



WG Futures Work Booklet

Name:



TheTalentPeople

Witherslack
Group

WFutures



Learning Objectives

Make sure to tick off progress!

1 Career Interests

- What does it mean to know your career interests
- How to identify your career interests

2 CV writing

- Understand what a CV is and its purpose
- Analyse and refine CVs
- Start to structure your own CV

3 Cover Letter writing

- Understand the benefits of cover letters
- Write each paragraph of a cover letter

4 Phone Interview

- Purpose of the phone interview
- How to prepare for a phone interview

5 Face to Face Interview

- Definition of face-to-face interviews
- Prepare for an interview
- Questions to expect in an interview



Career Interests

Getting to know your **career interests** means that you are finding out what you enjoy doing on a regular basis. These are the activities that can be associated with a specific industry or job and help you make a **career choice**.

How to identify your career interests?

General Interests

Start broad and then narrow down. For example, what is your favourite subject at school? And what subjects or topics within this subject did you enjoy. Remember you do not need to enjoy the whole subject to pursue it!

Example: Simon enjoys cooking at home with his mum, and working with his hands, so he may enjoy doing a Chef apprenticeship.

Natural Skills

It is a great idea to utilize your natural gifts and talents. And by aligning your career path with them you are bound to feel more accomplished, engaged and satisfied with your work.

Activity:

Try to make a list of your skills and ask yourself questions like:

- What am I good at?
- Do I enjoy being more active and doing hands-on activities?
- Do I enjoy working with details?
- What do I want from my job?

Hobbies

What do you enjoy doing in your free time? Gaming, drawing, chatting with friends. These can be a great source of inspiration for what you want to do later in life.

Ideally, you can turn your favourite hobby into a full-time career. For instance, if you enjoy crafts you could start up your own business and sell your creations online.

But sometimes it may not be so easy ...

Perhaps you may enjoy building with LEGO, you could look for careers which account for creativity and problem-solving such as architect, construction manager, graphic designer, and engineer.

Try it!

The best way to know whether you enjoy a job that interests you is to get some first-hand experience.

Make sure to take opportunities within your education and try out things that may feel daunting, as this can be a great way to enhance your confidence and bring clarity to difficult future life choices.





CV writing

What is a CV?

- CV is an important summary of your personal achievements.
- They are a great tool for making a first impression!
- Your CV should be detailed and professional allowing for the best impression possible.
- The aim is to keep to a page.
- CVs are typically submitted alongside a cover letter.
- Make sure to keep your CV generic and focus on your cover letter to tailor to the application.
- If your application is a good fit for the employer, you will likely be shortlisted for an interview.

What should your CV include?

- **Personal profile** – a bit of information on who you are and what you are currently doing.
- **Education** – current and previous qualifications you have.
- **Work experience** – details of any previous jobs you have undertaken. And to include details such as where the work experience was based and dates from start to finish.
- **Contact details** – make sure your contact information is clearly stated on your CV, and ensure you have an up-to-date phone number and professional email (nothing goofy).
- **Skills** – look at the job advertisement and list out relevant skills in your CV, whilst making sure to have evidence to back them up in an interview!



Test yourself!

What is missing?

Here we have a relatively simple CV.

Grab a pen and write down five things to improve about this CV.

Mollie Parkes

EDUCATION:

Hawarden high school passed 14 GCSEs

SKILLS:

Good at talking

Always on time

HOBBIES:

I enjoy walking dogs

WORK EXPERIENCE:

Worked at starbucks

Here is a great CV example:

Mollie Parkes

mollieparkes@gmail.com

07889 650 325

linkedin.com/in/mollie-parkes

A recent law and politics graduate with a 2.1 from Cardiff University, currently working for a social enterprise as both a recruitment advisor and contact for external stakeholders, looking to secure a position within the wider Education sector. During my time at university and due to the nature of my work since, I have developed an excellent ability to communicate with different types of people to gain relevant understanding and explain sometimes complex points. In my current role I have thrived off of taking valuable insight from internal and external colleagues and constructing interview questions which achieve pre-set recruitment goals. I am looking to secure a brand-new opportunity in an exciting business, where my love of law and education are combined, and I can further develop and utilise my soft skills.

