligible for Employment Insurance.</p> <p>Check out the Money Management Dimension to learn about managing your finances.</p>
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Helpful Resources

Transitioning to a new job is much easier when you know where to look for help. Here are some resources to help:

Employment standards

It's important to know the laws when leaving a job. These laws protect your rights and make sure everything goes smoothly during your transition. You can find reliable information which explains key rules like notice periods, final pay, and other rights when leaving a job on the BC's Employment Standards website:

- <https://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards>

Additional Resources

- Take a look at the Government of Canada's Job Transition Tool: jobbank.gc.ca/career-planning/job-transition
- Check out the Creating a Job Search Toolkit and Applying for Job Opportunities module in this dimension to help you with your job search.

Tip

Remember to network. Talk to friends, old coworkers, and other contacts. Let them know you are looking for a job. They might have job leads or helpful tips.

Make it Personal

Transition Planning Guide

When you resign from a job, writing a resignation letter is just the first step. It's also important to make your departure smooth. This keeps a good relationship with your employer and helps everyone with the transition.

Follow the steps below to create your own transition planning guide. Write your answers below or in a notes app or another digital format that works for you.

This transition planning guide will help you stay organized by completing tasks, handing over responsibilities, and sharing key

information, ensuring you leave on good terms and your exit is as smooth as possible.

Step 1: Identify key projects and tasks to complete

List any ongoing projects that need to be finished or handed over.

- *Example, complete the sales report, completing important day-to-day duties, etc.*



Step 2: Create training notes for your replacement

Summarize any information your replacement would need to perform your tasks.

- *Example, step-by-step process for monthly report generation, important software logins.*

Step 3: List key contacts to inform or hand over

List important contacts (e.g., clients, suppliers, team members) that need to be informed about your departure or handed over to someone else.

- *Example, handover client communication to John in the Sales department, inform the IT team.*

Step 4: Gather documents and resources to share

List any documents, resources, or tools you need to give to your team or replacement.

- *Example: Project files, training manuals, login information.*

Step 5: Make a plan for your final day

Write down any important activities for your last day, including meetings, returning company items, or saying goodbye to coworkers.

- *Example: Have an exit interview with HR, return company laptop and key card.*

Reflect and Connect

Great work! We've covered a lot in this module including:

- Recognize when it's time to move on from a job.
- Understand what to expect when resigning or being let go.
- Know how to transition out of a job smoothly and handle changes.

Take a moment to think about the questions below and how they relate to your experiences. Write your answers below or in a notes app or another digital format that works for you. Think of this as a reflective journal for yourself, which you can refer to later.

Happy reflecting!

What are some reasons you might choose to leave a job?



How might you feel when leaving a job, and what strategies could help you manage those emotions?

What changes might you experience after leaving a job, and what resources could help you navigate them?

What are some ways to keep in touch with colleagues or supervisors for future job opportunities?

How can celebrating your achievements boost your confidence as move forward in your employment journey after leaving a job?

Keep Going

There is so much more to learn! Access the full CanWork BC content and learn more about the program at **canworkbc.ca**.

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