



BESTFOOT FORWARD

A GUIDE FOR JOB SEEKERS

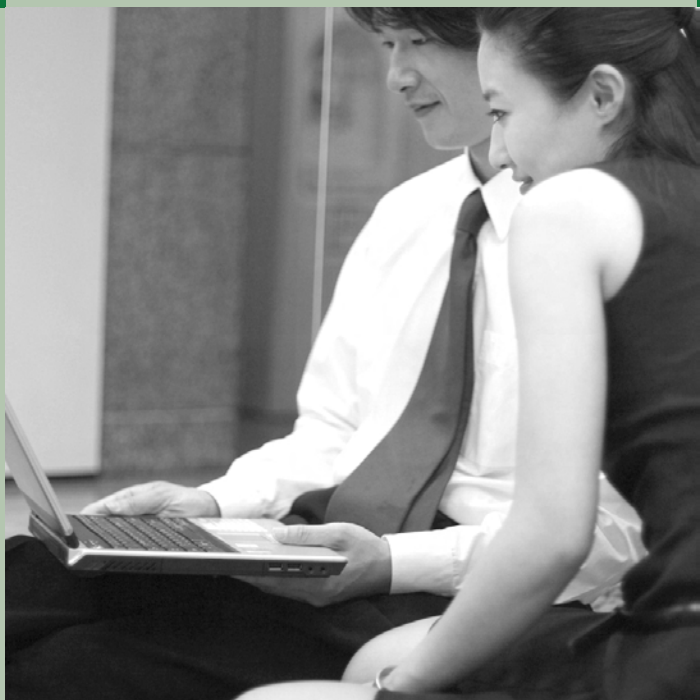
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Introduction

Kelly's Best Foot Forward is a handy guidebook to help you understand the expectations of employers and to prepare you to be an effective job seeker with a focused approach in your job search. The beginning of your job search is important as it sets the tone for future interactions. The same applies to how you begin your career or new role with a new company.

In this updated edition you will find useful checklists on writing a good resume, preparing for interviews and leaving a good impression at interviews. To prepare you for your journey, we have also included these articles for you: "Managing Stress During Your Job Search", "Remaining Relevant In The Workplace" and "The Changing Face of Work".

With these tools and tips, we trust your journey to land the right job with the right company will be pleasant and successful.

Wishing you the very best!

Get The Right Attitude



Listen to what you are telling yourself

Erase any message that may negate your job search efforts, for example, “it’s hard to find a job”...“it’s very competitive out there” ...“nobody wants someone with my qualification”. This is not useful – STOP IT!

Investigate

Find evidence around you to prove to yourself that you can find a great job. Read inspiring articles and talk to people who have ‘made it’.

Research

Improve your knowledge on the industry or job that you are interested in.

Network

Go out and meet people who are happy in their jobs and find out the secret of their success.

Upgrade Yourself

Be committed to improve yourself. If you have the time, attend a self-development program or read a good self-development book. Employers generally like people who are self-motivated and proactive in their own development.

Good Hunting

There are many channels through which you can learn about job opportunities. Let's take a closer look at some of them:

Newspaper Recruitment Advertisements

This continues to be the most popular channel. Make it a part of your daily routine to scan the newspapers. Some employers advertise vacancies in other sections of the newspapers besides the appointment and classified sections. The newspapers also carry news on the business sector. It tells you about companies that are expanding and new growth sectors in the economy.

Referrals And Word Of Mouth

Never underestimate this channel, as it is probably the most powerful avenue for job seekers. It eliminates a lot of the initial apprehension of the prospective employer and employee. The common setback for those who use this channel has to do with obligation. Often there is a tendency to overlook important questions or procedures. This often results in disappointment on the part of the employee and employer. To avoid this, treat such opportunities like you would any other opportunity and be thorough and clear all your doubts.

Internet

Another popular channel, it carries local and overseas opportunities and even tips on job hunting. It is fast, efficient and it saves paper! However, you may wish to check if the recipient has received your e-mail. Our experience has been that sometimes messages get 'garbled'. Job listings and matching on the internet is another avenue, however some fear the loss of privacy.



Agencies And Headhunters



These two terms are not interchangeable. Headhunters specialise in search, they do not advertise their positions, they find you, not you find them! Agencies on the other hand are recruiting all the time. Agencies carry with them a listing of vacancies. The preferred term for them is Human Resource Consultants as the term 'agent' implies that fees are collected from both the employer and the employee. This is not the case. Fees are only collected from the employer (client).

Seeking jobs through Human Resource Consultants is a popular and effective avenue for job applicants as they get access to many employers by just attending one interview. However, they cannot do justice to job seekers (candidates) if they do not operate ethically. Human Resource Consultants charge employers for the service they render. The service they render to candidates should include testing, interviewing and presenting you in the best light by creating a résumé for you. They also prepare candidates for interviews. Demand this as a standard from any agency you work with as the prospective employer is paying for it.

Some people opt to work as temps whilst they wait for a permanent job. Sometimes temping leads you to permanent jobs as it keeps you 'in circulation' and gives you access to prospective employers.

Recruitment Drive And Exhibitions

Some employers organise recruitment drives or participate in larger recruitment drives, for example, job fairs. These are effective as they help job seekers to get an overview of the types of jobs available and also help in opening up options that you may not have considered. Ask a lot of questions and enjoy the networking opportunity when attending such events.

All of the options mentioned thus far are those initiated by an outside party. It is also possible for you to initiate an interview or even create your own job. This has to do with advertising yourself. You may wish to consider the possibility of identifying prospective employers and approaching them even if they are not looking for staff. Many employers keep unsolicited resumes on file and refer to them should a vacancy arise.



Job Application Tips



This section serves as a quick reference on how to make your application stand out.

Job applications are made in three main ways through

- Written (including e-mail)
- Verbal (through the phone)
- In-person

In many cases, job applicants respond to a request for application from the prospective employer. Every employer has preferences on how they wish to receive applications. Bear in mind that it is important that you follow their instructions closely as some employers frown upon candidates who are unable to follow simple instructions.

Put Yourself In The Employer's Shoes

Your application is not the only one that an employer will receive. Therefore, try to cooperate with the employer and see things from their point of view. Some employers want applicants to fill out application forms at their office even if the applicant has already sent them his/her resume. These may be requirements that the employer's company may have to fulfill as part of their human resource policy.

Think about what they are asking for and how they are asking you to apply. This may give you clues on what is important to the employer. Occasionally, some employers ask to see a handwritten letter of application. Do not send a typewritten one instead. If you are going through the trouble of applying for the job, why not do what the employer asks?

Keep An Open Mind

Do not prejudice any opportunity without considering the possibilities. Use your job search process as a chance to discover yourself. Some employers require job applicants to undergo personality tests, whilst others may consider you for opportunities that you may not have considered. All the same, it is about what someone else may see in you.

Job Application Tips

Dollars And Sense

The money you want to earn has to make sense. Sometimes, certain employers want to pay too little and there are also employees who want to earn too much. Do not compare salaries with your peers. Sometimes the job title may be identical but the job scope may be very different. Be sure to think about the career path and opportunities that the position offers. A good place to find out what you can possibly earn is the job pages in the newspapers as some employers advertise salary levels. Read the job description which may be included in the advertisement carefully. You can also get accurate salary information from a reputable Human Resource Consultancy like Kelly Services.

