



JOB SEARCH

# FOOLKIT

FOR ABORIGINAL YOUTH



Indian and Northern  
Affairs Canada

Affaires indiennes  
et du Nord Canada

Canada

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## Introduction

The *Job Search Tool Kit for Aboriginal Youth* is designed to help you with the job of looking for a job! Finding a job is really a full-time business. It takes effort, dedication and time. And even more, it takes patience. This should give you a good start on the what, where and how of job hunting.

There are some exercises to help you discover your own personality, skills and talents (including ones you might not know are there). Then there is a section on the job market, with suggestions for you to follow up in your own province or territory.

In the practical sense, there is information on how to apply for that job — writing a résumé and cover letter, and going for an interview. Then when you get the job (and you will, with patience and perseverance), there are some suggestions for your first day on your new job. There are even tips on how to make yourself indispensable to your employer.

Finally there is a section on becoming an entrepreneur — how to figure out whether you have what it takes, as well as some information on where you can get more help and information.

This is, as its name implies, a tool kit. How you use it really depends on you.

## Acknowledgement

Unless otherwise noted, the exercises and information in this tool kit have been adapted from past issues of *Canada Prospects*, published by Human Resources Development Canada and used with permission of that department.



# THE REAL YOU

Will the Real *You* Please Step Forward

How "Personable" are You?

Your Interests = Your Career

What's Important to You?



## Will the Real *You* Please Step Forward

Do you know why some people get jobs they really like? Chances are it's in their attitude as much as their skills and knowledge.

Even if they've been turned down for a job they wanted, if they have a positive attitude, they're more likely to succeed the next time. This bounce-back usually comes from positive feelings about themselves. Do you have a good opinion of your own abilities?

Your answers to the following questions should help assess how you feel about yourself. And there aren't any right or wrong answers. Circle the number in the column that you think applies best to you. Remember, no one else has to see this, so be honest!

	Mostly	Sometimes	Almost Never
Can you give yourself credit?	1	2	3
Do you look for the positive in situations?	1	2	3
Do you know what your strengths are?	1	2	3
Can you identify your weaknesses and see them as areas to work on?	1	2	3
Do you learn from your mistakes?	1	2	3
Do you know what you want from life?	1	2	3
Can you put your own wishes into words?	1	2	3
Are you able to set limits or boundaries so others respect them?	1	2	3
Do you speak up when you disagree with someone, or when you believe something is wrong?	1	2	3
Do you listen to, and try to understand, other people's point of view?	1	2	3
Do you deal with your anger constructively?	1	2	3
Can you control your temper?	1	2	3
If you criticize yourself, can you stop?	1	2	3
When you are in conflict with others, do you ask them what they want from you?	1	2	3
Do you usually see yourself as the person you want to be?	1	2	3
Can you say no to drugs or alcohol, even when you are feeling stressed out?	1	2	3
Are you able to resolve conflicts both within yourself and with others?	1	2	3
Do you compare your behaviour today with what you did in the past instead of with other people's behaviour?	1	2	3
Total for each column:			
Total for all three columns:			

To figure out your level of self-esteem, add up the numbers you circled in each column and write them at the bottom. Then add the three column totals for a final sum.

## How did you do?

- 0-24 You have a healthy self-esteem.
- 25-42 Your self-esteem is okay, but you need to focus more on the positive.
- 43-54 Your self-esteem needs some attention.

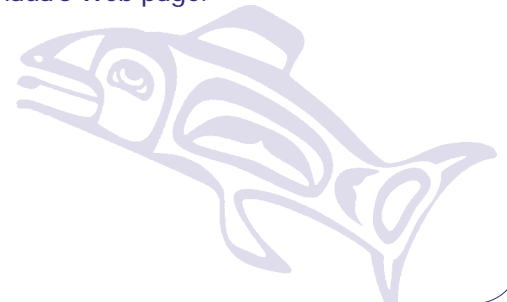
Here are some practical tips for keeping a positive outlook.

- Think about life as an adventure filled with exciting unknowns.
- Look for the positive in every situation. Where is the plus? What is the opportunity here?
- Know what you want in life and stay true to your values and beliefs. Don't go for the quick fix.

- Know your strengths and remind yourself every day what they are.
- Identify your weaknesses and remember that they are limitations rather than flaws.
- Build on your strengths and look for ways to reduce your limitations.
- When you do make a mistake, learn from it. Think about what you will do differently next time.
- Learn to speak up for yourself. Put into words what you want.
- Be proud of who you are.

