

<dev/Mission>

# **Mentor Manual**

<b>CAREER MENTORING FOR YOUNG ADULTS</b>	<b>7</b>
<b>MENTORSHIP PROGRAM OVERVIEW</b>	<b>8</b>
Objective:	8
Goals:	8
Process:	8
Monthly Topics:	8
<b>MENTORING FOR YOUNG ADULTS</b>	<b>10</b>
<b>MODULE 1</b>	<b>10</b>
Goal:	10
Conversation Starters/Action Items:	10
<b>Goal Setting Worksheet</b>	<b>11</b>
<b>E-MAIL ETIQUETTE</b>	<b>13</b>
<b>OFFICE CULTURE</b>	<b>14</b>
<b>CONFLICT RESOLUTION TIPS</b>	<b>15</b>
<b>REASONS FOR WORKPLACE</b>	<b>16</b>
<b>CONFLICT</b>	<b>16</b>
<b>MENTORING FOR YOUNG ADULTS</b>	<b>17</b>
<b>MODULE 2</b>	<b>17</b>
Goal:	17
Conversation Starters/Action Items:	17
<b>LISTENING SKILLS</b>	<b>18</b>
<b>LISTENING QUIZ</b>	<b>19</b>
<b>ACTIVE LISTENING STRATEGIES</b>	<b>20</b>
1. Restating	20
2. Summarizing	20
3. Minimal encouragers	20
4. Reflecting	20
5. Emotion labeling	20
6. Validation	20

7. Silence	21
8. “I” messages	21
<b>Communication Style Quiz</b>	<b>22</b>
<b>Communication Style Quiz - Answers</b>	<b>24</b>
<b>DEMONSTRATORS</b>	<b>26</b>
How to recognize Demonstrators:	26
Types of professions where you find many Demonstrators:	26
<b>ASSERTORS</b>	<b>27</b>
How to recognize Assertors:	27
<b>CONTEMPLATORS</b>	<b>28</b>
How to recognize Contemplators:	28
<b>NARRATORS</b>	<b>29</b>
How to recognize Narrators:	29
<b>“I STATEMENTS”</b>	<b>30</b>
How to perform I statements:	30
Discuss these examples:	30
Now, work through these examples together and find ways to make them better:	30
<b>WHAT MAKES AN EFFECTIVE GROUP?</b>	<b>31</b>
EFFECTIVE GROUPS:	31
<b>Stages of Group Development</b>	<b>33</b>
Stages of Team Development Model	33
<b>MENTORING FOR YOUNG ADULTS</b>	<b>34</b>
<b>MODULE 3</b>	<b>34</b>
Goal:	34
Conversation Starters/Action Items:	34
<b>BUDGETING</b>	<b>35</b>
<b>If you don’t have a job, your income may not be very steady right now. Even if you’re employed, your paycheck amount may vary if your hours change each week. That makes predicting your income harder, but not impossible. Meet Michael and Selena</b>	<b>36</b>
MONEY MANAGEMENT:	37
Activity: My Money Habits	38
Did You Know?	39
The Case of the Disappearing Dollars	40
Income	41
Expenses	41

<b>IDEAS FOR ELIMINATING OR REDUCING SPENDING</b>	<b>42</b>
Cancel cable pay channels or cable completely	42
<b>Credit History &amp; Credit Score (FICO)</b>	<b>43</b>
	43
Credit Score (FICO)	43
	44
Formula Used To Calculate Your FICO Score	44
	44
What Does My FICO Score Mean?	44
Credit Card Tips	45
	45
<b>CAREER MENTORING FOR YOUNG ADULTS</b>	<b>46</b>
<b>MODULE 4</b>	<b>46</b>
Goal:	46
Conversation Starters/Action Items:	46
<b>ISEEK Career Assessment</b>	<b>47</b>
ISEEK Skills Assessment	47
What is a skills assessment?	47
How long will it take?	47
What will I learn?	47
Will my results be saved?	47
<b>Career Exploration</b>	<b>48</b>
<b>CAREER MENTORING FOR YOUNG ADULTS</b>	<b>50</b>
<b>MODULE 5</b>	<b>50</b>
Goal:	50
Conversation Starters/Action Items:	50
<b>NETWORKING</b>	<b>51</b>
8 Key Networking Tips for Young Adults	51
Be prepared	51
Dress to Impress	51
Show up early	51
Smile & be yourself	52
Name-tags and free hands	52
Be Bold – Ask Questions	52

Listen 100%	52
Follow up	52
<b>7 Tips from Professional Networkers</b>	<b>53</b>
Assess yourself.	54
Create conversations with impact.	54
Make time blocks.	54
Be engaging.	54
Follow up on your word.	54
Stay organized.	54
Let go of fear.	55
<b>30 SECOND COMMERCIAL</b>	<b>56</b>
Tips:	56
Examples:	56
More Sample 30-Second Commercials for Specific Situations:	56
Never worked before:	56
Little job experience:	57
Work experience:	57
<b>30 Second Commercial Worksheet</b>	<b>58</b>
What will I say to employers to make a good first impression?	58
Put it all together in your 30-Second Commercial:	59
<b>Informational Interviews</b>	<b>60</b>
Purpose	60
Who do I talk to?	60
How do I set up the interview?	60
How long is the interview?	60
What questions should I ask?	60
How do I proceed?	61
<b>CAREER MENTORING FOR YOUNG ADULTS</b>	<b>62</b>
<b>MODULE 6</b>	<b>62</b>
Goal:	62
Conversation Starters/Action Items:	62
<b>COVER LETTER</b>	<b>63</b>
Cover Letter Tips:	63
What's a cover letter?	63
Do I need a cover letter?	63
When should I send a cover letter?	63
What's the purpose of a cover letter?	64

What are some of the do's and don'ts of cover letters?	64
The Cover Letter Structure:	64
<b>RESUME</b>	<b>66</b>
Resume Tips:	66
What is a resume?	66
What should the resume be about?	66
What is the first step in writing or updating a resume?	66
If I've never done a resume before, how do I get started? Try one or more of these suggestions:	66
What are the absolute, unbreakable rules of resume writing?	67
Categories/Headings that must be included on a resume:	67
Categories/Headings that could be included on a resume:	67
Should I include my career objective on my resume?	68
What order should I put the categories/headings in?	68
What if I have no experience?	68
What is the best way to impress an employer?	69
Why does a resume need to be sharply focused?	69
What are the most important design elements for a resume?	69
<b>References</b>	<b>70</b>
What are the references?	70
Who should I pick as my references?	70
Get permission to use someone as a reference.	70
Keep your references informed.	70
Be sure to thank your references for their help.	70
Questions a potential employer might ask one of your references:	70
How should I present my references?	71
How to Prepare for a Performance Review	72
1. Perform a self-assessment:	72
2. Know your goal:	72
3. Take evidence:	73
4. Prepare for hard truths:	73
5. Follow up:	74
<b>10 TIPS ON HOW TO PROFESSIONALLY AND SUCCESSFULLY LEAVE A JOB</b>	<b>75</b>

## **CAREER MENTORING FOR YOUNG ADULTS**

The goal of the Career Mentoring project is to connect youth with a professional, adult mentor. The idea is that linking caring, consistent and concerned adults with at-risk young people entering the technology workforce will increase employment rates, job retention and improve soft skills.

The Mentoring program requires a six-month commitment, a caring attitude and a desire to help young people thrive at work. The commitment involves a face-to-face meeting at least once a month to discuss employment and career-related topics. You can meet more frequently if you and the youth both decide. We suggest you stay in contact with the youth outside of your monthly meeting, via email, phone calls or text to check on their progress and offer encouragement. We also ask that you stay in contact with MEDA's staff to update us on the youth's progress.

# MENTORSHIP PROGRAM OVERVIEW

## Objective:

Create a positive, professional relationship between a young person and an adult that creates a learning environment focused on youth development; specifically, in the areas of employment and career development.

## Goals:

- Increase the employment rate of young people involved in the Mentoring for Young Adults program.
- Improve young adult attitudes toward work.
- Improve the mentee's understanding and use of technology in today's job market.
- Enhance critical workplace competencies, i.e., interpersonal communication and teamwork skills.
- Increase employment readiness. The mentor will assist the youth in updating his/her resume, prepare for his/her review, and offer career-building tips.

## Process:

Mentors and mentees will meet once a month focusing on a specific employment topic. Ongoing communication during the month is encouraged; the preferred method is up to the mentor and mentee.

## Monthly Topics:

- Topic 1: The mentor will focus on office culture, dos and don'ts at work, the importance of employment history, how to ask for things to do, and the use of email in the workplace.
- Topic 2: The mentor will focus on interpersonal communication and group work skills. The goal here is to improve the mentee's ability to interact in one-on-one and group situations.
- Topic 3: The mentor will discuss the basic principles and importance of budgeting. The ideal would be to help the mentee create a budget outline.
- Topic 4: The mentor will work with the mentee on career exploration.



- Topic 5: The mentor will work with the mentee on the importance of networking.
- Topic 6: The mentor will work with the mentee on career advancement; on how to terminate employment appropriately, and on the importance of updating their resume.

# MENTORING FOR YOUNG ADULTS

## MODULE 1

### Goal:

The topic for this month is office culture. Sharing your knowledge about workplace culture, how to get along with co-workers, and appropriate behavior is helpful. A goal for this month is to begin to build a relationship with the youth through open and honest communication. Some efficient ways of building rapport are to engage in active listening, share stories, discuss common interests, and utilize humor and honesty.