Develop A Strategy

Take a strategic approach to your job search. Study the market on opportunities available and your competition. Who are the people who are likely to compete with you? What is their profile? What strengths or weaknesses are they likely to have? Also think about your own unique selling proposition – what do you have to offer?

Make The Effort

Finding a job is easy but looking for a great job always requires effort on the part of the applicant. Go the extra mile, treat the job search process as a learning opportunity and challenge. No one loses out by putting in the effort. So if you are asked by an employer to do some 'homework', do so. Some employers tend to set tasks for prospective employees to do. Usually they are not testing the applicant on the content of the project but on their willingness to try something new. Such an employer is actually saying "I am interested in you, I am willing to make the time for you but are you willing to make the time for our company?"

Questions To Consider Before Applying For A Job

- 1 Are my qualifications and experience suited for the job I wish to apply for?
- 2 Do I have a particular skill or qualification that may be utilised fully in this job?
- 3 What type of career prospects does this job offer?
- 4 Does this job meet my overall career objective?
- 5 Is this job congruent to my beliefs and values?
- 6 What are the learning opportunities offered by this job and company?
- 7 Does the work environment suit me?



Preparing Your Resume

Preparing your own resume can seem a daunting task. Apart from what to put in and what to leave out; describing your own strengths and abilities is not easy. The following guidelines aim to make the whole process a much easier one and will ensure that you end up with a professional document which shows you how to pitch your skills and stand out from the crowd.

Resume Format

Some consultants suggest that job applicants use a **chronological format**. As the name implies, it is a resume that details one's work experience in a chronological order. Some prefer to use a **functional format**. This is a resume that is organised to highlight the applicant's qualifications and skills, without much emphasis on the specific dates. Then there are **combination resumes** that marry the best of both worlds. It is similar to a functional resume, only specific dates are provided on a separate sheet.

Most recruiters prefer a chronological resume as it helps the recruiter get a quick overview of the applicant's work experience. Fresh school leavers on the other hand with very little work experience may opt to send out a functional resume as it emphasises some of their skills versus a very plain and empty chronological resume.

Preparing Your Resume

Presentation And Layout

- 1 Always ensure that your resume is clearly printed on quality white paper, using a clean typeface and not smaller than a 12 font size. Ensure no smudging.
- 2 The use of sub-headings (eg. personal details, career history, etc.) will help potential employers glean the information they require with ease. There should be clear spaces between category headings for easy clarification and definition.
- 3 Your name, address and phone number(s) should form the start of the document. If you are giving a workplace phone number, add the following - 'please use with discretion'.
- 4 Commencing with your present or most recent employer, state your career history. Then list your professional qualifications. If you have been working for many years, list your academic qualifications and a very brief mention as to your college or schooling. If you are just commencing your working life, having previously been a student, provide more in depth knowledge regarding your academic achievements to date.

Content

- 1 Starting with your current or most recent employment, provide details of your position as follows:
 - a. Job title and length of time you have held this position
 - b. Key tasks and responsibilities that comprise this role's requirements - notable achievements while in the role
 - c. Where possible quantify your achievements with precise facts and figures, eg. managed junior staff, handled department budget, prepared management reports
 - d. Expand on the skills you are using in your current job which you believe will be valuable in the position(s) for which you are applying

Preparing Your Resume



- 2 Always include the name of your employer ie. company name. The company you work for can lend more credibility to your resume. Some applicants do not include company name and instead state the nature of business, for example, large manufacturing company. This tends to 'dilute' the flavour of the resume and makes it weak. Sometimes employers who are busy may tend to put such a resume aside as they have to clarify or get more information before they can make a decision to accept or reject the candidate. Often if a resume gets placed aside for later, someone else's resume with all the relevant information may get first option.
- 3 It is not necessary to state the reason you are leaving your current position. This will be a topic for conversation when you are invited for an interview.
- 4 For all previous employment, unless one appointment was more significant than your current or last position, keep details brief ie. the name of the company, job title, period of employment and the job scope. Give an overview of your duties. Too much information can be tedious to the recruiter, but too little can be frustrating. By reading your resume, the reader must be able to get a quick profile of you and your work experience.

Preparing Your Resume

- 5 If you cannot remember dates, at least remember months. There is nothing more frustrating than having to 'piece' a resume together. Some applicants tend to omit certain dates and thus give a disjointed picture. Start with your most current position and move into the past jobs. Resumes that start with your first job can mislead the employer into thinking that you are not suitable for the job because usually your first job is the most junior position. So at a glance they may make the mistake of putting your resume aside because you appear under-qualified.
- 6 Be sure there are no gaps in your career history - unless for example you took a year out to travel, in which case make reference to this under Interests/Hobbies.
- 7 If you are a student just starting work, give any evidence you can to demonstrate your practical skills eg. school prefect, event organisation, member of sports team, contributor to college magazine or community work.

Preparing Your Resume

- 8 Use action or achievement words and short, clearly written phrases. Select words that will make sense to the reader, for example, use industry specific jargon if required. List accomplishments rather than stating duties wherever possible. For example, 'organised marketing campaign', 'saved \$100,000', 'designed a better system', 'created a community program', etc.

Some action words to use:

Improved	Sold	Evaluated
Operated	Built	Directed
Created	Wrote	Improvised
Designed	Trained	Prepared
Produced	Planned	Developed
Expanded	Handled	Achieved
Managed	Supported	Negotiated
Facilitated	Presented	Organised
Reorganised	Established	Exhibited
Undertook	Contributed	Supervised
Administered	Implemented	Coordinated

- 9 In some countries, employers are not allowed to request for certain information from candidates as it may be deemed as discriminatory. However, there are employers who do ask for such information. For example, there is no need to include your date of birth but it may be necessary to give your age, marital status and nationality. In some cases, if you are applying for a job abroad, you may wish to state Mr/Ms as some employers abroad sometimes have difficulty in identifying your gender as they may not be familiar with Asian names. A common dilemma candidates face is if they should attach character references or not. There is no need to attach references unless it is specified in the job advertisement.

Preparing Your Resume

- 10 Consider what examples (interests / hobbies) you can give to show that you match the selection criteria.
- 11 If they want someone to work as part of a large team, let them know if you belong to a local organisation or if you are part of a sports team.
- 12 If they want someone who will work on their own for large periods of time, make reference to an Open University course you are considering to undertake.
- 13 There is no need to attach copies of your educational or any other certificates, unless the employer requests for it in the advertisement.
- 14 To fold or not to fold - This is a matter of personal choice. If you are enclosing certificates, it may make sense not to try to fold a thick wad of paper. It is better to send it out in an A4 sized envelope.
- 15 Proof reading - Please get a close friend with a good command of the English Language to edit your resume (if the application is made in English). Many resumes get rejected because of poor grammar and choice of words. Sometimes applicants forget to change the company name from a previous applications and this may appear in the cover letter! Sometimes applicants tend to absent-mindedly state their birth year as the current year!
- 16 Your primary objective is to convince the prospective employer that you are the most suitable candidate who has the requisite skills, experience and hunger to do the job.

Preparing Your Resume

- 17 Your resume should be no more than two A4 pages and as every employer is different, remember to customise your resume to every job you go after.