There are other self-assessment exercises on the Government of Canada's Web page:

[www.youth.gc.ca](http://www.youth.gc.ca)





## How “Personable” Are You?

Do you have the kind of traits, attitudes, temperament and personality that will make you a responsible and competent worker? Your personality goes a long way in helping you get, and keep, work.

Read the statements below, and check off under “Absolutely” or “I could do better” depending on which best describes you.

Answer as accurately as you can to make sure you get a complete and true picture of your personality.

If you checked off most of these statements under “Absolutely,” you have “personable” skills that are well suited for today’s workplace. If you checked off most of them under “You could do better,” you have now identified some areas which need work.

Absolutely	You could do better	Personality characteristic
		You’re honest.
		You’re motivated and enthusiastic about what you do.
		You’re reliable and dependable — people can count on you.
		You’re prompt — you don’t miss appointments.
		You’re sincere.
		You take pride in your appearance and dress appropriately.
		You’re friendly.
		You can handle criticism well.
		You’re polite and respectful.
		You’re creative — you like to come up with new ideas.
		You’re confident about what you can do.
		You enjoy challenges that really make you think.
		You’re sociable — you enjoy being around people.
		You think positively.
		You’re flexible.
		You’re a self-starter — you don’t need to be told about the work that needs doing.
		You’re proud when you’ve done something well.
		You’re loyal and can make commitments.
		You’re curious.
		You’re resourceful — you like to think of ways to solve problems without relying on others.

Ask yourself how you developed some of these traits and attitudes. Can you see any ways to change them?

## Your Interests = Your Career

So, would you rather fix an engine, teach others or work in a research lab? Do you really know the *field* of work you would enjoy most? Here's an exercise to help you sort things out.<sup>1</sup>

**Circle**

the number beside the statements you think best describe you.

1. You'd rather make something than read a book.
2. You enjoy problem-solving games and working at puzzles.
3. You like helping other people when they need it.
4. You enjoy learning about new topics by reading about them.
5. You like working with your hands.
6. You like being the leader in a group of people.
7. You prefer to know all the facts before you tackle a problem.
8. You like to take care of other people.
9. You enjoy designing, inventing and creating things.
10. You enjoy expressing yourself through art, music or writing.

<sup>1</sup> Excerpted from *Job Trek: Your Generation — It's a Game*, Human Resources Development Canada 1994 (Y-152-03-94E).

11. You would like a job where you could deal with people all day.
12. You like working with materials and equipment.
13. You enjoy learning new facts and ideas.
14. You find co-operating with other people comes naturally to you.
15. You like finding out how things work by taking them apart.
16. You would choose to work with machines and things rather than with people.
17. You can usually persuade people to do things your way.
18. You enjoy building and repairing things.
19. You enjoy the research part of your projects.
20. You like interacting with people.
21. You enjoy thinking up different ideas and ways to do things.
22. You like hearing other people's opinions.
23. You enjoy learning how to use different tools.
24. You find it easy to follow written instructions.

**AND THE INTEREST AWARD GOES TO . . . .****Numbers 1, 5, 9, 12, 15, 16, 18, 23.**

- **If you like hands-on work**, you probably circled most of these numbers. You enjoy working with tools and machines, making things with your hands, fixing and maintaining equipment and finding out how things work. Jobs dealing with these things are found in engineering, product manufacturing, construction, repair and servicing, transportation, trades and technology.

**Numbers 2, 4, 7, 10, 13, 19, 21, 24.**

- **If you are an information person**, you likely circled most of these numbers. You enjoy expressing yourself through writing, music or art, performing experiments or research, solving puzzles and problems, and studying and reading. Jobs dealing with information are found in arts and entertainment, business and finance, scientific research, sales and services, tourism and law.

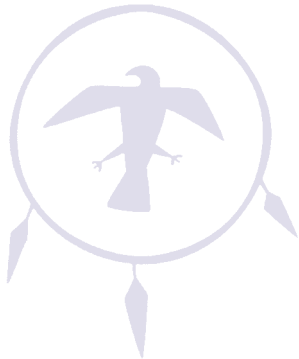
**Numbers 3, 6, 8, 11, 14, 17, 20, 22.**

- **If you are a people person**, you may have circled most of these numbers. You like caring for and helping others, persuading people, working as part of a team, and leading and supervising others. Jobs dealing with people are found in health care, education and training, social work and counselling, and religion.