### Conversation Starters/Action Items:

- Discuss the importance of setting goals.
- Use the provided goal sheet to set mentorship goals. Discuss goals and set some goals for the mentorship.
- Discuss the use of appropriate language on the job.
- Discuss the pitfalls associated with gossiping.
- Discuss some of your positive interactions experienced on the job.
- Discuss a challenging interaction experienced on the job.
- Discuss job duties. Explain ways to handle dead periods on the job.
- Meet at your place of employment to explore office culture
- Talk about establishing priorities when faced with multiple tasks.
- Discuss how to handle conflicts at work.
- Discuss appropriate use of work email and social media privacy settings.

# Goal Setting Worksheet

Work with your Mentee to help them set some professional goals that they have for this mentorship experience that you can work on together. What do they hope to get out of this? Follow up with them on their progress throughout your time together.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

GOAL 1: \_\_\_\_\_

Objective 1: \_\_\_\_\_

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Objective 2: \_\_\_\_\_

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Objective 3: \_\_\_\_\_

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## GOAL 2:

Objective 1: \_\_\_\_\_

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Objective 2: \_\_\_\_\_

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Objective 3: \_\_\_\_\_

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GOAL 3: \_\_\_\_\_

Objective 1: \_\_\_\_\_

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Objective 2: \_\_\_\_\_

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Objective 3: \_\_\_\_\_

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**GOAL 4:**

Objective 1: \_\_\_\_\_

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Objective 2: \_\_\_\_\_

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Objective 3: \_\_\_\_\_

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# E-MAIL ETIQUETTE

- Include a clear and specific subject line.
- Edit the text down to what is needed.
- Read your message a few times before sending it.
- Take into consideration how the recipient might interpret the message.
- Check for spelling and grammar errors.
- Don't curse, use abbreviations ("u" for "you"), spam or use all caps.
- Don't forward chain letters.
- Don't use email for any illegal or unethical purposes.
- Don't rely on the privacy of email, especially at work.
- When in doubt, save a message and reread at a later time.
- When responding to a group message, be careful not to "reply all" if you do not want the entire group to read your response.



# OFFICE CULTURE

Many companies have a written manual for employees that outline some basic office rules. And then there are some unwritten rules. Fitting into the office culture is critical for getting hired, keeping a job, and being promoted. Good cultural fit is associated with many positive outcomes. A recent study by Kristof-Brown (2005) reported that employees who fit well with their organization, coworkers, and supervisor: had greater job satisfaction, identified more with their company; we're more likely to remain with the company, and showed superior job performance. Employers know that they benefit by hiring employees who fit into the culture: they get a happier, more productive person who is more likely to stay with the company for longer and will work harder to help achieve its goals. They also potentially save a huge amount of money – hiring new employees to replace those who leave as a result of poor fit is expensive.

- Don't conduct personal business on the job. It doesn't look good when you indulge in long personal phone calls, balance your checkbook, pay bills or take an extended lunch.
- Don't misuse the facilities, i.e., don't use the copier machine to run off your birthday invitations, don't send personal emails from your work account or computer, or take office supplies for purposes other than work.
- Don't be loud and use inappropriate language. Your co-workers will tend to respect you less and view you as unprofessional.
- Learn proper telephone etiquette. Be polite and courteous when answering the telephone; answer the telephone promptly and refrain from eating and chewing while on the telephone.
- Punctuality is important. Get into a routine of arriving to work on time and ready to go.
- Don't spend hours chatting or surfing on the net (if your job doesn't require you to do so).
- Adhere to the dress code. Don't come to work looking different than your co-workers.

# CONFLICT RESOLUTION TIPS

Getting along with your co-workers is one of the most important, and often hardest, parts of any job. Interacting with different personalities can be challenging, and having good communication skills will go a long way. Here are some tips.

- Don't take things personally. This is a great approach if you need a one-time solution. For example, don't take offense if a co-worker is having a bad day.
- Give in: It is important to pick and choose your battles. If the issue is of no real importance, let someone else decide.
- Meet in the middle: This resolution requires both sides to give in a little. This is a great method to use to solve a problem and move on. However, if the compromise doesn't resolve the real problem, the conflict will resurface.
- Collaboration: This is the best solution to use when you want a WIN-WIN because both parties work together to achieve an outcome.

Here are some other tips for working with others when conflicts arise and tempers flare:

- Listen to what is being said and then try to rephrase what you've heard ("I understand that you wanted the report today and are frustrated.")
- Try to put yourself in their shoes.
- Breathe and take time to think before speaking
- Resist the urge to react to anger. Don't respond at the moment if you are upset! Take a break first, and then respond when you are calmer.
- If you don't understand their position, calmly ask for clarification.
- Maintain eye contact.
- Speak slowly.
- Focus on the facts and not feelings.
- Don't get caught up in who is right or wrong.

# REASONS FOR WORKPLACE CONFLICT

This is a great opportunity to brainstorm reasons for workplace conflict with the mentee. Listed below are some of the more common reasons if the brainstorming session doesn't work or the list is short.

- Change is a big part of the modern business environment, especially because of the rapid pace of technological innovation. Some employees have difficulty adjusting to changes, such as the need to learn a new computer system or a new way of processing orders. Workers who don't adapt well to change may fear being left behind and this can cause resentment towards more flexible team members.
- Poor communication is one of the main causes of conflict between employees in the workplace. This can result in a difference in communication styles or a failure to communicate.
- The workplace brings together a wide array of personalities. In the myriad of different backgrounds, genders, cultures, political and religious beliefs, there are countless opportunities for ruffled feathers. The best cure is communication. By addressing an issue promptly, it improves the chances for a peaceful resolution and common understanding.
- Mismatched goals, mismatched values, and mismatched expectations. Some people value work more than others, some people are more motivated than others, and some people work better side by side than others.
- Inadequate or conflicting information can lead to conflict between employees and between employees and management. Employees get lots of information from many sources, including verbally, emails, newsletters including memos, but that does not guarantee that employees receive the proper information to perform their jobs or know what is expected of them.
- Employees feel the working environment is unsafe.
- Employees feel they do not have a future in the company or the company does not have a future.



# MENTORING FOR YOUNG ADULTS

## MODULE 2

### Goal:

The goal of this module is to provide the mentee with an understanding of interpersonal communication and how it applies to the working world, and discuss the importance of group work and working well with others in the workforce.

### Conversation Starters/Action Items:

- Take the listening quiz and discuss the results.
- Use the provided worksheet to set goals for future improvements.
- Take the listening quiz and discuss the results.
- Go over the tips on listening and active listening strategies.
- Conduct one or two active listening exercises.
- Go over communication style quiz and discuss results
- Discuss the difference between open and closed questions.
- Explain the usefulness of I statements.
- Discuss the importance of group work in today's workplace.
- Provide an introduction to group work.

# LISTENING SKILLS

A good listener will listen not only to what is being told, but also to what is left unsaid or only partially said. Effective listening involves observing body language and noticing inconsistencies between verbal and nonverbal messages.

- Don't talk, listen. When somebody else is talking, listen to what they are saying, do not interrupt, talk over them or finish their sentences for them. When the other person has finished talking you may need to clarify to ensure you have received their message accurately.
- Focus on the speaker and eliminate distractions. Don't look over their shoulder at other people or look at your phone. Put other things out of your mind, the human mind is easily distracted by other thoughts – what's for lunch, what time do I need to leave to catch my train, is it going to rain – try to put other thoughts out of your mind and concentrate on what is being communicated.
- Let the speaker know you are listening. Nod or use other gestures or words to encourage them to continue. Maintain eye contact but don't stare – show you are listening and understanding what is being said.
- Be patient. A pause, even a long pause, does not necessarily mean that the speaker has finished. Be patient and let the speaker continue in their own time, sometimes it takes time to formulate what to say and how to say it. Never interrupt or finish a sentence for someone.
- Keep an open mind. Listen without judging the other person or mentally criticizing the things they tell you. If you disagree, let that go for the moment. As soon as you start criticizing, you've compromised your effectiveness as a listener. Listen without jumping to conclusions. Remember that the speaker is using language to represent the thoughts and feelings inside their brain. You don't know what those thoughts and feelings are and the only way you'll find out is by listening.
- Empathize with the other person. Try to understand the other person's point of view and opinions. Look at issues from their perspective. Let go of preconceived ideas. By having an open mind we can more fully empathize with the speaker, and that will bring you closer to understanding and agreement.

# LISTENING QUIZ

When Listening Do You...	Always	Sometimes	Never
Tune out if the person says something you don't want to hear?			
Repeat in your own words what the speaker has just said?			
Look at the person who is speaking?			
Form a reply or response in your head while the speaker is talking?			
Take notes when necessary to help you remember?			
Concentrate on what is being said, even if you're not really interested?			
Listen to people who talk slowly or take forever to get to their point?			
Listen to a supervisor that is criticizing your work or offering feedback?			

# ACTIVE LISTENING STRATEGIES

Active listening is a communication technique used in training and conflict resolution, which requires the listener to feed back what they hear to the speaker, by restating or paraphrasing what they heard in their own words, to confirm what they've heard and to confirm the understanding of both parties. Active listening is all about building rapport, understanding, and trust. By learning the skills below, you will become a better listener.

## 1. Restating

To show you are listening, repeat every so often what you think the person said — not by parroting, but by paraphrasing what you heard in your own words. For example, “Let’s see if I’m clear about this, you feel. . .”

## 2. Summarizing

Bring together the facts and pieces of the problem to check for understanding — for example, “So it sounds to me as if . . .” Or, “Is that it?”

