

**Skill-based Electives – Paper II**  
**English for Workplace Communication**

**Study Materials**

**Unit 1 & 2**

**Unit 1**

**Interview Skills 1**

**Writing Curriculum Vitae, Resume, and Biodata**

*What is a CV?*

A CV (full form Curriculum Vitae which is Latin for “course of life”) is an in-depth document which describes the whole course of your career in full detail. It’s usually two- or three-page long but can just as well be laid out over 10+ pages, if necessary. A Curriculum Vitae contains details about your education, professional career, publications, awards, honors, and other achievements.

*What is a Resume?*

A resume (or résumé, from French “to sum up”) is a short, concise document used for job applications in the US and Canada. The purpose of a resume is to provide recruiters with a brief overview of the candidate’s work history. A good resume should be targeted at a specific job and one to two pages long.

**NOTE:**

In India, the term, biodata is often used to refer to any of the two documents. And, the terms, Resume and CV are also used interchangeably.

*Difference between a CV and a Resume:*

A resume is a one- to two-page document presenting key facts about your professional experience, educational background, and skills. A CV (Curriculum Vitae) is a longer document that details the whole course of your career. A resume is used for job search, a CV—for academic purposes.

*Writing a good Curriculum Vitae:*

## 1. Header of the Resume:

A] Contact: Start with your contact information. Your name, phone number, email address [your photograph if asked]

B] Objective: this states the purpose of the resume. It is a statement of one or two sentences. It describes your general career objective. It can also be specific to suit the needs of the job profile.

## 2. Work Experience

The bulk of your resume should focus on your work experience. List your past jobs in chronological order, from most recent to oldest, and take a results-driven approach to describe your duties and accomplishments. That means including meaningful information about how you benefited a project or the company. Fresher's can skip the section. Instead, they can list out their experience in internship and projects.

## 3. Academic Qualification

List out your academic qualification from recent to the oldest. Use tables or bullet points to present the information. Do not use paragraphs. Mention details like, percentage or grade obtained, name of the educational institution, and the year of completion.

## 4. Include soft skills

Remember that interpersonal skills are critical to your career success. Effective writing and verbal communication, critical thinking, time management, creativity, and problem-solving abilities are all highly prized today. It's important to add them to your resume. But how do you show, rather than simply list, these attributes?

## 5. Highlight tech skills

Share your software skills and technical knowledge. As an example, job candidates for an administrative assistant position or similar role are expected to have Microsoft Office experience. Smart candidates would list their levels of proficiency with each of the suite's applications, as well as any training or certification programs completed.

## 6. be unique

Highlight talents that are relevant to the position or company. Foreign language fluency, for instance, could give you an edge in getting an interview if the employer has international operations. Your role as an organizer for a Meetup group related to your industry can show leadership skills. Whatever your passion, use your unique qualities and experiences to make yourself stand out.

## 7. Proofread!

An employer sorting through a dozen or more resumes doesn't need much reason to remove you from consideration. Meticulously proofread your resume for spelling and grammatical goofs. In addition to running spell-check, read your document aloud slowly so you can focus on

each word. Finally, ask a friend to double-check your work. One simple typo can kill your chances of landing an interview.

### **Writing cover letters**

Our resume is your marketing brochure. Your cover letter is your introduction or 'executive summary' to your resume. The main point of a cover letter is to tie your experience directly to the job description. Look at the description and be sure the words relate directly to those in your cover letter and resume. If the employer is looking for teamwork, highlight a team experience in your resume, and be sure to include a team-related accomplishment in your cover letter. Your cover letter should be:

**Concise:** Your cover letter should be three to four paragraphs. Any longer might lose the interest of the reader. We suggest the following format:

**Opening paragraph:** Four or five sentences maximum. Mention the position you are applying to/interested in, briefly introduce yourself, and indicate where you learned of the opportunity.

**Body of letter:** Usually one or two paragraphs. Share detailed examples of your qualifications for the position's specific requirements. Many students choose to use one paragraph to discuss previous work experiences and another to discuss academic or leadership experiences, etc. Choose whichever combination communicates your most relevant qualifications.

**Closing:** Three to four sentences maximum. Summarize your qualifications, restate your enthusiasm for the position, and include your preferred contact information for the employer to follow-up with you.

**Clear:** Articulate your qualifications in words that mirror what the employer-provided in the job description. Do not try to impress with a long list of accomplishments.

**Convincing:** An employer will make a decision on your candidacy based on the combined letter and resume package. You have to articulate the connection to the job description and sell your skills. Why should the employer hire you?

### *My Cover Letter Checklist*

- The words and action verbs in your cover letter should be reflective of the job description
- Always be professional
- Use proper grammar
- Check for spelling and punctuation errors
- Know to whom the resume/cover letter package is going to
- Call the organization to see if they can provide you the correct name and title of the person to whom you should be addressing the letter
- Do not use "To Whom It May Concern"; address the letter to a specific Recruiter or Hiring Manager whenever possible, or write Dear Sir/Madam

- Use paragraph form, not bullet points
- Do not copy and paste content directly from your resume to your cover letter
- Do not be forward in requesting an interview
- Keep to one page (no more than three to four paragraphs)

When emailing a recruiter or hiring manager directly, use the body of the email to write two to three sentences that introduce yourself and mention to which position you are applying. Include your cover letter and resume as PDF attachments. Do not cut and paste your cover letter into the body of the email.