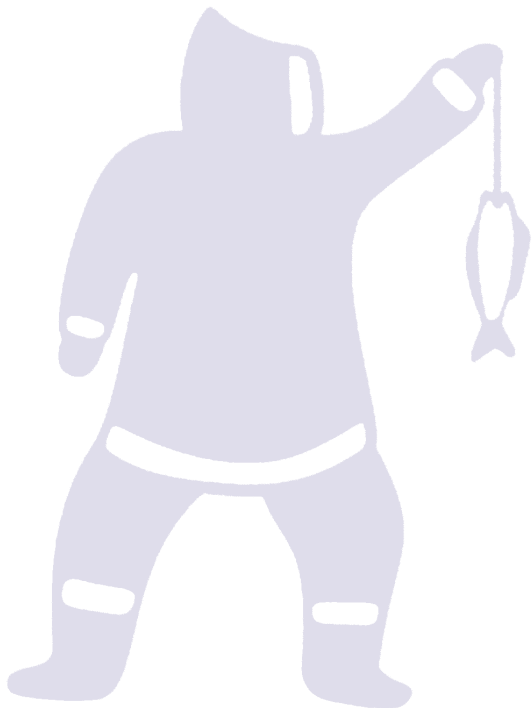
## What's Important to You?

Things that are important to you are called values. Examples include such things as being happy, being independent, being healthy, having friends, making money. You're the only one who knows what your values are. How you rate the following will help you decide what your *values* are.<sup>2</sup>



Values — It's important to you to:	Yes	Sometimes	No
Have good health.			
Learn new things.			
Grow personally.			
Have time and energy for your "off the job" life.			
Meet new people.			
Have a lot of friends.			
Have a steady job.			
Have a boss who is fair.			
Have a boss who is easy to get along with.			
Work in a comfortable place.			
Work in a safe place.			
Work with people you like.			
Know exactly what to do.			
Make the world a better place.			
Do something you feel is important.			
Make a lot of money.			
See the results of your work.			
Have an important job title.			
Have good family relationships.			
Be responsible for other workers.			
Protect the environment.			
Grow spiritually.			
Do physical work.			
Have a chance for promotion (more pay or important position).			
Make the world more beautiful.			
Finish a difficult task.			
Do a job well.			

<sup>2</sup> Adapted from *The Career Planner*, Information and Marketing, Alberta Advanced Education and Career Development, Province of Alberta, 1996.



Values — It's important to you to:

	Yes	Sometimes	No
Make decisions together with other people.			
Be your own boss.			
Be creative, come up with new things or ideas.			
Set your own hours of work.			
Use your head.			
Show your best abilities.			
Have a few close friends.			
Work on just one thing at a time.			
Work on a lot of different things at the same time.			
Have an interesting job.			
Have a challenging job.			
Have an exciting job.			
Have an easy job.			

List some other things that are important to you.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_