Always remember – you will never get a second chance to make a first impression. So do not be modest in writing your resume. Be factual and objective.

Even if you are currently not seeking a job, make it a point to rewrite your resume once every six months, if not every quarter. This will enable you to update it with the career progress you have made in the past six months. Your resume is your own personal product label and advertisement – it must be up-to-date and ready for dispatch to a potential employer at a moment's notice. Updating your resume is one way to review your career and must be relevant to your current job and potential jobs you are considering.



Resume Checklist



DO

- ✓ Include a recent and presentable passport-sized photo.
- ✓ Keep it short and precise.
- ✓ Use action and achievement words.
- ✓ Attach a cover letter.
- ✓ Make it easy for the prospective employer to reach you.
- ✓ Start with your current or most recent job.
- ✓ Personalise your résumé to suit the application.

DON'T

- ✗ Do not send more than one application for the same job in the hope that it will be noticed. It will be noticed but negatively.
- ✗ Do not use fancy, perfumed or coloured paper.
- ✗ Do not exclude name of employer (company name).
- ✗ Do not use “Whitener” or “White Tape” to blank off information on resume.
- ✗ Do not send out poor or unclear photocopies.
- ✗ Resumes should generally not exceed two pages.

Preparing For Interviews

This is an important process that many job seekers overlook. It is not a process that requires a lot of time but it does require some discipline. Often, the toughest part of getting any job is likely to be the interview - that moment when you come face to face with a prospective employer and just when you need all the confidence you can muster it seems to completely disappear. Getting through interviews and making them work effectively for you is something that everyone can do - it just takes careful planning. If you want to make a good impression, preparation is necessary.

Homework

If an interview has been set, you will know the name of the employer (company name). Do your homework, find out more about the employer. Find out as much as you can about the job, analyse the job description, try and work out what sort of person is required and match that to your own strengths and skills. This information can be found using many sources. Business directories and listings and company websites are useful sources and full of information. Company profiles can also be found in their annual reports. You could also speak to friends, relatives and acquaintances that are working to find out what they know about a certain company or job.

If you are confident enough, you may also wish to call up the company and speak to their corporate communication or human resource department. Staff in corporate communication and human resource are generally willing to assist by giving out non-sensitive information on their company provided you explain your purpose. Larger companies and foreign companies tend to be more open to giving information. Some questions you can ask – nature of business, where they are based or where their headquarters is and what their main products are.

Preparing For Interviews

Time And Place Of Interview

Take mental note of this information. Often people tend to forget or get flustered over last minute details. If necessary, check a street directory on the exact location of the building and the location of the stopping points of the public transport system nearest to the place of interview.

Attire

Plan what you are going to wear the day before the interview. Ensure your clothes are clean, fresh and well pressed. Take cue from others you know in that profession or sector. It is better and safer to be slightly conservative. Some men wear suits for interviews. It is not really necessary unless it is a senior appointment. A conservative simple tie, a well pressed long sleeved shirt and dark trousers is adequate for men. For women, a dark jacket with a plain or light pastel shade blouse always gives a professional appearance. Skirts should be of an appropriate length. Jewellery and accessories must not be distracting to the interviewer. Avoid clothing that is ill-fitting, revealing, casual or unprofessional.

Ensure your hair is properly combed or brushed. If you wear aftershave or perfume, choose something with a light fragrance; avoid anything that is 'overpowering'. For ladies, light make-up is permitted. Ensure you appear fresh and relaxed.

Documents

Be sure to place the important documents, references and information in a presentable well-organised folder. A folder with clear plastic sheets is handy and you can display all your certificates nicely without having to take them in and out of an envelope. Some applicants bring their documents and references rolled up or all crumpled and folded – this creates an impression of a disorganised person. Make it easy for you to display all your documents easily to your prospective employer. Carry the folder in a presentable briefcase that makes you look professional. Avoid shopping and travel bags.

Preparing For Interviews



Mental Preparation

Our minds need dressing up just like our physical bodies. Prepare yourself mentally. Spend some time to review your achievements and praise yourself for what you have done so far. This is not the time to be self-critical or compare yourself with others. Tell yourself that the fact they want to interview you means half the battle is won, you have gotten a foot in the door. Visualise yourself succeeding at the interview and being happy with how you performed. If necessary, practice and rehearse how you will respond and conduct yourself. Practise speaking out your answers to frequently asked questions at interviews so that you can do it naturally. If the interview is in the morning, try to have an early night the day before the interview. For an afternoon interview, avoid scheduling activities 2 to 3 hours before the interview in order to arrive at the interview calm and relaxed.

Timing

Allow sufficient time for travel so that you get there on time. Being more than 15 minutes early is a little rude but being even a minute late is very rude. If your interview is in a large building, you may have to wait for elevators that may take a long time. Allow sufficient time, get there early and monitor the situation. Walk around if you are early but keep track of time. If you need to use the restroom, do so before you go for the interview.

Walking In The Door

It's hard to tell what to expect behind that door. It could be a busy office with many people, or a very quiet office where everyone looks up when you enter the door. Many people forget to smile as a result of nervousness. You cannot see your face but others can. Walk with a confident stride and a smile. Be nice to everyone, not just the interviewer. Do not touch anything in the interviewer's office or in the open reception area. Just sit quietly and wait. If you are concerned about having to wait a long time, bring along a book to read. Some employers may make you wait on purpose to see how you react to those around you and if you get impatient. Sometimes you may have to wait because they may have a problem to solve. Remember that they do not interview people for a living, they have business as usual to conduct.

Preparing For Interviews

Filling Forms

Some employers may want you to fill a form before the interview. Do not attach the resume and write, "refer to resume" on the form. If they wanted a resume, they would have asked you for it. If they want you to fill a form, complete it properly, include all information, and check for accuracy. As tedious as it may be, form filling is a routine chore you have to come to terms with if you are a job seeker. Always bring your own pen that you are comfortable using, in case you have to fill a form.

Personality Tests / Other Tests

You may be asked to sit for a test or a series of tests. Do them willingly and do your best. Answer the questions or do the exercises to the best of your ability. Do not panic if you cannot finish the test in the time specified or if you are unable to answer the questions or exercises. Read the instructions for the test carefully. If unsure, clarify before you commence the test. What matters is not how you perform but whether you are willing to give yourself a chance.

Telephone Interviews

Some companies use telephone interviews to draw up their shortlist so it is worth giving some thought to how you would cope with this technique. In many ways you need to prepare for a phone interview in the same way as you would for a face-to-face interview. In this instance it is particularly important to think of some questions that you may want to ask the interviewer. You should also try and ensure that you have some privacy - so try and find a quiet phone that you can use. Then you need to get yourself into interview 'mode'. Try and imagine you are sitting in front of the interviewer and use facial expressions as you would in a one to one interview because your attitude and frame of mind is always reflected in your voice - so don't forget to smile and be positive.

Don't forget the 5 W's - Who, What, Where, Why and When

Prepare honest and persuasive answers to likely questions such as:

- Why do you want to join us?
- What can you bring to the job/company?

Preparing For Interviews

- Why did you leave your last job or why are you leaving your present job?
- Tell me about your last/present job?
- How will you set about tackling this job if you are successful?
- What do you think the main changes will be between your last/present job and this one?