### **searching for job opportunities**

- There was a time when people got a job right out of school and stuck with it until they retired. Those days are gone for good. Today, people have to be nimble about locating new job opportunities, preferably before they're forced to do it. Here are some new strategies to keep your career moving onward and upward.
- 1. Networking
- It's known as the hidden job market: Many of the best jobs are never advertised. They are filled by candidates who learn of them by word of mouth from friends, former colleagues, and ex-bosses.
- KEY TAKEAWAYS
- Networking, online and in person, is one of the best ways to stay on top of what's happening in your field, including what jobs are open and where.
- Check in on job search sites frequently. For best results, look for one that specializes in your field.
- Don't snub temporary or freelance work. They often lead to full-time opportunities.
- Networking is another word for socializing. You can join professional associations, attend events for graduates of your school, connect with professionals who work in your field, and take every chance you get to meet up, in person or online, with others in your field.
- Various online sites such as LinkedIn allow you to broaden your network to include friends of friends. The bigger your network, the more likely you'll find out about new opportunities.
- 2. Referrals
- Some employers offer incentives to their employees for referring a successful candidate to the company. It's a win-win situation for everyone. You get a new job, and your contact gets a finder's fee for attracting a top-notch employee.
- That's relatively rare, but there's nothing stopping you from asking a valued friend who works in your field to let you know about any openings. The working relationships you create at every job may open other doors years in the future.
- 3. Job Boards and Career Websites
- Job boards used to be just that – a solid surface on a wall where vacancies were advertised for all to see. Job boards have moved to virtual format, and that's good news for all of us since their reach is far greater.
- If you're just starting out, an internship or even a volunteer job can get you in the door.
- Many state governments provide job boards and job banks that can be accessed by all. You can also use job search engines or any of a vast number of career-related websites that post

job openings, such as Monster.com, Google for Jobs, CareerBuilder, and Indeed. Many other databases specialize in freelance and contract work, including People per Hour, Up work, Simply Hired, and Crowded.

- There also are specialized job search sites for particular fields, like Dice for tech professionals and ArtsThread for artists.
- These websites function in a similar way to traditional want-ads, but they have a far greater reach and a much quicker turnaround time.
- 4. Job Fairs
- Job fairs are often targeted toward specific industries, although some job or recruitment fairs are more generalized. The promotional material will include a list of the organizations that will be represented.
- Investigate any companies that interest you, bring a batch of resumes and business cards, and get ready to sell yourself. Consider any conversations with recruiters as mini-interviews that can set you apart from other applicants. Some organizations may even offer on-site interviews to candidates that match their requirements.
- 5. Company Websites
- If you already have your dream employer in mind, go directly to the career section of the company's website. If you track openings on its site, there's a chance you'll find just the opportunity that you've been waiting for.
- Create a list of employers that you'd like to work for and visit their websites often. If you're really set on working for a specific company it may take some time to find just the opportunity that fits your skillset. But if you've got time, this might be the optimal method for finding your dream job.
- 6. Cold Calling
- If you don't see any job listings posted for a company you're particularly interested in, you might consider making a cold call. Phone or email people in the organization after finding their contact details on the company website. Ask about upcoming vacancies, and attach a copy of your resume.
- Keep in mind that this kind of contact may not always be well-received. You'll be lucky to get any response at all. But there is always a chance it'll give you the inside track on upcoming vacancies.
- 7. Headhunters and Recruiters
- If you're looking for some professional help in your job search, headhunters and recruitment agencies can help.
- Many organizations hire through recruitment agencies to streamline the hiring process. Head hunters actively recruit individuals to fill specific vacancies.
- Payment is based on commission. Make sure you know up front whether you or the company is paying it.
- Keep in mind that many high schools and colleges have job placement services that can help new graduates to develop their resumes and assist both current students and alumni with job searches.
- 8. Temping or Internships

- Temporary employment and short-term contracts often lead to permanent positions. It's a great way to get a foot in the door or at the very least provide you with useful business contacts to call upon in the future.
- Many recruitment agencies can assist with locating temporary or casual positions and contract work.
- Internships are a great choice for students who are just graduating from college. The job placement services of many schools connect their students with opportunities.

If you're just starting out and you can afford it, volunteering can be a great way to gain valuable industry contacts.

### **Applying for jobs — answering advertisements & making cold calls**

Application for jobs can be made in two ways: in response to an advertisement, and by making enquiries if any opening is available. Both the CV and the cover letter should be written depending on what type of application you are making. Responding to advertisements require the mention of the advertisement in the cover letter. The letter and the CV can be modified to suit the job profile advertised.

## **Unit 2 Interview Skills II**

Developing right attitude

- Types of Attitudes
- The term 'attitude' refers to an individual's mental state, which is based on his/her beliefs or value system, emotions, and the tendency to act in a certain way. One's attitude reflects how one thinks, feels, and behaves in a given situation.
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- Two points of view
- Attitude is a little thing that makes a big difference. – Winston Churchill
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- Attitude can be defined as our response to people, places, things, or events in life. It can be referred to as a person's viewpoint, mindset, beliefs, etc. Our attitude towards people, places, things, or situations determines the choices that we make. Attitude is composed of three components, which include cognitive component, affective/emotional component, and behavioral component. Basically, the cognitive component is based on the information or knowledge, whereas affective component is based on the feelings. The behavioral component reflects how the attitude affects the way we act or behave.
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- For instance, in case of a person who is scared of an injection or a needle, the cognitive component might be the fact that an injection would hurt. On the other hand, the affective component would be the feeling that he/she is scared of injection. The behavioral component would be that the person would completely avoid getting an injection or scream at the sight of one. So, an attitude is essentially like an evaluative statement that is either positive or negative depending on the degree of like or dislike for the matter in question.