

Your HR Report Card: What's Your Grade?

A Presentation to the Kemp Mill Employment Assistance Initiative June 20, 2011

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Overview

By the end of this presentation, you will understand:

- Key points that Human Resources (HR) looks for in a résumé
- How to get past a phone interview
- How to ace an in-person interview
- Other "Things" to consider
- Starting the job
- Questions and Contact Information

Résumé

- Goals are clearly communicated
 - FAIL: Worked in various departments in bank, Took on greater responsibilities
 - > PASS: Conducted financial analysis for sales division, Managed a 20-person team
- Résumé is tailored to the core duties and requirements of the job description
 - FAIL: One general resume that you submit for all jobs
 - PASS: Customized resume based on the job description
- Accomplishments are specifically quantified (limit general statements)
 - > FAIL: Improved customer service ratings
 - PASS: Improved customer service ratings by 22% over two fiscal quarters
- Correct spelling/grammar
 - > FAIL: Steller adnimistrative skills
 - > PASS: Stellar administrative skills
- Honest and accurate
 - FAIL: Oversee data coordination and knowledge management efforts
 - PASS: Filing

Interview: Phone Screen

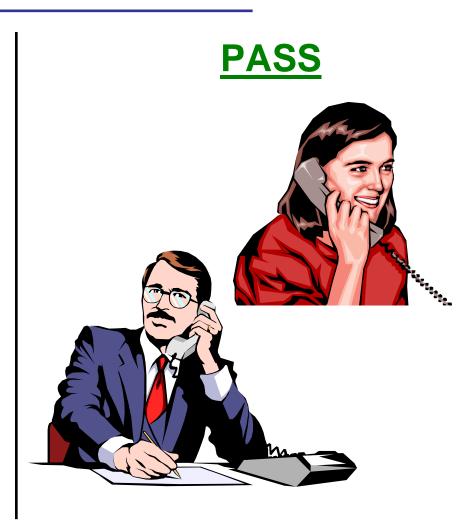
<u>FAIL</u>











Interview: In-Person

Human Resources (HR) vs. Hiring Manager

- FAIL: Assume that HR is not important in the hiring process
- > PASS: Understand that the recruiter is the first step in "Talent Acquisition"; You must get past the recruiter to get to the hiring manager.

Core Values

- FAIL: Unfamiliar with the organization's values, mission, history, etc.
- PASS: Answer questions by connecting back to the organization's values, mission, history, etc.

Structured Questions

- FAIL: If you're too good to be true, you probably are (Disingenuous), Failure to mention the team (Not a team player)
- PASS: Candid and sincere responses (Honest), Refers to the team as "we" when discussing group projects (Team player)

After the Interview

- FAIL: Not sending Thank You notes to the recruiter, hiring manager, etc., Not preparing your references that they may be contacted
- PASS: Sending Thank You notes everybody who interviewed you, Contact your references so they are prepared if/when HR or the hiring manager calls them (i.e., company name, job title, core duties, special skills, etc.)

Other "Things"

The Religious Thing

- FAIL: Talking about it on the interview—unless you are asked if you will be able to work the assigned schedule (i.e., clinical, manufacturing, etc.).
- > PASS: Discuss it at the time of the offer—Emphasize that the work will get done!

The Age Thing

- FAIL: Not recognizing the value of your experience
- PASS: Willing to learn new skills (Old dogs must learn new tricks....if they want to work) and teach the things you do know

The Unemployment Thing

- FAIL: Doing nothing while you're unemployed
- PASS: Volunteering, Auditing classes, Achieving certifications, Learning new skills

The Termination Thing

- > FAIL: Being dishonest about the reason
- PASS: Being honest about the reason—Tread carefully!

The Overqualified Thing

- > FAIL: State that you're better than the job
- > PASS: Acknowledge the potential issue and what you can bring to the job as a result of your extensive knowledge, skills, and abilities

Other "Things" (cont'd.)

The Bad Credit Thing

- > FAIL: Not understanding if / how / when to bring this up
- > PASS: Acknowledge the issue, identify actions you have taken to rectify the situation, etc.

The Criminal Thing

- FAIL: Lying
- PASS: Tell the truth

The Vacation Thing

- FAIL: Talking about it on the interview—unless you are asked if you anticipate any scheduled absences (be honest)
- PASS: Discuss it at the time of the offer

The Compensation Thing

- > FAIL: Talking about it on the interview
- PASS: Discuss it at the time of the offer

Starting the Job

Attendance and Arrival

FAIL: Tardy and/or Absent

> PASS: Be on time for orientation, first day, and every day.

Employment-at-Will:

- "Under the Employment-at-Will (EAW) doctrine, employers have the right at any time, with or without prior notice, to hire, fire, demote, and promote whomever they choose for any reason unless there is a law or contract to the contrary." (Source: SHRM Learning System, 2009)
- There are some exceptions and legal limitations to the EAW doctrine.

Questions and Contact Information



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