At The Interview

DO

- Be positive - Watch your body language - eg, don't cross your arms (it gives the impression of putting up a barrier between you and the interviewer); make frequent eye contact; good posture is important
- Listen – engage in active listening; acknowledge that you understand what is communicated by nodding your head or verbal acknowledgement
- Reply to any questions clearly and concisely
- Make a note of points to return to
- Be courteous to everyone you meet
- Be honest

DON'T

- Interrupt
- Fidget
- Shift or move about frequently on the chair you are seated
- Let your mind wander
- Be afraid to sell yourself
- Just answer with a yes or no – expand

Remember to thank the interviewer for seeing you and again shake his/her hand firmly and confirm that you want the job. Remember to believe in yourself, your skills and abilities. You wouldn't have been selected for the interview in the first place if the company didn't think you could be the right person for the job. Every interview is a learning experience and each one teaches you a little bit more about what to say and do and what to avoid. If you are unsuccessful then don't be too dismayed - there is always a next time. The better your interview technique the more likely it is that you will succeed.

Preparing For Interviews Checklist

- 1 Put your resume and certificates in a folder so that you can present these with ease.
- 2 Prepare yourself mentally, see yourself doing well at the interview.
- 3 For a morning interview, have an early night before the interview. For an afternoon interview, avoid any activities 2 to 3 hours before the interview so that you are calm and relaxed.
- 4 Get there on time, give allowance for elevator travel time if your interview is to be held in a larger building.
- 5 Walk into the prospective employer's office with a smile and a confident stride.
- 6 Be prepared to wait.
- 7 Be willing to do tests, if required.
- 8 Allow enough time for the interview. Try not to have other appointments on the same day, so that you can be available if they want you to meet another person who makes the hiring decision.
- 9 Be prepared to attend more than one interview.
- 10 Be proud of your achievements and who you are. You deserve this job.

Impressive Interviews



An interview is a two way process. It is an opportunity for the potential employer and employee to evaluate each other.

Some job applicants get nervous about interviews especially if it is a job that they really want. Most employers recognise that being nervous is not a bad thing, it only goes to show that the interview is important to the job applicant. However, do not get nervous to the point where you start stuttering, asking the interviewer to repeat questions frequently, fidget about with your hands or keep moving in your chair, etc.

Understanding the stages in an interview may be useful to job applicants. There are basically three stages. Firstly, there is the opening or beginning. Then there is the information gathering stage or the middle segment. Thirdly, the closing or ending. There are Beginnings, Middles and Endings in most things we undertake. However, each stage requires a slightly different approach.

At the beginning of the interview, you need to project enthusiasm. In the middle, you need to build commitment (here is where you start using the action words) so that you can assure your prospective employer that you are a suitable candidate. Endings need to be hopeful, so you end in a positive light. Many people make the mistake of moving from the initial enthusiasm to hope, bypassing commitment. If you do not build commitment, your employer may get a sense that you are not sincere.

Powerful Beginnings

Be alert when you walk into the interviewer's office. Walk smartly. Do not touch anything on the interviewer's desk. Smile warmly at the interviewer and tell him or her that you are happy to meet him/her. Sit comfortably but do not slouch or rest your head on your hands. Some interviewers start by asking you questions not related to the interview, this process is called an 'ice breaker'. It is intended to make you feel comfortable. Answer the questions with ease.

Impressive Interviews

A common mistake that job applicants make has to do with the question, “How are you?” This is just intended as an opener. Sometimes interviewees answer too honestly. Some job applicants tell their interviewer that they are not well. This only prompts the interviewer to ask why they are not feeling well. It starts the interview on a negative note. There is nothing more “off putting” than beginning an interview with questions relating to the applicant’s ailment. Also most interviewers are more alert at the beginning of the interview. Just say “Fine, thank you” or “Very well, thank you”.

Some interviewees are so nervous that they are not even aware when the interviewer cracks a joke. Be aware of your handshake – dead fish handshakes make you look weak.

Empty Spaces

Some interviewees get very nervous when there is a pause. Enjoy it, you do not have to fill every gap. Let the interviewer lead you. It’s okay to be silent during pauses.

Be Honest

It’s okay to admit that you do not have all the answers. Admit it if you do not know how to answer a question. Answer each question concisely.

Any Questions?

Sometimes interviewers want to know if you have any questions. Do not ask questions that are obvious, for example, about working hours unless you are applying for a shift job or a position that requires you to work specific hours. The first question some applicants ask relate to benefits and perks. This tends to give the impression to the interviewer that the applicant is materialistic and motivated by monetary rewards alone. Instead ask questions about the position and the organisation, for example, “What are the important qualities that you require your employees to have?”, “What do I need to do in order to hit my targets?”. “What are your expectations of me?”

Impressive Interviews

Stay Alert To Your Facial Expressions

Although you cannot see your face, the interviewer will be looking at your face for clues. For example, if you like what he or she is saying to you. Often interviewees give themselves away by their facial reactions. Practice in front of the mirror and watch your responses and the faces you make. Poker players know this trick, they learn not to show their reactions to the cards they deal so that the other players do not know where they are at. Project a pleasant disposition and be alert.

Speak With Conviction

You cannot fake this part of the interview, as most interviewers are able to sense if an applicant is insincere. Say the things you mean, be congruent. Some interviewees contradict themselves. They say they want to build a career with the employer's company and then in the same breath say that the job they are applying for is a stepping-stone. Prospective employers want to know what is unique about you and why they should hire you over someone else but they may not ask you this question in a direct manner. Therefore it is important for you to think about what the interviewer wants to know before you answer the question. For example, what are your strengths and weaknesses?

Endings

End with hope. Tell yourself that it does not matter if you do not get the job. Be thankful for the opportunity to advertise yourself to another potential employer. If you end an interview well, there is a greater chance that the interviewer will remember you and may even recommend you to another employer if he or she does not have a job for you. Keep an open mind. Thank the interviewer for his or her time and that you enjoyed meeting them before you leave.

Take Note Of Exits / Be Aware Of Your Space

Every now and then, we meet interviewees who seem to lose their way and head off in the wrong direction when they leave the office. Often they get embarrassed when they realise that they are heading in the opposite direction to the door. It is difficult when you are in a new space but learn to orientate yourself to the environment quickly so that you do not look 'blur' or lost.

Impressive Interviews Checklist



- 1 Avoid wearing strong perfume/cologne or jewellery/accessories that may be distracting.
- 2 Dress conservatively.
- 3 If you wear a fringe, try not to hide behind it.
- 4 Do not fidget unnecessarily if you are seated on a chair that rotates. Try not to move too much.
- 5 Speak from the heart. Speak about what you want to do with conviction.
- 6 Do not criticise or bad mouth your previous employer or colleagues.
- 7 Be prepared to accept responsibility for a bad judgement you may have made with regard to a previous job.
- 8 Do not try to fill all pauses, it's okay to be silent sometimes.
- 9 Attempt to answer all questions, do not give up.
- 10 If you are asked to sit for a test, listen to instructions carefully. Do not hesitate to check again and follow all instructions.
- 11 Be honest. If you do not know something, say so.
- 12 Be aware of your facial expressions.
- 13 The Interview Process
 - BEGINNING** Show enthusiasm
 - MIDDLE** Build commitment
 - ENDING** End with hope

Frequently Asked Questions and Answers

Q “Tell me about yourself...”