## 3. Minimal encouragers

Use brief, positive prompts to keep the conversation going and show you are listening — for example, “umm-hmm,” “Oh?” “I understand,” “Ok.”

## 4. Reflecting

Reflect on what you think the speaker might be feeling — for example, “This seems really important to you. . .”

## 5. Emotion labeling

Putting feelings to words will often help a person to see things more objectively. To help the speaker begin, use “door openers” — for example, “I’m sensing that you’re feeling frustrated . . . upset . . . worried . . .”

## 6. Validation

Acknowledge the individual’s issues, and feelings. Listen openly and with empathy, and respond with interest for example, “I appreciate your willingness to talk about this. . .”

## **7. Silence**

Allow for silence to slow down the exchange. Give a person time to think as well as talk. Silence can also be very helpful in diffusing an unproductive interaction.

## **8. "I" messages**

By using "I" in your statements, you focus on the problem, not the person and lets the person know what you feel and why; "I know you have a lot to say, but I need . . ."

# Communication Style Quiz

## 1. At a large social gathering, you are most likely to:

- a. interact with many different people, strangers included.
- b. talk one-on-one mostly with people you already know.
- c. use the opportunity to make important contacts.
- d. leave as soon as it is polite to do so.

## 2. When you first arrive at a meeting you are usually...

- a. ...a bit late, and try to sneak in the back without being noticed.
- b. ...purposely a bit late, you like to get there when things have started happening already.
- c. ...arrive right on time and feel impatient if the meeting starts late.
- d. ...arrive early so that you can be ready and organized when the meeting starts.

## 3. Of these four personality traits, you consider your strongest to be:

- a. Compassion
- b. Assertiveness
- c. Imagination
- d. Persistence

## 4. The statement that most closely describes you is:

- a. Sensible and frugal.
- b. Rational and quick-witted.
- c. Sensitive and reliable.
- d. Creative and fiery.

## 5. Which appeals to you the most?

- a. Taking action on a calculated risk.
- b. Creating harmonious human relationships.
- c. Discovering the secret behind a complex mystery.
- d. Going to an exciting social event.

## 6. New and non-routine interaction with others:

- a. ...usually stimulates and energize you.
- b. ...revitalizes you, if you have a special connection with someone in the process.
- c. ...taxes your reserves, and you aren't afraid to let people know it.

d. ...taxes your reserves, so you quietly slip away when no one is watching

**7. When doing group projects, which part of the process is most important to you?**

- a. Creating relationships with people.
- b. Sorting out who is playing what role in the project.
- c. Organizing the way the project is done.
- d. Making sure the process of doing it is fun and exciting.

**8. Which description most fits you?**

- a. Hard working and ambitious
- b. Animated and gregarious
- c. Focused and efficient
- d. Cooperative and gentle

**9. Most of the time, when working, you prefer:**

- a. To do your job quietly on your own.
- b. To be an integral part of a team working together.
- c. To influence the team in new and creative directions
- d. To be the leader and structure-maker for the team

**10. Which is more admirable:**

- a. The ability to organize and be methodical.
- b. The ability to take charge in a chaotic situation.
- c. The ability to motivate others to succeed.
- d. The ability to make people feel comfortable and included.

**11. In terms of comedy, I most closely identify with people who can:**

- a. ...tell a heartwarming, funny story.
- b. ...tell a good joke.
- c. ...create great characters through movement, voice, costume, etc.
- d. ...tell a witty one-liner, pun, or wordplay.

**12. If a conflict arises between a friend and I, my first reaction is to:**

- a. ...make sure they understand my position on things.
- b. ...make sure the relationship doesn't get damaged.
- c. ...avoid that person for a while.
- d. ...find a compromise, where we both get at least part of what we want.

## Communication Style Quiz - Answers

Circle the answers you chose. Then, count the number of A's, D's, N's, and C's you have at the bottom.

1.	a. D	b. N	c. A	d. C
2.	a. N	b. D	c. A	d. C
3.	a. N	b. A	c. D	d. C
4.	a. C	b. A	c. N	d. D
5.	a. A	b. N	c. C	d. D
6.	a. D	b. N	c. A	d. C
7.	a. N	b. A	c. C	d. N
8.	a. A	b. D	c. C	d. N
9.	a. C	b. N	c. D	d. A
10.	a. C	b. A	c. D	d. N
11.	a. N	b. A	c. D	d. C
12.	a. A	b. N	c. C	d. D

Total A's \_\_\_\_\_ Total D's \_\_\_\_\_ Total N's \_\_\_\_\_ Total C's \_\_\_\_\_



**TOTAL SHOULD COME TO 12!**

Read on about the various Communication styles. Keep in mind, the descriptions that follow are extreme examples to illustrate how they differ. Most people are a combination of the four styles, and some people are so unique, they don't fit into any quadrant.

Use the descriptions simply as a guideline to help you see how workplace communications can be greatly affected by an individual's style.

# DEMONSTRATORS

Demonstrators are people-oriented, fast-paced and enthusiastic. They usually have more open and casual body language. They tend to be animated and outgoing, and prefer an informal atmosphere. Demonstrators can be outrageous, spontaneous, excitable and sociable. They are ideas people who like to be in the limelight. If over-balanced in this style some weaknesses may show up such as being unreliable, self-centered, overly optimistic and indiscriminate.

## How to recognize Demonstrators:

They tend to:

- 1) Be somewhat disorganized
- 2) Have trouble being on time and keeping track of detail
- 3) Wear bright colors
- 4) Sit in an open posture
- 5) Take the initiative in the conversation
- 6) Laugh easily and loudly
- 7) Are fun-loving
- 8) Like to talk about themselves.

## Types of professions where you find many Demonstrators:

Salesperson; Trial Lawyer; Entertainer; Public Relations Officer; Advertising Executive; Social director

Famous people who are predominantly Demonstrators: Steve Martin; Carol Burnett; Robin Williams; Jim Carrey, Lucille Ball; Jerry Lewis; Elvis Presley; Marilyn Monroe; Charlie Chaplin

# ASSERTORS

Assertors are fast-paced and direct, like Demonstrators, but are more task-oriented than people-oriented. They tend to be hard working, ambitious, leader types. They are good at making decisions quickly and efficiently. They are goal-oriented, assertive and confident. Assertors are take-charge people who let nothing stop them. If over-balanced in this style some weaknesses may show up such as being too impatient, competitive and judgmental.

## How to recognize Assertors:

They tend to:

- 1.) Like timeliness and efficiency
- 2.) Look and appear powerful and formal
- 3.) Be highly discriminating in many areas (people, opportunities, food, etc.)
- 4.) Laugh less frequently than demonstrators
- 5.) Maintain a more serious demeanor
- 6.) Take leadership role in most situations
- 7.) Ask pointed or challenging questions
- 8.) Have strong opinions and creative ideas to share.

Type of professions where you may find many Assertors: Corporate CEO; Politician; Stockbroker; Lawyer; Drill Sergeant; Film/TV director; Entrepreneur

Famous people who are predominately assertors: Jonathan Winters, Joan Rivers, Muhammad Ali, Clint Eastwood, Candice Bergen, David Letterman, Margaret Thatcher.

# CONTEMPLATORS

Contemplators are task-oriented like Assertors. However they are more indirect and slow-paced. Contemplators tend to be analytical, detail-oriented, thinker types. They are persistent, good problem solvers, and pride themselves on their orderliness and accuracy. Often seen alone, they tend to have quiet, low-key personalities. If over-balanced in this style some weaknesses may show up such as being too withdrawn, rigid, closed-minded, and overly pessimistic.

## How to recognize Contemplators:

They tend to:

- 1) Wear conservative, simple, functional clothing
- 2) Sit in a closed posture
- 3) Keep to themselves
- 4) Not initiate conversations, wait for you to do that
- 5) Take copious notes
- 6) Stay serious, rarely laugh
- 7) Like to hear facts, figures, statistics and proof.

Types of professions where you may find many Contemplators: Accountant; Secretary; Bookkeeper; Engineer; Electrician; Scientist

Famous people who are predominately Contemplators: Albert Einstein; Woody Allen; Victor Borge; Carl Sagan; Al Gore; Angela Lansbury

# NARRATORS

Narrators are slow-paced and indirect like Contemplators, but they are more people-oriented like Demonstrators. They are warm, friendly, gentle and cooperative. They highly value relationships over goals. They are good at listening, have a sweet temperament, and tend to be open-minded. Most people find them to be loving, and emotionally intuitive. If over-balanced in this style it can show up as overly meek and easily sidetracked.

## How to recognize Narrators:

They tend to:

- 1) Come across as very accommodating and helpful
- 2) Wear casual, simple clothing, nothing too loud
- 3) Take the initiative to create relationships, like to both talk and listen
- 4) Have pictures of family on their desk
- 5) Laugh quietly and often (but sometimes they are laughing just to be polite)
- 6) Show gratitude easily.

Types of professions where you may find many Narrators: Counselor; Teacher; Minister; Human Resources Manager; Nurse; Social Worker.

Famous people who are predominately Narrators: Mary Tyler Moore, Bill Cosby, John Candy, Mr. Rogers, Dan Aykroyd, Jimmy Carter, Bill Clinton, Florence Nightingale.

# “I STATEMENTS”

An I statement is a communication tool that an individual can utilize to provide constructive feedback, defend a stance, or make a point, while taking ownership for your feelings and not placing blame on others or making them feel defensive. I statements may help defuse a volatile situation. I statements help give the other person information about us, and do it in a way that is less threatening than a You Statement. For example, instead of “you never do your share of the work!” you can say “I feel upset when we both don’t contribute equally because I feel taken advantage of.” I Statements can help you avoid arguments while still letting the other person know how you feel.

