



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 admministrative skills
 - **PASS:** Stellar administrative skills
- **Honest and accurate**
 - **FAIL:** Oversee data coordination and knowledge management efforts
 - **PASS:** Filing

Interview: Phone Screen

FAIL



PASS



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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