EXPERIENCE

Talent Manager - GetMyFirstJob, remote August 2021 – Present

- Large recruitment projects – contributed to the design and development of large projects outsourced by employers. I was required to look in depth at job descriptions and construct interview questions based on key identified strengths.
- Communicating with external stakeholders – held weekly meetings with external stakeholders (board members, heads of early careers) where I reported on campaign findings including statistics and observations, offering advice with a view to continuous improvement. Early meetings consisted of discussing recruitment objectives and gaining a deeper understanding of what was required from a successful candidate from experts in their field
- Coaching candidates – I built strong relationships with candidates whilst coaching them through application processes. I held interviews with them as part of application processes. I was required to hold sometimes difficult conversations with candidates who may be nervous or lack confidence – teasing out their best answers and experiences, which put them in good stead going into interviews with employers
- Working as part of a team – although individuals have their own workload, it is sometimes the case where work is shared. This requires me to have the ability to lead those helping on my own projects and also to receive direction when helping others. I've also been responsible for supervising new starters as they are welcomed into my team, teaching and ensuring to be a friendly face.

Barista - Starbucks, Northop Hall

July 2017 – December 2020

EDUCATION

Law and Politics LLB, Cardiff University – Achieved 2.1 September 2017 – July 2021

- Digesting information – my combined study of both law and politics meant a larger than normal number of modules to comprehend, content often varying significantly between modules from different fields. The ability to read quickly and identify key aspects in lectures and assigned readings was crucial to gaining an understanding of what was being taught. I had confidence to approach lecturers with questions that arose during teaching, as I knew answers would greatly complement my understanding.
- Communication with a range of audiences – a large part of my degree was written assignments, each one often directed to a different audience (well-read lecturers, fellow student, members of the public). This required careful consideration of appropriate tone, language and writing style, as the concepts introduced may be completely new to some target audiences. Two successful pieces of work were a policy briefing for an 'uninformed MP' and an op-ed directed towards Welsh citizens.
- Time management – throughout my time at university I was required to manage my time impeccably. This was needed to meet assignment deadlines, and also manage my own time to ensure I was dedicating sufficient study time to each of my modules. This was paramount during my final year exams, where final exams consisting of 3000-word essays were due often only days apart.

POSITION OF RESPONSABILITY

Secretary at Cardiff University Ice Skating Club September 2019 – June 2020

- Elected by fellow club members to represent and evolve the club
- Involved in committee meetings, where decisions about the direction of the club were made

Student Mentor at Cardiff University September 2020 – June 2021

- Took on a role of responsibility to use my own experience to aid students encountering issues as they start university
- Held bi-weekly meetings, covering a range of topics which required me to plan ahead and change my style of delivery depending on the topics to be covered

ADDITIONAL AWARDS AND SKILLS

AWARDS

- Duke of Edinburgh Bronze and Silver awards
- Mentor Certificate

IT SKILLS

- Proficient in Microsoft Word, Excel, Powerpoint.
- Comfortable using Windows and Mac
- Proficient with Microsoft Teams and Zoom

INTERESTS

- Reading fiction
- True crime and human psychology
- Animal welfare



Try it yourself!

Personal Profile

Starting with a personal description allows for employers to get an understanding of your personality and deem whether you would be a suitable candidate fit with their company values.

This is the first impression the recruiter will have of you, so make sure you seem eager to learn and are interested in the company.

Your profile should be engaging and outline characteristics and attributes you have that would make you an ideal candidate for this role.

Education History

Do not forget to include a section within your CV for your Education history - both past and present.

Include the name of your secondary school/college along with the dates you studied to and from. You will then need to list the qualifications you have achieved OR are predicted to achieve.

Also, makes sure you have your grade is visible on your CV as this allows recruiters to filter through your CV relatively quickly.



Work Experience

Work Experience

Work experience should include past and present work and the dates you were employed from and to.

Remember you can include any work experience placements or volunteering work too, even if it was just for a day!

Make sure with each work experience placement/employment to explain the job role and duties you had whilst working there.