## **How to perform I statements:**

I feel (state the feeling) when (state the behavior) because (state the effect on you).

## **Discuss these examples:**

I feel angry when you interrupt me because I think you’re not paying attention to me

I feel upset when you talk about me to other people because it seems like you don’t respect my privacy

I feel annoyed when you don’t get up to answer the phone because I get tired of always having to interrupt what I’m doing

## **Now, work through these examples together and find ways to make them better:**

I hate it when you talk to me like that because you’re always disrespectful.

I feel annoyed because you always expect me to do the chores.

I am mad that you never call me back because it’s rude and disrespectful.

# WHAT MAKES AN EFFECTIVE GROUP?

## EFFECTIVE GROUPS:

- Clarify their purpose and goals by asking: what's the purpose of this discussion, will someone state what our goal is and what do we want to come out of this?
- The objectives are meaningful to each group member
- Customary ways of operating are developed
  - Meeting time and place
  - Setup of the room
  - Assign tasks and duties
  - Agenda
  - Introductions
  - Time keeper
  - Note taker
- Effective groups develop trust through
  - The development of norms
  - Written group agreements
  - Members express affection
  - Disagreements are with ideas, not people
  - The attitude is one of win-win
  - Time is devoted to building trust
- Each individual carries his or her own weight.
  - Accountability: work is shared and delegated work is completed.
  - Each individual is respectful of the mechanics of the group: arriving on time, coming to meetings prepared, completing agreed upon tasks on time, etc.
- Leadership responsibility is shared
  - All members contribute
  - Opportunities arise for equal contribution
  - Members feel involved and empowered
- The group has set clear and demanding performance goals for itself.

- These performance goals are translated into well-defined concrete milestones against which it measures itself.
- The group defines and achieves a continuous series of "small wins" along the way to larger goals.
- Cohesion exists
  - Group members are committed
  - Group member needs are met
  - Members make an important place for the group in their lives
  - People feel safe to disagree and share their opinions
  - Conflicts are seen as a way to creatively problem-solve
  - If discussion gets off track, someone will bring it back in short order.
- The group makes intelligent use of the skills, interests, experiences, contacts, motivations and abilities of all its members.
- The group occasionally focuses on the group process
- The group will seek to find out why some members are pulling away or aren't being responsive.
- The group will explore why members are having trouble arriving at a decision
- The group will discuss openly how well they are operating



# Stages of Group Development

Traditionally, a group goes through five stages of development. Each stage of group development presents its own special challenges to a group of people striving to work together successfully by forming a cohesive team. The team and the organization can take specific actions at each stage of group development to support the team's success in accomplishing their mission. At each stage, the behavior of the leader must be adapted to the changing and developing needs of the group.

The most common model used was first developed by Dr. Bruce Tuckman who published his four stages of team development: the Forming, Storming, Norming, and Performing model, in 1965. Dr. Tuckman seems to have added a fifth stage, Adjourning, during the 1970s.

## Stages of Team Development Model

- **Forming:** a group of people come together to accomplish a shared purpose.
  - **Storming:** Disagreement about mission, vision, and approaches combined with the fact that team members are getting to know each other can cause strained relationships and conflict.
  - **Norming:** The team has consciously or unconsciously formed working relationships that are enabling progress on the team's objectives.
  - **Performing:** Relationships, team processes, and the team's effectiveness in working on its objectives are synching to bring about a successfully functioning team.
  - **Transforming:** The team is performing so well that members believe it is the most successful team they have experienced; or
- Ending:** The team has completed its mission or purpose and it is time for team members to pursue other goals or projects.

Not every team moves through these stages in order and various activities such as adding a new team member can send the team back to earlier stages. The length of time necessary for progressing through these stages depends on the experience of the members, the support the team receives and the knowledge and skill of the team members.

# MENTORING FOR YOUNG ADULTS

## MODULE 3

### Goal:

The goal of this module is to discuss the importance of developing and sticking to a budget.

### Conversation Starters/Action Items:

Discuss how to start the budgeting process.

Read about Michael and Selena and do the activities together

Develop a budget using one of the worksheets or a method of your own.

Discuss the importance of building and maintaining credit.

Talk about ways to fix credit rating.



# BUDGETING

It is essential to have a plan when it comes to your money! In order to create a budget you need to look at where your money goes. The best way to do this is to look at your:

- Checkbook and bank statements or your accounts online
- Receipts
- Bills

List your monthly expenses by category. If an expense is not a monthly expense, be sure to convert it to a monthly expense. Here is a list of potential monthly expenses:

- Cable or satellite
- Car payment
- Child care or support
- Clothing
- Credit card payments
- Donations
- Eating out
- Education
- Electric and/or gas
- Entertainment
- Gasoline
- Groceries
- Household products
- Insurance
- Internet service
- Loan payments
- Medical
- Mortgage or rent
- Pet care
- Savings
- Telephone
- Water/Sewage/Garbage

Track your current expenses for one month. Use a notebook and write down every penny you spend over the next 30 days. If you buy a cup of coffee on your way to work or school, write it down. If you buy a candy bar for a late afternoon snack, write it down. This can be somewhat cumbersome, but you'll learn valuable information about where your money goes. You can also do this online or use your cell phone. You may not even realize how much money you're spending. You'll probably have ideas on how to reduce your spending just from looking at this information.

You also have to take a look at income. For the purpose of a budget you should look at take home pay (net pay) instead of your actual salary (gross pay). Sources of income include:

Salary and wages from jobs

Tips

Child support

Public assistance

Gifts from family

Proceeds from selling your stuff

If you don't have a job, your income may not be very steady right now. Even if you're employed, your paycheck amount may vary if your hours change each week. That makes predicting your income harder, but not impossible.

## Meet Michael and Selena

### **MONEY MANAGEMENT:**

#### Control Your Cash Flow

Michael and Selena are going to join us as we talk about money, money, money—how to make the most of your dollars so you can avoid financial stress and get more of what you want out of life. Master the lessons here and you'll get a head start on being in charge of your money ... and your life.

#### MAKE OVER YOUR MONEY HABITS

Habits can help you soar to success—or keep you panting on the treadmill, with success always out of reach. They're sneaky, too. Because habits are automatic, they kick in before you can stop to think about how they're going to help you or hurt you in the long run.

***Successful people are simply those with success habits.***

***~ Author Brian Tracy***



### Activity: My Money Habits

What money habits do you have? List your money habits below the examples. Mark them as: sensible (+), unwise (–), or neutral (N). We’ll come back to finish the right-hand column in this chart later.

Habit	+/-/N	Possible Impact
Stopping for fast food on the way home every day	–	Since I could wait to eat until I get home, that money could be used for other, more important things
Putting spare change in a jar every night	+	I can use it to buy something I want in a few months

Right now, your money habits may not seem like a big deal. But habits can stick to you like glue. Good habits help you have self-control as you plan to achieve your goals. But bad habits may push you out of the driver’s seat and lead you somewhere you really don’t want to go. The closer you get to being out on your own, the

more you need to be in control of your actions. For that reason, the time to take on good money habits is NOW. By doing so, you also will find it easier to afford the things you really want today!

### Did You Know?

There is a commonly held belief that if you do something for 21 days, it will become a habit. Applying a sensible money management behavior can become a habit for you in as little as three weeks! Neither Michael nor Selena uses a plan to manage money. So, to begin the process, they make a list of what they see as their own good and bad money habits, as shown in the following table:

Michael's Habits		Selena's Habits	
-	+	-	+
I buy fast food after work every day.	I pay bills as soon as I get them.	I buy iced coffees after school every day.	I comparison shop when buying toiletries and non-clothes items.
I buy video games with each paycheck.	I regularly verify my account activity.	My shopping plan is to just "buy what I love."	I take the bus and carpool with my parents instead of having a car.

Do any of their habits sound familiar to you?

The problem with unwise habits is the short- and long-term impact they have on your life. Say you're Selena and you spend \$3 on iced coffees after school every day. Assuming you skip them on the weekends, that's \$15 a week on drinks. OK, that's not horrible, right? But what does that add up to in a month? \$ \_\_\_\_\_  
In a school year? \$ \_\_\_\_\_

And what do you really have to show for all the money you spent? You could have spent that amount on clothes or a laptop! It's not that spending money on iced coffees or fast food is necessarily bad. It's OK to have things you enjoy in life.

**The question is, could you enjoy certain things less frequently to afford other things you'd enjoy in your life even more?**

Go back to the activity and look at your money habits. Think about how each habit could affect you in the future. For each unwise habit you listed, write down a sensible habit to replace it.

## The Case of the Disappearing Dollars

Ever open your wallet to pay for something and realize you were down to your last dollar? You get flustered trying to figure out another way to pay and, in the meantime, your brain is racing to grasp “Where’d the rest of my money go?” The good news is that the thief will be super easy to catch. Just look in the mirror! Then remind yourself how even little expenses add up—fast. Of course, the only way to be sure of where your money goes is to track your spending. So, put on your detective hat and start keeping what’s called a **spending log**. In it, you’ll record *everything* you spend money on and how much you spend each day. When you review the list, you can bet that your findings will be an eye opener!

How much money did you spend in the past week? What did you buy? List what you spent money on in the past week (or month), and use the information to gather evidence in the case of Your Disappearing Dollars.

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Money can’t buy happiness, but it does play a big role in helping you to achieve what’s most important to you. Here are a few examples of personal goals that require money. Can you think of more? What are your goals?