A Be prepared to talk about yourself within one to two minutes. Be logical. Start anywhere, such as your education or first professional position. The interviewer is trying to evaluate your communication skills and linear thinking. You may try to score a point or two by describing a major personal attribute.

Q “What are your strengths and weaknesses?”

A Know your key three to five strengths—the ones most compatible with the job opening. Discuss each with specific examples. Don't include your management or interpersonal skills unless you can describe specific examples of good management, or how your relationship skills have been critical to your success. A suggested response may sound like this: “My main strength is my sense of commitment to tasks. When I am given something, I cannot rest until I complete it. Of course, one's biggest strength can also be a weakness in that I tend to be a bit of a workaholic at times.”

Q “What do you want to do 5 years from now?”

A Be realistic! Pie-in-the-sky goals label you as immature. One or two management jumps in 3-5 years is a reasonable goal. If your track record indicates you're in line for senior management in 10 years, then mention it. If you've had a rocky road, be introspective. A suggested answer could be, “5 years is a long time, I would like to learn more about marketing and the hospitality industry and perhaps be in a position of responsibility in this field.”

Q “Why are you leaving your current job?”

A This is a very critical question. Don't bad mouth your previous employer or co-workers or sound too opportunistic. It's fine to mention major problems, a buy-out or a shutdown. You may want to state that after long personal consideration, your chance to make a contribution is very low due to extensive company-wide changes. Answer truthfully but not in a way that is self-damaging. You do not have to make others look bad in order to look good. Suggested answers may be something like these:

Frequently Asked Questions and Answers



“I enjoyed my job but I felt the company was not able to give me the long term growth I need as their business is not doing that well, which is why I applied for this job.”

OR “I believe I can do more and I felt that my opportunities in my previous company were limited, which is why I applied for this job.”

Q “What can you offer our company?” OR “Why do you want to join our company?”

A Sometimes interviewees make the mistake of saying that they want to learn. This offers no value to the prospective employer! Others say they want to join a particular company because of their interest in a particular field. This does not answer the question as you could join anyone of their competitors. Instead say why you have selected their company. For example, you may answer as follows: “Your company enjoys a high profile and is a market leader, as such I know I can make useful contributions towards your company’s growth. By nature, I am a goal-oriented person and I can add to your company’s sales performance.”

Q “One of our biggest problems is... What has been your experience with this? How would you deal with it?”

A Think on your feet. Ask questions to get more details and break the problem into subsections. It is highly likely that you will have had some experience dealing with the subsections. Answer these and summarise the total. If you can’t answer directly, state how you would go about solving the problem. Be specific and show your organisational and analytical skills. Demonstrate your problem solving and logic skills.

Q “How has your technical ability been important in accomplishing results?”

A A potential employee needs a strong level of technical competence. Most strong managers and executives have good technical backgrounds. Describe specific examples of your technical abilities, and how you resolved a technical issue.

Frequently Asked Questions and Answers

Q “How would you handle a situation with tight deadlines, low employee morale and inadequate resources?”

A Your interviewer is looking for strong management skills in managing human resources and creatively sourcing resources. You need to be creative and innovative in describing your toughest management task, even if it doesn't meet all the criteria. Most situations don't. Organisational and interpersonal skills, handling pressure and an honest and good response to this question are indicative of effective management skills.

Q “Are you satisfied with your career to date? What would you change if you could?”

A Be honest. The interviewer wants to know if you'll be happy. Are you willing to make some sacrifices to get your career on the right track? Your degree of motivation is an important selection factor.

These questions and the suggested answers are just a small sample of frequently asked questions at interviews and are only intended to guide you in your response. You should aim to develop your answers to include the appropriate words and phrasing to communicate your answers effectively. If necessary, engage a career coach to assist you in developing your interview skills so that you will portray yourself as an effective and professional potential candidate.

After The Interview

You need to take a systematic approach to this. Record your notes on each interview, for example, who you met, what they asked you, what you feel about the job and the interview process. This will come in useful especially if you get offered the job. We often meet applicants who are torn between two jobs. Such is life ... when you get offered one job, you usually get another one soon after! Your prospective employer will expect you to give them an answer soon. You need to make decisions based on your impressions and not the interviews you attend.

If the interviewer has requested you to call him/her, make sure you do. Even if you have decided that you do not want the job, it is only courteous to call the interviewer to inform him/her of your decision. You may never know when you may need their assistance again.

Write a short thank you note to the interviewer for his/her time and reiterate a couple of your strengths, which makes you a highly suitable candidate. Very few candidates do this. The discreet aim of the thank you note is to get him/her to take a 'second look' at your application and assist in 'recalling' you as a short-listed candidate.

Some useful pointers to think about:

- 1 Do you like the job?
- 2 Do you like the company?
- 3 Can you do the job?
- 4 Do you think the company needs someone like you to do this job?
Why do you think they are hiring you?
- 5 Do your values match those of the company? Mentally put yourself through a day in the job in that company, what will your typical day be like?

TRUST YOUR GUT FEEL, your first feelings about a situation or a job is probably right!

Do not compromise yourself and accept a job just for the sake of a job. You are going to spend a major part of your life working... make it work for you!

After The Interview

What if you get turned down?

Do not put yourself down. Remember that there will be something better waiting for you out there.

If you want to, you may wish to ring up the employer and ask him why you were not selected, but very few employers will be honest. You can only do this with those you feel comfortable with.

- 1 Think about possible areas that may have caused a problem for you at the interview. Could it be something you said or did during the interview?
- 2 Be in touch with how you feel about the rejection. Clear out any negative feelings before you go to your next interview.
- 3 Speak to friends and ask for advice if you feel a need.
- 4 Engage a career coach for guidance.
- 5 Keep looking for your perfect job, never give up!



Job Options And Opportunities

The world of work is changing rapidly and so is the way we work. Working permanently with one employer is a thing of the past. In fact, employers these days value employees who have varied experience from different employers.

More and more people are choosing lifestyle over the security of a job. There are more options to the employee of today than any other time in the past. Here are some options that you may wish to consider before you settle for a work style. Remember, you can have it all!

Temping

Temp jobs are no longer limited to secretarial or clerical positions. There are a wide array of jobs available, executive and non-executive. Temp jobs keep you in circulation in the job market. It also offers you network opportunities as you get to interact with prospective employers. Many temp positions are with MNCs and large local companies. By temping, you get to experience life in such companies before you take the 'plunge'. As a temp, you also get to ride on the reputation of the temp help company as you will be able to get into companies that your resume may not be able to get you into. It also looks good on your resume, especially for school leavers with limited experience to have the names of the companies they have temped with.

Contract Work

This is an increasingly popular employment option. You get to take on a contract position for period ranging from 6 months to 2 years. The advantage of this option is that you know how long you are committed to that assignment. It allows you to plan and gives you a legitimate excuse or reason for leaving when the contract is over. You avoid corporate politics, you get the option of deciding when you want to work again, who you want to work with and for how long. Employers are usually willing to pay a premium for your commitment or bonus upon completion of a contract. Overseas contracts are also becoming more popular, although good negotiation is required to land yourself a good contract abroad.