It can be hard to know whether your experience is relevant but when looking at entry-level positions, the requirement would be experience that shows a level of dedication and advances a notable skill.

Make sure to proofread your work as this will ensure that you put forward the best possible application you can.

This can be daunting so make sure to share with friends and family and get some feedback.

And remember any grammatical errors and spelling mistakes will sadly form part of the employer's opinion of you, so be sure that it reads well before submitting it.

Proofread

Accuracy ✓

Spelling ✓

Grammar ✓





Cover Letters

What is a cover letter?

A cover letter is a fantastic accompaniment to your CV when applying for a job.

It allows you to expand on the content of your CV and talk about why you are a great fit for the role.

Thus, outlining what you can bring to the team and why you want the position.

You can follow a generic outline for cover letters if you are not sure how to begin.

This will save you time in the long run, whilst also ensuring that you are putting forward the best possible application.

How to tailor a Cover Letter?

Colour:

One example is the use of a company colour palette.

Keywords:

- Go over the job description and highlight keywords.
- Identify the skills that they are looking for in their ideal candidate and the responsibilities that this role includes.
- Try to then include these words in your cover letter when describing your abilities.

Values:

Research the company values and make sure to mention these in your cover letter and your interview! Paragraph two is an ideal place.

Example of an excellent cover letter



NAME

CONTACT NUMBER

BIRTH DATE

COMPANY DETAILS OF THE JOB YOU ARE INTERESTED IN

Dear Sir/Madam,

I am a 17-year-old boy who loves cooking. It's as simple as that! I thought I wanted to study and do BTECs and A Levels but to be honest I want to learn to cook and create dishes that delight other people and make them happy. When I cook for my family and friends, and they say wow I feel proud and want to cook more!

I did Food Tech as one of my GCSE subjects and achieved grade 6. I also achieved 8 other GCSE's and passed them all with a 6 and 5 in English Lit and Lang and a 5 in Maths. During lockdown I had the time to teach myself to cook some exciting dishes and my lamb 3 ways became a very popular dish in our household!

I get my ideas from watching Chefs on TV including Master Chef, Saturday Morning Kitchen and people cooking around the world like Rick Stein and The Hairy Bikers who have done TV shows cooking food from different places. I much prefer learning by watching and doing things myself which is why I want to leave college and start an Apprenticeship with you.

I have had a look at your website and am excited about the kind of food you cook. Like you I also like to buy my food locally and often talk to Clive, our local butcher is Ashtead about the best cuts of meat he has available. I enjoy working as part of a team and the best way I learn is to watch others and ask questions which I hope I can get from working in your kitchen. Although I am not old enough yet to be into wine I would love to learn what drinks to serve with the meals I cook so that people get the full eating experience.

I wanted to share some examples of some of my lockdown meals so I have shared some photos below... I hope they make your mouth water!

I looking forward to hearing from you.

Yours Sincerely,

(NAME)

(Yours Faithfully) followed by your name

Paragraph One: Sell yourself!

Capture your **employer's attention and sell yourself**, as this could be the first thing that they read.

Make your opening sentences engaging and **show eagerness**.

You can then save your educational background and work experience for your CV!

Make sure you have read through the **job description carefully** and look out for key desirable skills that you can include in your cover letter!

Take this opportunity to explain who you are by **outlining your goals, attributes and qualities** you have, that you think would align with the job description.

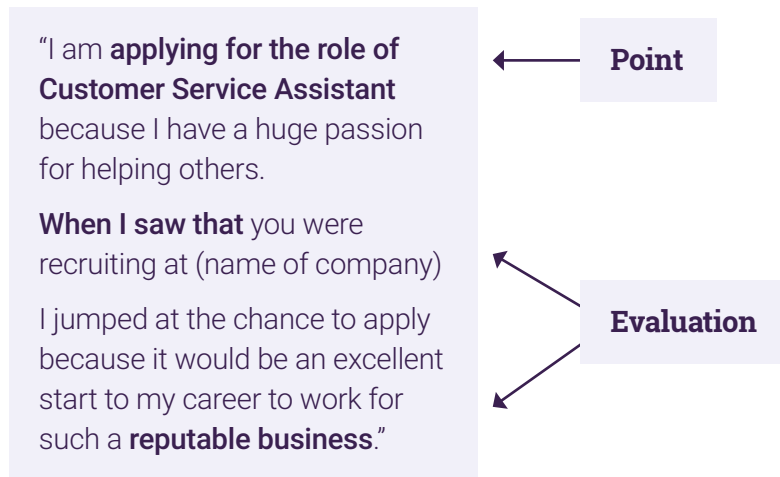
Such as:

"I am a confident, driven, adaptable young professional who is currently looking for opportunities in the Customer Service sector."

Paragraph Two: Why are you the best candidate?

Explain this by highlighting why you are applying for the role, and make sure to use point, evidence, and evaluation. (PEE method)

Take the following example:



Research the company, as the recruiter will be looking for this!



Paragraph Three: Why is this company the best fit for you?

Here is where you can draw on your past experiences and talk about the skills and strengths that would make you an ideal fit for this role.

“I would be a great fit for this role because of my **fantastic interpersonal and communication skills**.

I have had the **opportunity to develop** these skills over my time spent working at Primark as a Customer Advisor.

I have also been lucky enough to have **completed a week’s work experience** in a local hotel.

These experiences have **well prepared me** for greeting customers, dealing with complaints and queries and ensuring I go the extra mile for clients to make sure they are having the best experience.”

← **Point**

← **Evidence**

← **Point**

Paragraph Four: Conclusion

Your conclusion should sum up why you want the role and why the company should hire you over any other applicant.

Example:

“To conclude, I feel I would be a great addition to your team due to my previous experience in the sector, and my excellent interpersonal skills.

This, combined with the fact that I am willing to learn and get stuck make me incredibly well suited to the role of Customer Service Assistant.”

What is great about this conclusion is that it links back to evidence previous in the cover letter.

And showcases how the candidate is dedicated and eager about the opportunity.

This keeps the cover letter short and punchy, but also memorable to the employer.

Do not forget to proofread and share with friends and family to give the once over.



What are Phone Interviews for?

A phone interview is an initial informal telephone conversation between you and an employer, to gain an understanding of whether you would make a great candidate for their team.

What to expect & how to prepare?

In your phone interview, you are likely to be asked a few questions, such as:

- What do you do currently?
- Where are you with your education?
- Why did you apply?
- Why you think you would be an ideal candidate?

To prepare

- Make sure to read the job advertisement properly
- Do your initial research on the company

Interview environment:

Focus on removing as many distractions as possible from the area, such as phones, tablets, etc.

Tell family and friends that you will be in a phone interview.



Performance

Avoid:

Sometimes you may be tempted to get too comfortable, such as planning to take a phone interview in your PJs on the couch.


However, making sure to put on an outfit that gets you ready for work, is something that will help you feel awake and ready for an interview.

Example: brush your teeth, style your hair, sit at a table or desk, or stand.

Do:

Always make sure you have a pen and paper for notes and have a copy of your CV, cover letter and job description in front of you.

And if you do not have a job description, do not be afraid to ask for one. You can do this in the scheduling of a phone interview stage.



Great tip: a major benefit of a phone interview is that it allows you time to take a pause. It is always okay to pause for a few seconds in an interview. And if you need extra time, you can always say “That’s a great question, let me take a moment to think about it.” Or “Sorry I could not hear you.”



In the Telephone Interview...

What questions can I ask?

Asking questions at the end of an interview shows the employer that you are interested and invested in the role.

Asking questions may give you a better chance of success!

- What do you like best about working here?
- What does your day-to-day look like?
- How is performance measured in this role?
- What challenges do recruits face?

Frequently asked Questions

How do I deal with interruptions?

If you can ignore the interruption and deal with it later i.e. a doorbell, do so.

If the interruption is unavoidable, finish the point you were making and politely ask the interviewer if they may excuse you for a moment.

Mute yourself, deal with the interruption and return as soon as possible. Do not forget to apologise and thank the interviewer for waiting!

What if I need time to think?

It's okay to ask for a moment to think.