- Going to college or a training school
- Getting a place of my own
- Getting married, with a fancy wedding
- Starting (and supporting) a family
- Opening my own business
- Traveling around the world



By figuring out what you need to make your personal goals a reality and setting *financial* goals to get you there, in no time you'll be on your way to enjoying those things.

## Income

Michael's and Selena's incomes during the school year are listed in the following chart. As you can see, Michael regularly makes about \$544 a month, while Selena's income fluctuates a lot more. She says she earns about \$100 a month from her occasional babysitting jobs.

Source of Income	Michael	Selena
Part-Time Job (net)*	\$136 a week	\$0
Baby-sitting, Pet-sitting	\$0	\$100 a month
Money Gifts	\$100 a year	\$250 a year
Help from Parents	\$0	\$10–20 a week
Estimated Monthly Income**	\$544	\$160

\*Wages minus taxes and other required deductions

\*\*Not counting the gifts, which are received once or twice a year.

## Expenses

Now let's talk about the other side of the seesaw. Expenses are what you spend money on. Michael and Selena have listed the typical monthly expenses from their spending logs in the following chart:

Monthly Expenses	Michael	Selena
Cellphone	\$45	\$0
Car Insurance	\$70	\$0
Food	\$120	\$60
Gas	\$40	\$0
Clothes	\$30	\$60
Entertainment	\$100	\$40
Personal Care	\$5	\$20
<b>Total Monthly Expenses</b>	<b>\$410</b>	<b>\$180</b>
<b>Estimated Income</b>	<b>\$544</b>	<b>\$160</b>
<b>Difference</b>	<b>\$ _____</b>	<b>\$ _____</b>

Now do the same thing for yourself. Add up all your sources of income, add up all your monthly expenses, subtract the expenses, and see how much you are left with. If this number is negative or very low, try to find ways to decrease your spending.

## IDEAS FOR ELIMINATING OR REDUCING SPENDING

- Cancel cable pay channels or cable completely
- Renting movies instead of going to the movies
- Grocery shopping for lunch or dinner instead of eating out
- Canceling extra telephone services
- Making coffee at home and taking it to work
- Learning to do your own nails
- Use a free internet service provider
- Do things that don't cost anything
- Buy regular gas
- Change your own oil
- Avoid ATMs that charge fees
- Use an interest-bearing checking account
- Buy clothing offseason
- Don't buy dry-clean-only clothes
- Ask credit card companies to lower your interest rate
- Consolidate multiple credit cards to avoid multiple fees
- Pay off high interest rate credit cards first
- Buy food in bulk, buy generic brands, use coupons
- Carpool and use public transportation

# Credit History & Credit Score (FICO)



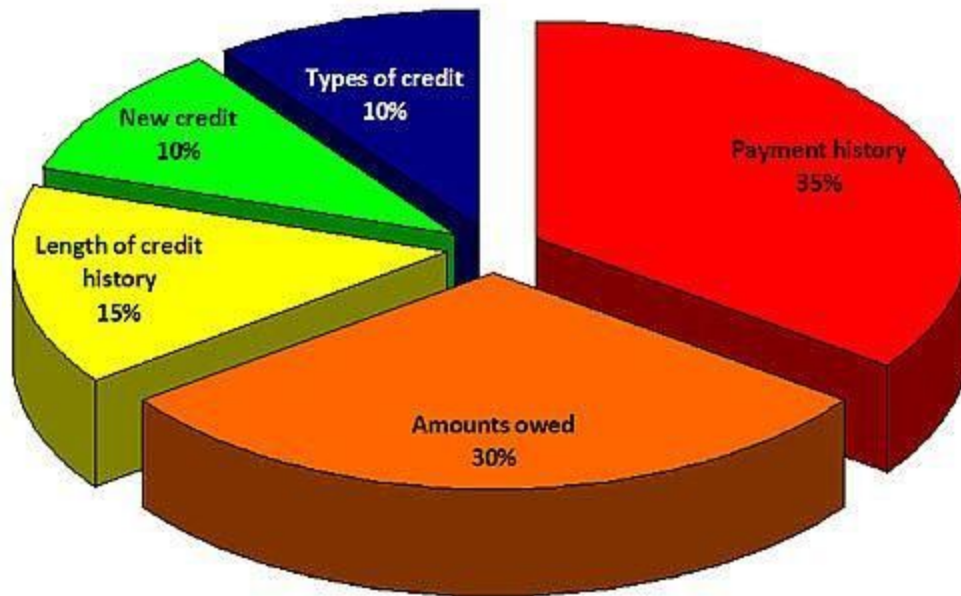
We all create a credit history, every day. If we get a cell phone, we sign a contract saying we are going to pay our bills. If we pay our bills completely and on time, that becomes part of our credit history. If we are late, that is reported too. Not only does the phone company keep track of that information, but they share it with credit bureaus who keep tabs on all our credit spending, from utility bills to loans to credit cards, and just about everything else you use the money for, except for cash.

These Credit Bureaus then assign you a FICO (see below) or credit score. Potential lenders will use this Information when you want to borrow money in the future, let's say for a car, house or anything else. Lenders will use this history/score to decide if they should lend you money (extend credit). Lenders use this score to calculate how much of a risk they will charge you to borrow money. As we get older we will probably borrow money and then pay it off. This could be a short term loan (such as a telephone bill) or a long term loan (such as a car or college loan). Based on how much credit you owe, how promptly you pay your bills and how much you pay on your bills, credit bureaus will review your history and then issue you a credit score (FICO). So establishing a good credit history, and earning a good credit score, will be critical when you want to borrow money.

## Credit Score (FICO)

When you apply for credit, the lender will want to know what type of risk you are and will pull your credit history or FICO (Fair Isaac Corporation— credit scoring model) score. Check out this website: <http://www.myfico.com/Default.aspx>.

There are three major credit bureaus: Experian <http://www.experian.com>, TransUnion <http://www.transunion.com>, and Equifax [http://www.equifax.com/home/en\\_us](http://www.equifax.com/home/en_us) that monitor your credit history. Adjustments are made to your credit score by these bureaus as your buying and paying habits change. Your FICO score helps a lender decide what kind of risk you are likely to be. The higher the credit score and the lower the risk, the more likely a lender will extend you credit at a low rate.



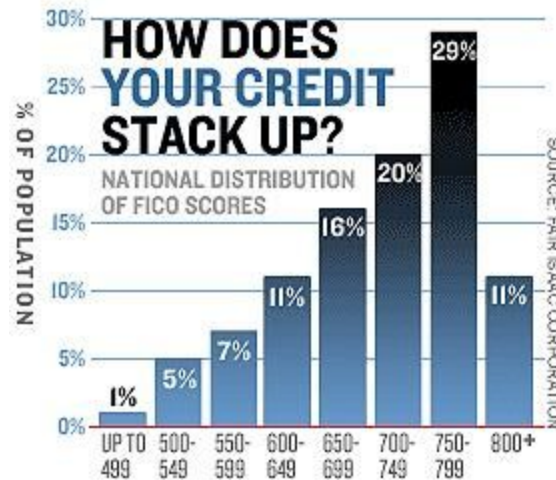
## Formula Used To Calculate Your FICO Score

- 35% on your payment history
- 30% on the amount you currently owe lenders
- 15% on the length of your credit history
- 10% on the number of new credit accounts you have opened or applied for (fewer is better)
- 10% on the mix of credit accounts you have (mortgages, credit cards, installment loans, etc.)

## What Does My FICO Score Mean?

FICO scores range from 300 to 850. Here is what they mean to a lender:

- Excellent: Over 750
- Very Good: 720 or more
- Acceptable: 660 to 720
- Uncertain: 620 to 660
- Risky: Less than 620



## Credit Card Tips

Here are some credit tips that can keep you out of trouble and help you maintain a high credit score.

- Don't take out too many credit cards or loans (the fewer the better)
- Make your payments on time
- Pay as much as you can
- Keep your borrowing below the maximum
- Don't apply for several credit cards at one time
- Manage your credit wisely and you will improve your score

Periodically pull a credit report on yourself. It will show you what your credit score is. Review it carefully. If it is not as high as you expect, determine why. Is the information on the report accurate? Maybe someone is using your credit or there is a problem with the information—you must correct it to boost your score. If it's lower than a previous report you need to find out why.

# CAREER MENTORING FOR YOUNG ADULTS

## MODULE 4

### Goal:

The goal of this career exploration module is to get the mentee thinking about his/her career plans, schooling, and future goals.

### Conversation Starters/Action Items:

- Help your mentee brainstorm about potential careers they'd enjoy.
- Help youth go online and complete the ISeek Career Assessment.
- Create a job shadowing experience for your mentee at your work site or use your network to set something up at a different work site.
- Have the mentee complete one informational interview.
- Talk about the mentee's career ambitions and discuss what is needed to achieve the goal.
- Work with the mentee to develop a mission statement or goal statement

# ISEEK Career Assessment

Go online to <http://www.iseek.org/careers/skillsAssessment>

Help your Mentee complete the assessment (it should take 5 minutes) and review the results together. At the end of the assessment, there will be a list of occupations that are a good match for your mentee's skill profile.

## ISEEK Skills Assessment

Tell us what you like to do. We'll tell you about jobs you might like.

- Basic Skills
- Management Skills
- People Skills
- System Skills
- Technical Skills
- Education Goal
- Results: Matching Jobs

## What is a skills assessment?

Everyone has things that they love to do and skills they like to use. This assessment lets you rate yourself on 35 different skills and then see which occupations are a match for the skills that are important to you.