Job Options And Opportunities



Employee Leasing

This is a fairly new concept in this part of the world. You get to work permanently or on contract with a contractor who will then lease your services to other employers. Your place of work may vary from time to time but you still get paid a handsome package.

Self Employment

This option is also gaining popularity lately. There are two options here. One is to become a subcontractor offering your services to a larger group. The other is to become an entrepreneur and instead create employment and opportunities for others. This requires finding a niche and also some cash but the rewards are worth the risk with proper planning.

Part-time Work

Part-time work refers to those members of the workforce who choose to work less than the regular work week. People choose part-time work for many reasons. The main one being that it allows the worker greater flexibility and freedom to pursue other activities of interest in their lives, whilst at the same time maintaining a foothold in today's competitive market. Part-time work is becoming an increasingly popular option among working parents with small children and mature students wishing to further their studies. Part-time work provides people with a healthy balance between financial stability and the choice of quality lifestyles. It also paves the way for a smooth transition for the worker back into full-time work.

Useful Affirmations

A positive attitude goes a long way in your pursuit of success. What you say to yourself on a regular basis often becomes your reality. Check your thoughts to make sure they are useful to you.

I am capable of finding a suitable job.

Employers want to hire me.

I deserve the best job and opportunity.

I attract into my life a career that fits my beliefs and values.

All is well in my world.



Managing Stress During A Job Search

When you start work with a new employer

The demands of modern life, particularly for those of us in inner city areas, create tensions for us all. It is an occupational hazard. From the workaholic, who just can't switch off to people who suffer stress from doing boring and repetitive work, learning the art of relaxation can transform the way we feel about ourselves, our lives and increase our energy and efficiency levels. The first aspect of managing stress effectively is to understand what stress is, what causes it, what effects it can have on you and most importantly how to avoid it. That is why we as recruitment experts at Kelly Services have included a section which covers the essential points on managing stress during your job search and when you start work with a new employer.

What is stress?

Some of the symptoms and effects of stress include feeling tense, trapped, keyed up, nervous, not been able to concentrate. It can cause aggression, irritability, being obsessive about working, and changes in eating, drinking and smoking habits. These sort of behaviour or conduct is unacceptable during your job search or when you are employed. In fact, it is unacceptable on all occasions as it makes you an undesirable individual at work and in your private life.

On the health front, stress can mean headaches, constant tiredness, exhaustion, upset stomachs, high blood pressure, breathing difficulties, pain in the joints and neck and back troubles. All these are negative and debilitating. In fact, stress on the health front can lead to absenteeism arising from medical leave due to medical problem(s). Left unattended, it can lead to burnout and mental illness.

Managing stress during a job search

Stress should not however be confused with pressure. Pressure can be stimulating or irritating but it is not debilitating. We all need a certain amount of pressure in our everyday lives to function and for a lot of people, increased pressure can be exciting, motivating and energising. This form of positive pressure at work or during our job

Managing Stress During A Job Search



search can be truly energising and provides the momentum to keep up the effort. This form of positive stress is called eustress unlike negative stress which is called distress.

Stress during a job search process can have a negative effect on you. You may become tense or freeze up at an interview or inadvertently portray yourself as less than effective in your resume. You should therefore practise some of the tips given in the next section in managing stress positively.

How can I manage stress positively

One of the best defences against stress is to have a well balanced lifestyle backed up by a healthy diet and an idea of the relaxation techniques that work for you. The following techniques are a selection, which can be successfully used to relieve tension and anxiety during a difficult situation. They are not difficult and you will be able to use them without anyone else being aware.

- **Stepping back from the situation** - When you feel yourself becoming tense in a situation, try stepping back from it and observe how you are reacting. Are you perhaps imposing something unrealistic on yourself or is someone else? Does the situation really justify the negative stress level? How will the situation look in a week, month or even a year's time? By distancing yourself from what is going on, you should be able to begin to take control and stop your own stress level rising.
- **Better breathing** - When we become anxious and tense, our breathing changes. It becomes shallow, fast and irregular. Try to be aware of your breathing as it gives an excellent early-warning signal of tension. Concentrate on breathing deeply, taking your breath down to your diaphragm and holding it there for a moment or two before exhaling. Try to get your breathing into a comfortable rhythm and breathe in and out for the same length of time, say for a count of 3 or 4, until you begin to feel calmer.

Managing Stress During A Job Search

- **Relax** - Mental tension is always accompanied by physical tension particularly in muscles of the face, shoulders, hands and back. A quick way to lessen the tension is to take each part of the body starting perhaps with your eyes then your mouth, shoulders, arms, etc. Clench each set of muscles tightly so you can feel all the tension being concentrated in that one place then release the tension letting it flow out of your body. These techniques need to be practised and it is important to remember to breathe evenly and deeply at all times.
- **Easy eating** - The benefits of a balanced diet are well known - everything in moderation is currently a fashionable view with an emphasis on fruits, vegetables, wholegrains and pasta. But just as we are what we eat, how we eat can affect our well being too. If you are feeling tense you will have a tendency to bolt your food which is then difficult for your body to deal with often resulting in indigestion and other stomach problems. Try to eat slowly and peacefully and enjoy your meal. If you are feeling stressed you could consider vitamin supplements.
- **Don't try to be perfect** - When we are under stress many of us add to our problems by trying to be everything to everybody - in fact trying to be perfect in every sphere of our home and work lives. We become so busy being busy that we never get a chance to think about how we are coping and about what is going on inside ourselves. If you feel this is happening to you, take stock of your situation. Think about what is important to you, what you want to focus on, what you want to achieve rather than trying to live up to other people's expectations.
- **Don't worry** - Don't spend time just worrying about a situation. Try to convert that anxiety into some form of action which will help you to feel much more positive. Try not to worry about things that haven't yet happened or that you can't do anything about.

Managing Stress During A Job Search

- **Positive thinking** - Don't let the superficial chaos of the world get you down - be your own person with your own positive approach to life. Make time every day to close your eyes and use your imagination to conjure up images of the things that give you pleasure or that you enjoy. Don't underestimate the importance of laughter. It immediately relaxes all your facial muscles and is one of the best safety valves for strained nerves. Try to be optimistic - especially just before bedtime and first thing in the morning - don't let the cares of the world get you down before you've even had your breakfast. For many people negative thinking becomes a habit and a very bad one. Try to break the mould and take control of your own thoughts.

In summary,

- Try to identify your own stress triggers
- Adopt techniques which work for you - we all cope with stress differently
- Be aware of your own symptoms of stress
- Accept yourself and don't try to be perfect
- Take action to tackle your problems
- Look after yourself physically and mentally
- Be positive

Remaining Relevant In The Workplace



Are your talents being recognised? Are you in a job that is allowing your career to develop? If not, then now is the time to assess your employability, perhaps consider moving jobs and making that all-important move up the career ladder. But knowing how to get the ball rolling for yourself, so that you can develop your own career plan, requires some serious thinking and careful planning and that's where leading recruitment organisations like Kelly Services can help.