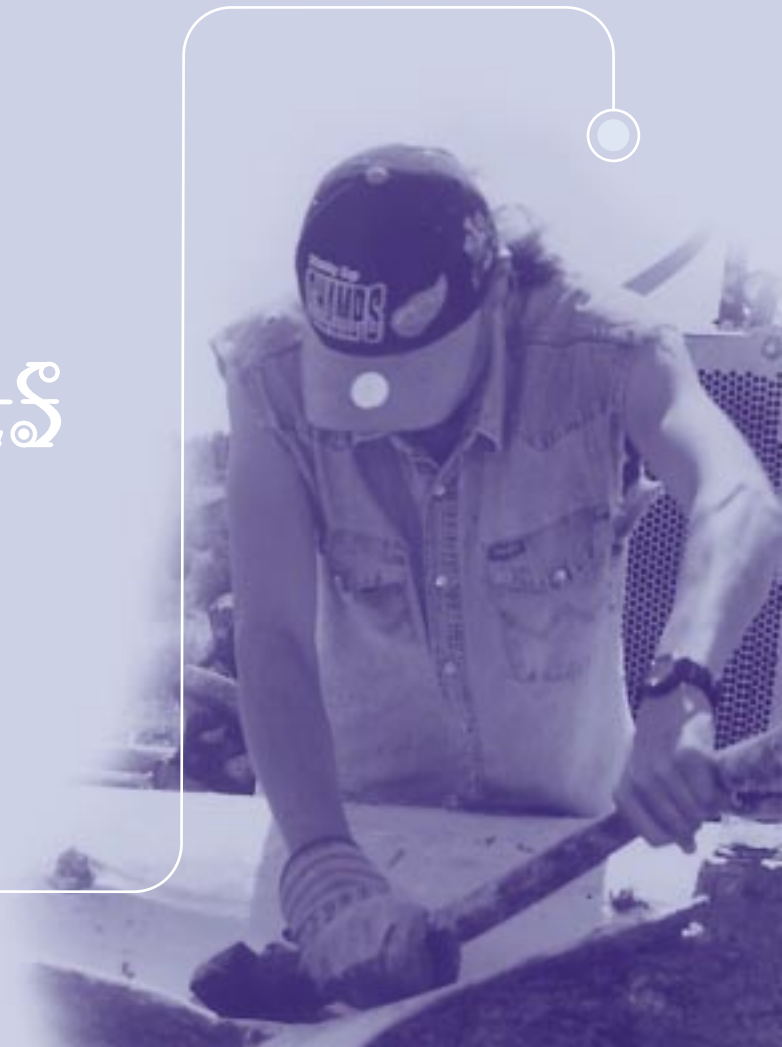
# YOUR SKILLS

Have Skills... Will Transfer

Your Top Five

Find Your Hidden Skills

Identify Your Job-related Skills







## Have Skills . . . Will Transfer

Skills that you can take with you from job to job, or from hobby to job, are “transferable skills” which you can get from doing paid work, volunteer work or school work.

Time to find out your transferable skills. Check off the ones you know you have. This can help you decide what jobs you are qualified for.

### Key skills — You can:

Meet deadlines	
Supervise others	
Solve problems	
Understand and manage budgets, money	
Instruct others	
Manage people	
Organize and manage projects	
Speak in public	
Accept responsibility	
Plan	
Increase/improve sales or efficiency	
Meet the public	

### Hands-on skills — You can:

Assemble kits	
Build or repair things	
Work well with your hands	
Operate tools, machinery	
Use complex equipment	
Drive or operate vehicles	
Observe or inspect	

### Data/information skills — You can:

Analyse data	
Budget, manage money	
Check for accuracy	
Compare or compile	
Pay attention to details	
Investigate	
Locate answers, information	
Observe or inspect	
Negotiate	
Audit records	
Calculate or compute	
Classify data	
Count	
Evaluate	
Keep financial records	
Record facts	
Research	
Take inventory	

## People skills — You can:

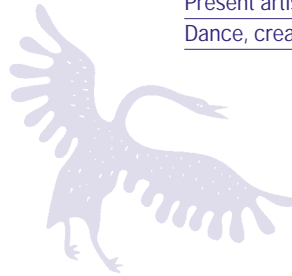
Administer	
Care for others	
Confront others	
Counsel people	
Demonstrate	
Be diplomatic	
Help others	
Instruct	
Interview people	
Be kind	
Listen	
Negotiate	
Be outgoing	
Show patience	
Persuade	
Be pleasant	
Display sensitivity	
Be sociable	
Supervise	
Use tact	
Teach	
Show tolerance	
Be tough	
Trust	
Understand	

## Verbal/communications skills — You can:

Articulate your ideas	
Communicate verbally	
Correspond with others	
Create new ideas	
Design	
Edit	
Be inventive	
Research in a library	
Be logical	
Speak in public	
Remember information	
Write clearly	

## Creative/artistic skills — You can:

Be artistic	
Draw or create other art	
Be expressive	
Perform, act	
Present artistic ideas	
Dance, create body movement	



Leadership skills — You can:

Arrange social functions	
Be competitive	
Make decisions	
Delegate	
Direct others	
Explain things to others	
Mediate problems	
Motivate people	
Negotiate agreements	
Plan	
Be results oriented	
Take risks	
Run meetings	
Show self-confidence	
Be self-motivated	
Solve problems	

### Your Top Five

Now go back through the list of transferable skills you developed. Write down the top five that you also want to use in your next job. For each of the five skills you choose, write down a good example of when you used that particular skill. Suppose you checked off “Speak in

public” (and note that it appears more than once!), write down that you introduced the guest speaker at the last meeting of your club — it was a two-minute speech about her knowledge and background.