## How long will it take?

The assessment will take about 5-10 minutes. Complete your assessment by answering questions about the skills you would like to perform in your daily work.

## What will I learn?

At the end of the assessment, you will see a list of occupations that are a good match for your skill profile.

## Will my results be saved?

If you have an ISEEK My Account, you will be able to save your progress and/or your results by selecting "Save" in the upper right corner of any page. If you don't have an account, you must create one BEFORE starting the assessment to be able to save. Sign up for a free account.

# Career Exploration

Research 3 occupations of your choice, and answer the questions below about the 3 occupations.

List the three careers you selected:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What is the minimum education required?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What is the salary range for each career?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

What is the projected growth rate?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

How many people are employed in the industry?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



Briefly describe the job duties for the careers you selected:

Career 1: \_\_\_\_\_

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Career 2: \_\_\_\_\_

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Career 3: \_\_\_\_\_

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# CAREER MENTORING FOR YOUNG ADULTS

## MODULE 5

### Goal:

The goal of this career exploration module is to help the mentee understand basic networking principles and the importance of networking.

### Conversation Starters/Action Items:

- Discuss your experience with networking
- Talk about how to utilize connections (see diagram)
- Develop 30 second commercial
- Have the mentee list everyone they know and the job they have
- Volunteer with the mentee to display networking
- Discuss the importance of maintaining references
- Have the mentee complete another informational interview of their choice

# NETWORKING

## 8 Key Networking Tips for Young Adults

Networking is an often overlooked skill set that immensely helps build the foundation for becoming a successful and well-connected entrepreneur. Unfortunately, many young people like myself have a difficult time indulging in conversations with other individuals and building out these intangible assets.

Recently I had the opportunity to take a soft skills business class at San Jose State University and get involved with TiEcon as a volunteer, which has taught me many key networking tips that every young entrepreneur should begin to acknowledge and apply.

Check out these 8 valuable networking tips to grasp before, during, and after a networking opportunity.

### Be prepared

Before going to a networking event, you should realize your main goal or purpose in attending. Your time is valuable and the opportunity cost of investing your time into surface level “networking”, is the cost of not networking with those who can help fulfill one of your goals.

Try to learn who may be there and what you are looking to discuss. There are many applications available that allow you to view other attendees; for example, [TiEcon 2014's networking mobile app](#) Bizzabo allows you to connect with participants, view the conference agenda, and deliver messages before, during and after the conference. Researching thoroughly before an event allows you to understand who you want to network with specifically and how those individuals can benefit you. Also, make sure you have a significant amount of business cards with you and understand what you have to offer in return.

### Dress to Impress

This almost goes without saying. Make sure that you are appropriately dressed or you will NOT be taken seriously by your senior peers. First impressions, especially in a bustling conference or networking environment, can leave a lasting effect and have a great impact on how your conversations will carry. You may offer a lot, but if you cannot be taken seriously, you may not get the attention you desire. It is always better to overdress than to underdress.

### Show up early

Showing up late is always a bad trait and is also a very memorable one. I always have the saying that if I am on time, I am late. If I am 15 minutes early, I am on time and if I am 15 minutes late, I should probably not even bother attending. While getting ready and planning your schedule before attending the networking event, also make sure to insert a time slot for any uncontrollable occurrences such as traffic, bad weather, or even getting lost.

## **Smile & be yourself**

While attending a networking event, do not forget to smile and be yourself. Even though you may be terrified, there is probably someone else who is just as nervous and terrified as you are. Smiling will not only attract people towards you, but it also shows that you are a humble individual. No one wants to network with someone who is unhappy.

## **Name-tags and free hands**

Although this may be obvious, many young entrepreneurs may not be aware of this tip. Always make sure that your name tag is on the left side of your upper body, specifically closer to your collarbone, and that your right hand is completely free. This allows the person shaking your hand to shake your hand and read your name-tag in the same motion. One tip is to practice holding a drink, either in a cup or wine glass, in your left hand, while also holding a plate in your left hand. This is a perfect way to ensure that your right hand is always free.

## **Be Bold – Ask Questions**

Do not be afraid to ask questions. People naturally dislike awkward silences, so if you are in such a situation do not hesitate to ask questions even if it is not concerning the particular topic you were talking about. Also, do not be reluctant to approach someone and ask a general question such as “May I join you” or “Hi my name is so and so, what brings you to this event”. This may open up to the much larger conversation that you were initially hoping for.

## **Listen 100%**

A conversation is made up of 50% talking and 50% listening; however, many people forget to listen because they are too concerned about what they are going to say next. To ensure that you are fully engaged in the conversation, you may want to ask a question that will rephrase what the person was saying. This shows that you were listening to what they had to say rather than focusing on your own thoughts.

## **Follow up**

The most important and often forgotten point is to follow up with your newly made contacts. Most likely, you were provided a business card with contact information or a LinkedIn Account. Leverage this opportunity to connect with them via email, Twitter, or LinkedIn no later than 48 hours after the event so that your conversations are still fresh.

There is no secret sauce to becoming a master networker. But if you carefully follow the tips above and genuinely apply them to your everyday life, you will begin to notice an immense change in your ability to communicate and work with the people around you.

*Rakshana Mistry is the TiE Silicon Valley Marketing Intern and a student at San Jose State University majoring in Business Marketing.*

## 7 Tips from Professional Networkers

By [Ilya Pozin](#) CEO of Open Me

A successful career is increasingly about who you know, not what you know.

Sure, having a skillset is important, and you won't get very far without one. Professional networking is just as critical for creating the right foundation to build a career or launch a company, but many become too overwhelmed by the process to get anywhere.

Networking doesn't have to be intimidating or difficult--you just have to have the know-how. To find out the best networking practices, I spoke to Jim Riley, founder of Kaleio--a company that's revolutionizing global workforce communication through networking--and his colleague Adam Navarrete, Kaleio's director of social media marketing.



Check out their tips for networking with ease below:

### **Assess yourself.**

You can't network properly without knowing what you want, so it's important to define a strategy first. Determine what it is you want out of the interaction. If you want advice on how to further your individual project or startup, tailor your interaction to get that information. If you want to offer your skills to a professional contact or company, prepare materials to convince them you're the right person for the job. Have a clear goal first--then, you can develop your process for meeting it.

### **Create conversations with impact.**

You can develop a quick, 60-second elevator pitch to let top professionals know who you are, and what you want to get out of your conversation. Remember--networking is a two-way endeavor. Keep it short, ask appropriate questions, and invite the contact to coffee if you run out of time. If you're at a networking event, always ask for contact information before moving on. You want to engage in as many meaningful conversations as possible and can always follow up with someone later to have a more in-depth conversation.

### **Make time blocks.**

Sticking to a schedule can help you to network efficiently. Connecting with professionals has the most impact when it's done over and over. Create a schedule by blocking in times of your day, week, or month you'll devote to reaching out to key contacts.

### **Be engaging.**

If you don't show enthusiasm or passion for your industry, chances are, you won't be taken seriously. Engage with your networking contacts by asking questions and demonstrating your skills and expertise. This will help you to move forward in your networking goals.

### **Follow up on your word.**

Always follow up on what you say you're going to do--and quickly. At a networking event, skip business cards--which often get lost--and gather email addresses instead. Email the contact right there and then to nail down the connection. Professionals are busy, so if you tell a contact you'll send a resume or portfolio, do it as soon as possible. Keeping on top of your promises will show you're credible.

### **Stay organized.**

Getting contact information confused is the first sign of negligence. You don't want to follow up with the wrong professional or forget a contact's last name. Keep a list of professional contacts, along with contact information, company details, and tags or labels about each person's expertise.

**Let go of fear.**

Be open to networking opportunities you may not have planned on. Think of your entire life as a networking opportunity, and stay brave when it comes to approaching professionals you may be intimidated by.

Focus your energy on networking first, and watch your business or individual project grow later.

# 30 SECOND COMMERCIAL

The 30-second commercial is a short personal advertisement describing the skills, talents, competence or achievements you are proudest of. You want to try and capture that unique selling point that will distinguish you from others.

## Tips:

- Know your objective
- Know who's listening
- Create a hook, i.e., an attention getter
- Make it short and concise, no more than 60 seconds
- Make it passionate
- Have confidence
- Practice, practice, practice

## Examples:

- Hello, my name is Eddie Dames. I'm currently working as a management trainer and coach, helping managers to maximize their potential and satisfaction at work. I have more than 25 years' experience as a Human Resources specialist gained with large public service sector organizations as a line manager, trainer, consultant, and coach. I specialize in helping managers and staff apply interpersonal skills to get the best results at work.
- I will be receiving my BA in Accounting in May from Illinois State University and have been working in the accounting field for more than two years, doing both general accounting and auditing. This past summer I worked for the New York office of Ernst & Young in an Auditor Internship. I'm currently seeking an auditor position in the Chicago area, which is what I was discussing today with Jane Brown. What is your role within the company?

## More Sample 30-Second Commercials for Specific Situations:

### Never worked before:

Hello ma'am. My name is John and I am an excellent communicator with computer skills and the ability to work within a team. I am looking for a job in computer sales where I can use my knowledge of computers to achieve my goal of becoming a computer programmer. Currently, I am attending the Youth Source Learning



Center to receive my G.E.D. so that I can attend college to pursue my goal. Can you use someone with my skills?

**Little job experience:**

Hello, my name is Sarah and I have been volunteering for Seattle Parks and Recreation Department during the past two summers. I am looking for a full-time position that will benefit from my ability to work with the public. I am punctual and a great listener. I graduated from Green River Community College last month with my G.E.D. My goal is to own my own business in a few years, however, I need to gain more experience in the workforce. Do you have any opportunities that can utilize my skills?