- **Know yourself** - If you are to win at work then you need to understand yourself. Have a clear picture of your own strengths and weaknesses, identify what makes you successful and what doesn't and try to ensure that your job is one that plays to your strengths. We all have weaknesses and if you have something which you feel might hold you back then stop worrying about it and take some action. There are very few difficulties that can't be overcome one way or another.
- **Set your goals** - Everyone needs to have both professional and personal goals in life. If you want to achieve them you need to set some measurements for yourself on a weekly, monthly or yearly basis. If you don't know what you want then you'll never know when you have got it.
- **Update your skills** - Make sure you are getting the right training at work to enable you to do your job effectively. If you aren't then make your Human Resource Manager aware of why you need certain training and be enthusiastic about wanting it. If the training is not offered in-house then find out who runs the course you want, where you can do it, when and how much it will cost. Outside of your workplace you can enhance your interpersonal skills with activities such as competitive sport which is brilliant for team building or perhaps acting which is a big confidence booster for many people.

Remaining Relevant In The Workplace

- **Commitment** - Everyone talks about commitment these days but it is absolutely crucial that you believe in the organisation you work for and respect the senior management who are leading it. You have to be in tune with the company philosophy, understand the company strategy, its direction - know where it is that the company is going and make sure that you are on the same train going in the same direction. Without this sense of commitment you lose something in terms of motivation and enthusiasm for the job.
- **Make your voice heard** - There is a real difference between making your voice heard, ie. being assertive, and being aggressive. Don't be too pushy and alienate yourself from other people particularly your peer group because their support and respect for you is vital if you want to get on. Develop the art of timing, of presenting your ideas and views logically, of making sure they will work and of being receptive to other people's ideas.
- **Take responsibility** - Being able to take responsibility and to take the consequences of that responsibility is absolutely crucial. Taking responsibility is about taking ownership. As companies move towards a flat management structure it has two main consequences. First, more junior jobs are becoming more responsible and more interesting but this greater level of empowerment for individuals also means that you have to be able to cope with increased pressure both physical and mental. It may be that suddenly you find yourself reporting to a Board Director with no-one in between which can be difficult. It may require some changes in the way you operate but it's not impossible.
- **Flexibility** - As you become more senior in your career and career becomes more global as business increasingly shift to be 24/7, it is likely that you will not be working a 9-5 routine, and that you may have to travel, stay away from home and plan your own schedule. Companies need to see that you are prepared to be flexible to do the job that needs doing wherever it needs doing. A critical factor here is having a partner who is empathetic to the requirements of your job, who understands how important it is for you to be able to develop your career and who gives you support at home.

Remaining Relevant In The Workplace



- **Networking** - The importance of networking both within your own organisation and outside cannot be underestimated. Internally it is important that you are respected and seen as being helpful to your peer group and it also helps if you are liked. Try and be the sort of person that other people like to bounce ideas off or ask advice from - be prepared to put yourself out for others. Outside the office you should be developing contacts with other like minded people so that you can provide mutual help to one another. If you want to get on in your career then getting to know the right people can help you to get ahead.
- **Mentoring** - The value of having a mentor at work provides an ideal environment for positive career development. Ideally at a more senior level, your mentor should be someone you respect, who doesn't have any direct line responsibility for you and who represents good working practices. It is with your mentor that you can discuss difficulties about your job, the people you work with etc. without any fear of repercussion. Your mentor will also be able to give you an objective view of situations and provide helpful advice. While you may be looking for a mentor it is also worth remembering that you could perhaps fulfil that role for someone else.
- **Career Coaches** – Career coaches are an alternative to your mentor, manager and human resource staff. In the 21st century, individuals who wish to get ahead in their career or make transitions in some aspect of their career, will have an invaluable strategic alliance partner. Career coaches are effectively personal career consultants to individuals. They help their clients to look critically and objectively at their career and give unbiased guidance and feedback to enable reflective thinking and analysis for career success. They also assist with facilitating career risk analysis and career 'politics'.
- **Taking risks** - Taking risks is never easy but at some point in your career you will have to do so. It may be taking on a new job in a different area, it may be putting yourself forward for a more senior position or it may even be giving up your job and studying for qualifications that you believe will open new doors.

Remaining Relevant In The Workplace

Whatever it is, weigh up seriously all the pros and cons before you make your decision so that when you do take risks they are calculated ones and you are aware of the consequences. But at the end of the day, particularly where work is concerned, there is often an element of 'nothing ventured - nothing gained'.

- **Office politics** - There are office politics in all organisations, but it is probably true that the larger the company the more chances of office politics assuming a greater importance. There are two factors here that are really important. First you need to have someone at the head of the company that does not take part in office politics and basically who disregards them. Secondly, you need to develop a fairly thick skin so that you don't take every rumour and bit of gossip personally. Try and avoid office politics, it is a dangerous game which takes people's focus away from the job they are doing and often creates a whole host of problems for them.
- **Work smarter** - Don't fall into the trap of trying to be the person who works the longest hours. Concentrate on delivering results and making sure those results are the best you can achieve. Be confident of your own success and other people will have confidence in you.
- **Being a winner** - So what does being a winner take? Certainly commitment, enthusiasm and determination to make things happen; it also requires ambition, motivation and a real drive for responsibility. It takes all of that, plus the right attitude and being in the right place at the right time with the right skills, abilities and a desire to succeed and thrive. Even if you are not looking to move now, you need to be monitoring what is happening in the employment marketplace. You need to be managing your own career and getting yourself ready for your next move rather than waiting to see what might or might not happen. Career management must become part of your lifestyle. Just as you engage in health management by exercising regularly and eating a healthy diet and wealth management by thriftily saving, diversifying your investment and prudently investing; you need to ensure career wellness through effective career strategy and ensuring diligent implementation of your strategy for career success.

The Future: The Changing Face Of The Workplace



Change in the workplace has never been more rapid. There is no 'long term' in today's working environment - the concept is dead. A job for life and gold watch on retirement are quaint traditions of a bygone era. It is predicted that we will no longer have careers but a series of jobs.

Open-ended contracts are becoming less common - today's way of working is more often in bite-size projects, which have a definite start and end. In the near future half the workforce of the developed world will be working outside an organisation. Traditional organisations now only employ 55% of the workforce on a full-time basis. The rest are temporary, part-time, or casual.

Only the adaptable will survive. You must react to that change by being flexible and open to learning new skills. In this shifting world of work your current job can be considered as one route to gaining skills and knowledge in preparation for the next one.

The best advice when looking for work is to be active, energetic and tenacious. Don't be put off by initial rejections. Practice makes perfect where writing an effective resume and interview techniques are concerned. You will soon find out what works when trying to impress a prospective employer. And from your own point of view, the more you look and become aware of what's on offer, the better you will be able to determine exactly the type of job that will suit you.

Flexible Working

Globalisation has made work a 24-hour business. Increasingly companies are offering employees more flexible working arrangements to better fit their lifestyle. Job sharing, part-time work, flexible hours, parental leave and working from home are commonplace in many larger organisations. Consider what working hours would best suit your lifestyle. Usually evenings, night and weekend shifts attract a higher rate of pay. But you have to be prepared to be flexible and available when demand is high.

The Future: The Changing Face Of The Workplace

Education

Continuing adult education, generated by the Internet, may well become the greatest economic growth opportunity of the future. The concept of lifetime education is most appealing to those who are already highly educated who are aware that they must keep abreast of the latest trends and technologies. Companies are already finding it difficult to get skilled staff in particular fields. It makes sense to take every advantage of training courses on offer because skills need to be constantly updated. The more skills and qualifications you have, the more use you will be to an employer. Qualifications will not only make it easier to find work but you will be better paid too.