If you need a moment to think of a response, it is better to ask for this than 'um's and 'ah's.

What if the signal is bad?

Do not be afraid to ask the interviewer to repeat the question if you need it!

The interviewer should be considerate, and a bad signal is out of your control!



Face to Face Interviews

What is a face-to-face interview?

A face-to-face interview is usually the final stage in the job interview process.

This is an in-person interview that will often follow a successful phone interview.

You will most likely be speaking with the hiring manager or the person who might be your line manager.

And when you interview face to face, it is typically more than one person who interviews you.

How do you prepare for a face-to-face interview?

Take notes

- The interview is not an exam, you can take notes with you.
- This can include the research you have completed on the company, preferably in a bullet point format, along with any questions you would like to ask.

Research the company

- Have a look in the news to find out what the company is currently involved in.
- Use the company website and job advertisement to get this information.

Prepare some questions

- Regarding the role or the company and be willing to ask them.

Refer to our questions bank if you are stuck for ideas! pg19



Before you go...

Are your clothes smart?

You should be wearing a smart outfit suitable for the workplace. No trainers, pyjamas or sweatpants!

Do you know where you are going?

Try to visit the interview location beforehand, so that you know where to go on the day.

Be punctual!

It is best to be 10 minutes early rather than 1 minute late. If you are going by public transport, get the earlier train or bus rather than the one that will get you there just in time.

Personal ritual:

These are a great way to get yourself into a confident mood. This varies for everyone but is all about what gets you pumped and confident. Examples: listening to your favourite song, watching YouTube, exercising!

Feedback

Interview technique is a difficult thing to learn but there is always another interview.

And if every interview is a positive learning experience you can only get **BETTER AND BETTER!**

How do we make every experience a learning experience?

Take note of your achievements and failures after your interview.

Ask yourself important questions:

“where did you lack in your preparation?”

“what experience were you missing?”

“what should I elaborate on?”

Great tip: always remember to email a thank you to the interviewer and to ask for feedback. Whether or not you get a good response, any hint to how you can improve is valuable.

Question Bank:

Match the correct answers to the questions

Read the question on the left-hand side and draw a line to the right-hand side

1. Tell us a bit about yourself?

A) I have applied for this apprenticeship because I know that my skills and qualities align with the role of an engineering apprentice, and in the future, I'd like my career to be in the mechanical engineering sector. I'm passionate about engineering and I spend as much time as I can keeping up to date with what's going on in the industry.

I am eager to learn on the job whilst also putting my learnings into practice through getting stuck into projects in the workspace.

2. Why have you applied for this apprenticeship?

C) I'm an extremely passionate person, so I can be a little unorganised at times because I want to get involved in so many projects and opportunities. However, I'm self-aware of this weakness so I'm taking steps to work on improving it. I'm controlling it by planning out my week and creating a to-do list using a calendar in my diary. I've also made use of technology and created alerts and reminders to flash up to keep me on track.

3. What skills can you bring to the role?

E) I grew up with my parents, and my mother had her own business. I watched her as she overcame all the hurdles that came her way as she successfully grew. I helped with the business admin tasks like invoicing and sending emails and enjoyed it. These experiences led me to realize that I want to grow and develop in that area for my future career. In my spare time, I enjoy reading and spending time with my friends. I try to keep fit by swimming – I practice my leadership skills at the pool by teaching the younger kids how to swim on the weekends.

4. What would you say is your biggest weakness?

D) I noticed that the job description says that I would be involved in interpreting engineering drawings and using engineering mathematics, I'm looking forward to this and I would love to know if there are any courses or free online tutorials that you would recommend so I can get ahead on this before beginning the apprenticeship.

5. Is there anything that you would like to ask us?

B) I've always been an excellent team player and possess strong communication skills. I developed these skills when I worked as a Sandwich Artist at Subway. I worked with a small team of five. I took on a lot of responsibility in the busiest times and made sure I was there to support my team if they were struggling. My communication skills were enhanced through my customer communication. I ensured that I was polite and professional and that they were served efficiently. I would apply both skills and more to the administration apprenticeship.