**Work experience:**

Hello Sir. My name is Jerry and I have been working part-time for two years in an auto body shop assisting the owner repair and rebuild Honda and Toyota engines. I know the importance of safety in the workplace and know how to properly use the tools and machines to repair and rebuild Honda and Toyota engines. I would like to advance my knowledge and skills in this area by attending Renton Technical College, However, I am in the process of completing my G.E.D. Do you have any full-time positions available that can use my knowledge and teach me additional skills in this field?

## 30 Second Commercial Worksheet

What will I say to employers to make a good first impression?

✓ **Skills and Abilities:**

- What are your top 3 skills and abilities that you can offer employers?
- What skills have you gained in previous jobs and other life experiences that you can use in your future jobs?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

✓ **Job Objective:**

- What is your job goal right now?
- What kind of work do you want to do, and in what type of setting?
- What are some of your long-term career goals?

I am looking for a position in the field, where I will \_\_\_\_\_

This is related to my goal: \_\_\_\_\_

✓ **Situation Snapshot:**

- Are you currently in school working towards a particular goal?
- What positive reasons are there for your job search today?
- Are you excited about getting a job that you would like to go to every day?

✓ **Recent Accomplishments:**

- Did you recently graduate from school?
- Did you get promoted at your last job?
- Are you involved in any volunteering or extracurricular activities?
- Have you recently received any certificates or awards?

## **Put it all together in your 30-Second Commercial:**

### **Questions to ask employers when inquiring about job openings:**

- What kinds of skills and experience do you look for in the employees you hire?
- What are the characteristics of your most successful employees?
- What kind of entry-level positions (or internships) exists within your organization?
- Does your company hire on a continual basis or just at certain times of the year?
- How long does the hiring process take? What does it consist of?
- What percent of applicants are eventually hired? What is the retention rate?
- Are there specific career tracks within the organization? In other words, what can a typical employee (for the position I am seeking) hired in your company expect to be doing 2, 5, or 10 years after hiring?
- What is your organization's culture like?
- For how many years does the typical employee stay with the company?
- Are there opportunities for ongoing training through your organization?
- What made you choose this company and why do you stay?
- How long have you been with the company?
- What's the one thing that most surprised you about this company?

# Informational Interviews

## Purpose

- To learn about the field or position.
- To determine if you want to work in that field or position.
- To discover methods for entering that field or position.
- To expand your network within the field.

## Who do I talk to?

- A person who does the job you want.

## How do I set up the interview?

- Ask people in your network for names of those you could call and interview.
- Make cold calls from publications and the internet, or send emails asking to meet.

## How long is the interview?

- Ask for 15 minutes. Do not stay longer unless invited.

## What questions should I ask?

- How did you get started?
- What do you like best about it?
- What do you like least about it?
- What are the major problems/difficulties you have overcome?
- What are the major accomplishments and goals which are rewarded?
- What education or special training is required? Beneficial?
- What are some entry-level jobs which match the skills that can help me get started in this field?
- Can you give me the names of three others I can talk to?

### **How do I proceed?**

- Send a thank you note within 24 hours.
- Add them to your LinkedIn connections.
- Debrief with your career mentor.
- Call the three contacts to schedule interviews.
- Call or email periodically to network and update them on your career.

# CAREER MENTORING FOR YOUNG ADULTS

## MODULE 6

### Goal:

This is the last module. The goal of this module is to get the mentee ready for a career and career advancement. The main goal of this module is to update the mentee's resume.

### Conversation Starters/Action Items:

Talk about the function of a cover letter;

Discuss how to put together a good cover letter;

Update the mentee's resume;

Discuss, in-depth, the different pieces of a resume;

Talk about the need for maintaining references

Discuss how to approach a review;

Discuss the best practices associated with terminating employment;

# COVER LETTER

## Cover Letter Tips:

- It is important to get a contact name if you want your cover letter to avoid the bottom of the pile.
- Some people don't react well to Dear Marc or Dear Anita. It can be too familiar so make sure to show proper respect and include first and last name.
- Make your position clear from the outset... I was particularly interested in your advertisement because I have extensive experience in the challenging world of Instruction and Teaching.
- From this point on creating the main body of the letter demonstrating how your skills and experience directly match the job requirements. Avoid long sections of text. Keep your sentences short, positive and punchy.
- End with a positive statement that makes your intentions clear. Something like 'I look forward to hearing from you and using the opportunity to discuss this position further'.
- It is important that your cover letter demonstrates excellent organizational and interpersonal skills.

## What's a cover letter?

A cover letter is a short, professional-looking **business letter**, written with a personal touch, which accompanies your résumé.

## Do I need a cover letter?

A strong cover letter may be what **sets you apart** from the competition.

Even when the job has an application form, a cover letter along with your résumé may give you the edge over other candidates and get you an interview.

## When should I send a cover letter?

Generally, anytime you send out your resume. Never send your resume without a cover letter. Even when employers don't specifically ask for a cover letter in their ads, they expect one.

## What's the purpose of a cover letter?

- Tells the employer what type of position you are seeking, and how you found out about their job opening or company.
- Briefly tells the employer why you want the job, and why they should hire you.
- Gives you a chance to persuade the employer that you're right for the job *before* the interview.
- Serves as a small window into your personality that makes the employer feel he or she simply must get to know you better.
- Gives you an opportunity to impress the prospective employer by showcasing your knowledge about the company and/or its industry, and proving your motivation to work hard and go the extra mile.
- Shows how well you express yourself.
- Helps you to avoid reinventing your resume for every job by using your cover letter to frame your qualifications in different ways for different jobs.

## What are some of the do's and don'ts of cover letters?

- **Do** have a professional sounding voice message hooked up to the phone number you provide in your letter.
- **Do** tell friends or family members to take detailed messages for you while you are job searching.
- **Do** use an e-mail address that is proper (avoid nicknames or slang) and be sure you check your e-mail often during your job search.
- **Do** have someone you trust (teacher, parent, friend, employment counselor) proofread your cover letter. Poor grammar and spelling mistakes are unacceptable.
- **Do** write a new cover letter for every job you apply for, to personalize it to that job.
- **Do** make your cover letters reflect who you are, what you can do and offer, and what you enjoy.
- **Do** use the job advertisement to make sure your qualities are directly tied into the job description and their needs.
- **Don't** say how much you want to be paid in your cover letter unless an advertisement asks you to give a salary expectation.
- **Don't** rush your letter. After you've written it, wait one day, and then look at it again with a fresh perspective. However, don't wait too long!
- **Don't** forget to sign your letter in a blue or black pen.
- **Don't** oversell yourself. It's important to be confident, but don't overdo it.

## The Cover Letter Structure:

- **Business letter format.** For your contact information (Name, address, phone #), use the same format from your resume to create your own consistent style.
- Update the letter for **EVERY** job you apply for, including the company contact information, job title you are applying for, and why they should hire you.



Your Name  
Your Address  
City, State Zip  
Your Phone Number

Date

Hiring Manager's Name (or just *Hiring Manager*)  
Title  
Company Name  
Company Address  
City, State Zip

Dear \_\_\_\_\_: (try to find out the name of the Hiring Manager by calling the company and asking them, or say "Hiring Manager")

*First Paragraph:*

"Why I'm Writing" - Introduce yourself and your statement of interest. **Explain why you are writing** in a way that will get the employer interested. **Be specific** about what type of position you seek and what you can offer.

*Second Paragraph:*

"Why I'm Right for this Job." - Briefly describe your qualifications, including work experience, school, and other life experiences that make you qualified for the job. **Emphasize What You Can Do for the Employer.** Tell the employer very specifically how your skills will meet the company's needs. **Tailor your Letter to a Want Ad.** Speak to the requirements listed in their ad. Identify the keywords and buzzwords in the ad, use them in your response, and you'll sound like the answer to an employer's prayers.

*Third Paragraph:*

"What Steps I'll Take to Make Sure We Talk Further about My Qualifications." - Request action. **Ask for an interview.** Tell the employer you will make contact within a specific period of time (such as a week, 10 days, two weeks). Then be sure to carry out the follow-up action you said you would. It's also a good idea to tell the employer in the final paragraph how to reach you during business hours.

Sincerely,

*Your Signature signed with a blue or black pen on the printed-out cover letter*

Your Name Typed on the letter

# RESUME

## Resume Tips:

- Your resume should be one page.
- Make sure the layout looks good: Not too much solid text or white space.
- Use one font. It can be distracting with too many different typefaces
- Fully explain your experience and past positions, including duties. Make sure you provide enough detail.
- Be prepared to discuss any unexplained gaps

## What is a resume?

A resume is a marketing tool, a self-promotional document that presents you in the best possible light, for the purpose of getting invited to a job interview.

## What should the resume be about?

You! It's not just about your past jobs. It's about how you performed and what you accomplished in those past jobs – especially those accomplishments that are most relevant to the work you want to do next. It's not just about what you've done so far, it's about what you are going to do next.

## What is the first step in writing or updating a resume?

Decide on a job target (or "job objective") that can be stated in about 5 or 6 words. Think beyond "I just need a job." Explore your skills, talents, and interests, and think about what jobs are a good fit for YOU.

## If I've never done a resume before, how do I get started? Try one or more of these suggestions:

- List 3 strengths you are proud of and give one example of each.
- Write a bumper sticker about yourself that reflects what you would want an employer to know about you.
- Identify 3 skills or characteristics desired in one of the fields you are considering.
- Make an inventory of your life's experiences.