Training

Ultimately, it is up to you to take responsibility for your own training. There are government and locally run schemes available, as well as training through recruitment companies. Enrol for training programmes on your own too. In order to keep yourself on the cutting edge of workplace skills that can be put to immediate use, you need to regularly attend upgrading and updating training. For certain vocations, you need certification, which needs to be periodically re-certified. Ensure you attend these certifications and re-certifications so that there is no lapse in what you are permitted to do. In defining your career goals never overlook targets which include training.

Office Environment

The constant development of new technology means that the workplace can be virtually anywhere you happen to be. This creates opportunities for flexible working way beyond anything we could have imagined just a decade ago. It is now possible to communicate effectively with staff wherever they are based. WAP phones, laptop computers, email, modems and faxes enable us to take our office with us whether we are at home, in the car or on a train.

The Future: The Changing Face Of The Workplace

Don't be frightened of this new technology. Embrace it for the benefits it can offer you and investigate how it can help you work smarter and more efficiently. Remember as technology is constantly changing and being updated it is not just new to you but to everyone else too. If you keep an open mind you will probably be surprised how user friendly many of these gadgets can be and after a short time wonder how you ever managed without them.

The increase in home working and the mobile office means that you may no longer have a designated workstation. You have to be prepared to 'hot desk' and adapt to the situation.

Dress Code

Like fashion, the right style for work constantly changes and depends very much on the type of industry in which you are working. Following on from 'casual Fridays' the tendency recently has been to dress down. Some large firms have told their staff that they no longer need business suits and smart casual is the way forward.

This can be tricky and quite confusing. Naturally you want to fit in, especially if you are new, and there are two ways in which to do so. When you go for an interview take note of what your prospective colleagues are wearing. It should be easy to gauge if you get the opportunity to see the people with whom you will be working. If you are not sure then ask if they have a dress code. It will give a positive signal of your willingness to fit in and be part of the team.

The Future: The Changing Face Of The Workplace

Managing Your Own Career

Kelly Services' research shows that the workforce has become used to taking responsibility for career decisions and does not crave the job security of earlier times. Employees were asked if they were to receive the offer of a very attractive job, with the security of a contract, how long would they sign up for. Just over a quarter of respondents would sign up until retirement, but they were mainly aged 45 and over. The majority of under 35s, however, would only commit to one or two years, reflecting a desire to remain flexible in case a better offer comes along.

Career management and development must become a personal responsibility. Individuals must devote time to strategically planning their career. Career coaches can be useful personal guides in crafting effective career development activities. In the 21st century, career management and career development can no longer be left to chance if you are to remain relevant in the workplace of tomorrow. Make career management part of your lifestyle just like wealth and health management. Periodically devote time to review your career progress and any career adjustments needed. Career wellness is increasingly becoming as important as health and financial wellness for a happy life!

When taking responsibility for your own career there are other areas like pensions, healthcare, career development, personal development and training which cannot be ignored. Financial planning is essential if you are not eligible for a company pension scheme. As you increasingly take responsibility for your career, career management and networking must become an integral part of your lifestyle. Also you may wish to consider healthcare and sickness insurance.

The Future: The Changing Face Of The Workplace

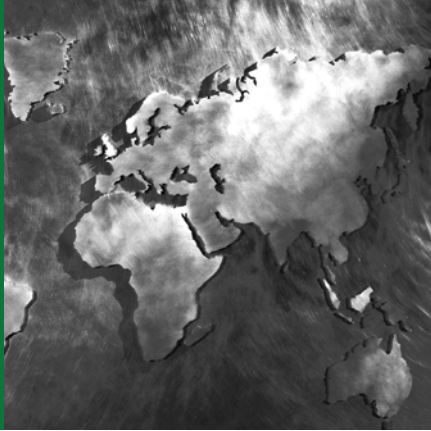
Balance Of Work And Home

Juggling the demands of work and home are not easy, especially in today's busy and competitive climate. According to studies we work two to three hours longer each week than we did 10 years ago. Most people would agree we spend far longer at work than we want to. Greater materialistic expectations and job insecurity contribute to the increase in working hours.

However, good employers realise that staff are more productive when they are happy at home. Flexibility is a two-way street - if you help out when the pressure is on, your boss will probably reciprocate when you need extra time off for domestic crises. You really need to step back and consider what you want from your career, what your expectations are and how much you are prepared to commit. At one stage in your life your career may be all-important and you will want to pledge a 110% effort to climb the promotion ladder. There may be other periods when other aspects of your life take precedence. Then you can take advantage of the increasing flexibility. The choice is yours. Make your decision and go for it!



About Kelly Services



A People Company, Staffing the World

Kelly Services, Inc. (NASDAQ: KELYA, KELYB) is a world leader in human resources solutions headquartered in Troy, Mich., offering staffing solutions that include temporary staffing services, outsourcing, vendor on-site and full-time placement. Kelly operates in 37 countries and territories. Kelly provides employment to more than 750,000 employees annually, with skills including office services, accounting, engineering, information technology, law, science, marketing, creative services, light industrial, education, and health care. Revenue in 2007 was \$5.7 billion. Visit www.kellyservices.com.

About Kelly Services



A Company of Specialists

From our origins as the world's first modern staffing company, Kelly has constantly evolved to meet the changing needs of the workplace across various industries:

- Banking & Finance
- Call Centre
- Engineering
- Healthcare
- Hospitality
- Industrial
- Information Technology
- Marketing & Retail
- Office
- Scientific

Today we are a true company of specialists, creating solutions tailored to the unique business needs of our clients and customers.

Why Register with Kelly?

There's a world of difference at Kelly Services

With operations in 37 countries worldwide, our high profile attracts a constant stream of quality jobs from local, national and international companies. From the moment you walk through the door, our friendly consultants are dedicated to matching your skills and personality to the right job.

At Kelly We Actively Promote Your Interests

We have a wide range of permanent positions with quality employers. Or, if you like the variety and flexibility of temporary work, we have jobs for all ages and skill levels. And we will always treat you as an individual.

Indeed, our highly trained consultants are skilled at interviewing - not just in assessing your potential, but your likes, dislikes and work preferences. They will also actively promote you - talking to clients to see if they have any suitable positions.

About Kelly Services

Log onto the Kelly Career Network!

You can also search for a job instantly through our website, www.kellyservices.com. Featuring temporary, permanent, contract and part-time vacancies, the site is constantly updated... and you can apply at the touch of a button!

Excellent rates of pay...superb benefits

If you are a temporary employee, you will be paid an hourly rate based on the skills required for your current assignment. Your pay is paid directly into your bank account. (As one of the world's largest recruitment organisations, you won't have to worry about not getting paid!)

FREE Skills Training

Whether you are new to technology, or want to update your skills, our easy-to-use PinPoint™ computer training system helps you learn the very latest Windows software - so you can fulfil your career potential!

We believe in rewarding the best

Every month, we recognise a temporary candidate's outstanding performance through the Kelly Elite Awards Programme! The candidate is rewarded with a certificate as well as a gift voucher.

And there's plenty of fun, too...

Working with Kelly isn't just financially rewarding, it's also a lot of fun, thanks to our regular get-togethers and special events.

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