Word Search

Skills

D	T	G	K	A	T	C	T	M	M	S	O	E	O
E	G	T	I	E	N	O	N	P	A	I	H	O	A
C	I	A	I	V	N	L	E	O	D	A	B	M	L
I	M	D	E	D	E	L	M	S	I	O	E	U	E
S	Y	A	T	Y	L	A	E	I	P	I	I	L	A
I	T	P	O	T	E	B	G	T	I	S	M	T	D
O	I	T	E	I	M	O	A	I	I	I	A	I	E
N	I	A	I	V	P	R	N	V	D	I	R	T	R
M	E	B	M	I	A	A	A	I	A	I	D	A	S
A	A	I	N	T	T	T	M	T	Y	Y	E	S	H
K	T	L	H	A	H	I	E	Y	T	N	E	K	I
I	T	I	I	E	Y	O	M	M	A	A	G	I	P
N	Y	T	I	R	I	N	I	H	T	A	N	N	L
G	A	Y	A	C	I	L	T	H	P	T	P	G	A

Play this puzzle online at : <https://thewordsearch.com/puzzle/3876236/>

EMPATHY
ADAPTABILITY
MULTITASKING
COLLABORATION
TIME MANAGEMENT
CREATIVITY
POSITIVITY
LEADERSHIP
DECISION MAKING



Pop Quiz

1) Name 3 methods to identify your career interests?

2) What is a CV?

3) List five factors that make a CV?

4) What is a cover letter?

5) Name 3 ways to tailor a cover letter

6) Fill in the blanks

'Capture your employer's _____ & _____
_____, as this could be the first thing that they read.'

7) The PEE method stands for what?

8) What is a phone interview?

9) Write down one thing you should avoid before an interview?

10) How do you deal with interruptions in a phone interview?

11. Name three things you should do to prepare for a face-to-face interview?

Pop Quiz Answers

1. General Interests, Natural Skills, Hobbies & Try it!
2. CV is an important summary of your personal achievements
3. Personal profile, Education, Work experience, Contact details, Skills
4. A cover letter is a fantastic accompaniment to your CV when applying for a job
5. Colour, Keywords, Values
6. Attention, Sell, Yourself
7. Point, evidence and evaluation
8. A phone interview is an initial informal telephone conversation between you and an employer, to gain an understanding of whether you would make a great candidate for their team.
9. Avoid wearing your PJs when doing an interview
10. If you can ignore the interruption and deal with it later i.e. a doorbell, do so. If the interruption is unavoidable, finish the point you were making and politely ask the interviewer if they may excuse you for a moment. Mute yourself, deal with the interruption and return as soon as possible. Do not forget to apologise and thank the interviewer for waiting!
11. Take notes, Research the company, Prepare some questions

Matching

Game:

- 1 - E
- 2 - A
- 3 - B
- 4 - C
- 5 - D

Skills

D	T	G	K	A	T	C	T	M	M	S	O	E	O
E	G	T	I	E	N	O	N	P	A	I	H	O	A
C	I	A	I	V	N	L	E	O	D	A	B	M	L
I	M	D	E	D	E	L	M	S	I	O	E	U	E
S	Y	A	T	Y	L	A	E	I	P	I	I	L	A
I	T	P	O	T	E	B	G	T	I	S	M	T	D
O	I	T	E	I	M	O	A	I	I	I	A	I	E
N	I	A	I	V	P	R	N	V	D	I	R	T	R
M	E	B	M	I	A	A	A	I	A	I	D	A	S
A	A	I	N	T	T	T	M	T	Y	Y	E	S	H
K	T	L	H	A	H	I	E	Y	T	N	E	K	I
I	T	I	I	E	Y	O	M	M	A	A	G	I	P
N	Y	T	I	R	I	N	I	H	T	A	N	N	L
G	A	Y	A	C	I	L	T	H	P	T	P	G	A

~~EMPATHY~~
~~ADAPTABILITY~~
~~MULTITASKING~~
~~COLLABORATION~~
~~TIME MANAGEMENT~~
~~CREATIVITY~~
~~POSITIVITY~~
~~LEADERSHIP~~
~~DECISION-MAKING~~

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Thank you



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