- Think about the kinds of things that people come to you about for help and advice.
- Start with an outline of various headings.
- Without regard for wording, start listing everything you can think of for each category. (As soon as you have something to work with you'll start to feel a sense of accomplishment.)
- Begin to polish your resume into a cohesive marketing piece.

### **What are the absolute, unbreakable rules of resume writing?**

- No typing errors.
- No misspellings.
- Do not tell a lie or mistruth.
- Do not include any negative information.

### **Categories/Headings that must be included on a resume:**

- Name
- Address: email and mailing
- Phone numbers
- Education
- Experience

### **Categories/Headings that could be included on a resume:**

- Objective
- Profile
- Keyword Summary
- Qualifications
- Licenses/Certifications
- Accomplishments/Achievements
- Transferable Skills
- Strengths
- Affiliations/Memberships
- Languages
- Public speaking
- Activities
- Hobbies/Interests

- Military

### **Should I include my career objective on my resume?**

- An objective can help sharpen the focus of your resume.
- If you use an objective, make it specific. Vague, all-purpose objectives defeat the purpose.
- Ideally include title, field, or industry of position you are seeking.
- Do NOT include what you are expecting from the company. Always tell what you can do for the company; not what the company can do for you.

### **What order should I put the categories/headings in?**

Organize the information on your resume according to the impact you want it to make on the reader. For example, your contact information should come first, then your objective or summary of skills, then either your education or experience (this depends on if you have recently accomplished an educational goal).

### **What if I have no experience?**

Identify transferable/applicable skills from these areas:

- Internships
- Summer jobs
- School jobs (work-study, teacher or office aide, school store, etc.)
- Entrepreneurial/self-employed jobs (babysitting, yard work, etc.)
- Temporary work
- Volunteer Work: school, church, club, not-for-profit organizations
- Research papers/projects
- Certification courses
- Social club/school activity positions
- Extracurricular or sports leadership positions

## **What is the best way to impress an employer?**

Try to come up with accomplishments and achievements for each job -- ways you did the job that distinguish you from others doing the same job. Use action verbs to describe your accomplishments.

## **Why does a resume need to be sharply focused?**

The reader needs to be able to tell in a quick glance what you want to do and what you would be good at. The reader will probably spend 20 seconds or less screening your resume, so you need to focus the reader's attention quickly.

## **What are the most important design elements for a resume?**

- Use bold type, italics, varying font sizes, and upper-case lettering for emphasis and to control the reader's eye.
- Type should be between 10 & 12 pt.
- Balance the material on your page.
- Allow sufficient white space.
- Bulleted lists are very reader-friendly.
- Be consistent with headings so the eye can follow a pattern.
- Do not use justified text blocks.
- Do NOT italicize your entire resume.
- Don't use more than two fonts.

# References

## What are the references?

During the job application process, prospective employers will ask you for “references”. References are your current or past work supervisors, teachers, co-workers, program staff and other reliable adults that can tell the employer about your accomplishments, work ethic, skills, education, performance, etc. Avoid listing family members; clergy or friends are okay for personal references. Former coaches and volunteer or internship supervisors are also acceptable.

## Who should I pick as my references?

Choose people who will make the strongest recommendations for you. The key is to identify people who know your strengths and abilities -- and who will say positive things about you. Employers often make their final hiring decision based on what the references say about the applicants.

## Get permission to use someone as a reference.

Ask whether the person would be comfortable serving as a reference for you. Most people will be flattered -- or at least willing to serve as a reference -- but you still need to ask to be sure. Be prepared for a few people to decline your request -- for whatever reason.

## Keep your references informed.

Make sure each reference always has a copy of your most current resume, knows your key accomplishments and skills, and is aware of the jobs/positions you are seeking. Again, the best references are the ones who know who you are, what you can accomplish, and what you want to do.

## Be sure to thank your references for their help.

Don't forget to thank your references once your current job search is complete. Some companies never contact any references, some only check the first one or two, and some check all. Regardless, these people were willing to help you, and thanking them is simply common courtesy.

## Questions a potential employer might ask one of your references:

- Can you please describe how you know the candidate? And for how long?
- How would you rate the candidate's skills in \_\_\_\_\_?

- Can you describe the candidate's communications abilities?
- How well does the candidate work under pressure?
- Can you describe the candidate's attitude toward work?
- How well does the candidate take constructive criticism?
- How well does the candidate interact with co-workers?
- Is the candidate a team player?
- How would you describe the candidate's honesty and integrity?
- Can you describe the candidate's key strengths and weaknesses?
- How receptive is the candidate to new ideas and procedures?
- Given a description of the position the candidate is applying for, do you think the candidate is a good match?
- If you were in a position to hire this candidate for a similar position, would you do so?
- Can you describe the candidate's leadership, managerial, or supervisory skills?
- Do you have any additional information or comments that might help us make a better decision about this candidate

### **How should I present my references?**

- List your references on a separate page with the same name/address/phone number heading as your resume, with the word "References" below your contact information.
- Do not submit your list of references with your resume unless requested by the employer.
- Give to the employer at end of your interview if you are interested in this position.
- List a minimum of 3 business references: People who have direct knowledge of your daily job performance. Get their approval first. Provide your references with a copy of your resume.
- List your reference's name, current job title, company name, complete work address and phone number with area code.
- Most job applications will have a section for references. Be sure to fill it out completely with your references' names and contact information. This is the most commonly left-out part of a job application, and it can disqualify you if you leave it blank.

# How to Prepare for a Performance Review

Review time can be scary, especially for those who have never had a review before or are unsure of where they stand. If you're not receiving regular feedback from your superiors, the performance review can come as a shock to the system. You may have to face some difficult realities. On the other hand, you may find that you're indeed the rock star you hoped to be. Whatever the outcome, it always helps to conduct some physical and mental preparation ahead of time. Here are five tips to make it easier.

## 1. Perform a self-assessment:

Take some time to critically assess your own performance, looking at both the good and the bad plus everything in between. Try to take the perspective of an outsider looking in. If you have a copy of the review form from years past, grab it and look at each factor in detail. Otherwise, consider these questions:

- What challenges have you overcome? How did you do it?
- What performance improvements have you made?
- Where do you still have room for improvement? What are your plans for addressing these issues?
- What have you accomplished in the past year?
- How have you contributed to the organization?
- How have you increased your value to the organization over the past year?
- In what areas do you most excel? How can you continue to build on these strengths?
- How can you better utilize your skills for the good of the team and the organization?

## 2. Know your goal:

The review process is your opportunity to get direct feedback regarding your performance and future with the company. It's a dialogue that should help both the employee and the employer. While some may view it as simply "checking the box," push yourself to define exactly what you'd like to get out of it.

This is your chance to ask for whatever it is you want or need from your employer. Perhaps you'd like some one-on-one coaching or additional training regarding a challenge you're facing. Maybe you want some recognition for all your hard work on a specific project. In some cases, it may be time to ask for a raise or promotion, or maybe you just want to open the discussion about your career path and potential opportunities.



Whatever it is, get clear on your goal and practice the questions you'd like to ask. It can be difficult to bring some of these things up when you're sitting face-to-face with a superior, so consider creating a bullet point list of items you'd like to discuss.

### **3. Take evidence:**

If you haven't already started this, now is the time: Always keep a file of accolades and evidence of your professional accomplishments. Take note of anything you do that creates a positive impact on the team or the organization as a whole. Write down specific actions you took and the results you achieved—details can easily be forgotten.

With proof in your hands, it's much easier to point to the positive aspects of your performance. And, if you're planning on asking for a raise or promotion, this will certainly ease the conversation. You don't want to hesitate or stumble around grasping at straws when asked about why you deserve it.

### **4. Prepare for hard truths:**

Even top performers have room for improvement. No matter how well you're doing, you have to prepare yourself mentally for a few hard truths. After all, you can't grow as a professional if you don't know where you're currently falling short.

What are your weaknesses? What mistakes or negative things could come out during this discussion and how will you address them?

Remember that getting overly emotional will only make you look ill prepared and unprofessional. If and when you're faced with a critical evaluation of your performance, listen and do your best to absorb what's being offered. Take notes and ask questions to gain clarity.

If it comes as a total shock, ask for some time to digest the information and come back with some ideas for fixing the problem. If it's expected, be ready to provide those ideas on the spot. Don't argue, make excuses or place blame. If an explanation is needed, keep it short and take responsibility for your own actions.

Lastly, thank the person for the feedback and assure him or her that you're committed to improving. This leaves a very positive impression and helps establish you as someone who is willing and able to grow, even when it's uncomfortable.

## **5. Follow up:**

Most performance reviews end with a list of action items—improvements that need to be made, strengths that need to be built on, etc. Even if it's a glowing conversation full of praise, you'll probably have one or two items that require some kind of follow up. Don't drop the ball. Treat it as your responsibility; maybe even ask for a specific time frame in which a follow-up meeting can take place. This is especially true for those who have specific challenges that need to be addressed. Check in on a regular basis and report your progress. Don't try to fly under the radar. The cat's out of the bag, and now it's time to face the situation head-on.

# 10 TIPS ON HOW TO PROFESSIONALLY AND SUCCESSFULLY LEAVE A JOB

- Provide 2 weeks notice
- Check your references
- Empty voicemail/email
- Clean your workspace
- Make it easy for your replacement
- Leave your contact info with HR and for replacement
- Complete a written letter of resignation
- Update your resume
- Acquire letter of recommendation
- Make sure you have closure