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

\_\_\_\_\_

Skill: \_\_\_\_\_

Example: \_\_\_\_\_

\_\_\_\_\_

## Find Your Hidden Skills

Just as you might think, *hidden* skills are the ones you don't know you have. Here's how to find them.

Suppose you work in a doughnut shop. Not much to learn here, you say. Think again. You've really learned a lot more than you suspect. You say you've learned how to:

- mix ingredients, set temperatures and cook doughnuts
- work with complex equipment
- operate a cash register, make change and balance the day's receipts
- work with others.

Hidden in these, are skills you can use in another job:

- manual skills
- computer skills
- financial and numbers skills
- teamwork.

And you learned other things, too, such as:

- what bosses or managers do, and why.
- how employees are promoted, and why.
- how to manage and secure a commercial building.
- how to operate a franchise.
- health regulations related to selling food to the public.
- how to manage time responsibly.

More skills are hidden here:

- accounting skills
- time management skills
- business management skills
- organizational skills
- problem-solving skills.

And there are more! You have learned:

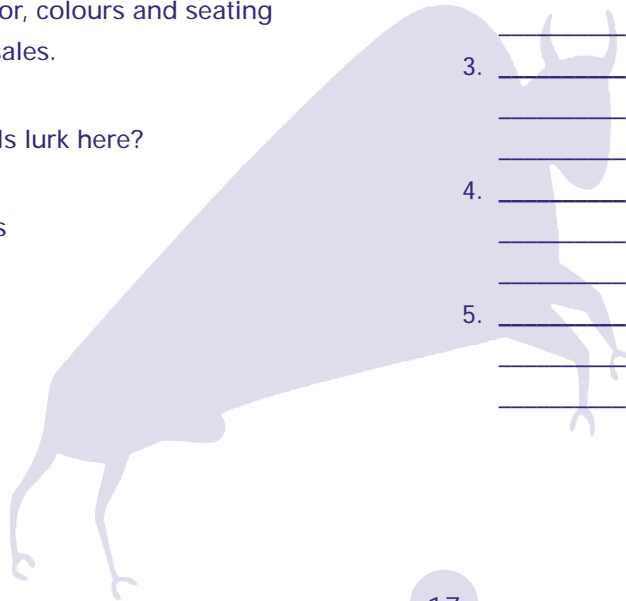
- how to please customers.
- how to communicate with customers in a professional way.
- which products sell or don't sell, and why.
- how to display products so people will buy them.
- what kinds of people patronize doughnut shops.
- how the location, decor, colours and seating arrangements affect sales.

Do you know what skills lurk here?

- marketing skills
- communications skills
- promotional skills
- creative skills
- planning skills.

Do you have hidden skills, too? Make a list of things you've learned through your hobbies, work or volunteering.

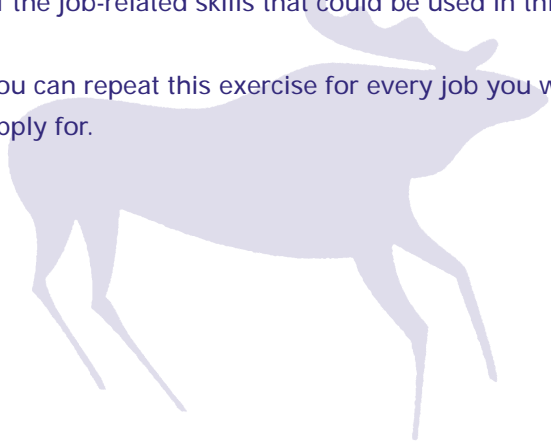
1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_



## Identify Your Job-related Skills

Job-related skills are the ones you need for a particular job. For example, a secretary needs keyboard skills, a mechanic has to understand repair procedures and use a variety of tools, and a cashier must be able to make change and operate a cash register. You can get these skills in a variety of ways: from courses you've taken, from other jobs and volunteer work, from hobbies, family activities and other experiences. Using the chart here, write down the job you're interested in and then list some of the job-related skills that could be used in this job.

You can repeat this exercise for every job you want to apply for.



Job you're interested in:

Job-related skills you have gained from your school courses or vocational training:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Job-related skills you've used in other work or volunteer experiences:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Job-related skills you've acquired in hobbies, family activities or other experiences outside work or school:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



# JOB WANTED

So, What's It Like Out There?

Wanted: A Job



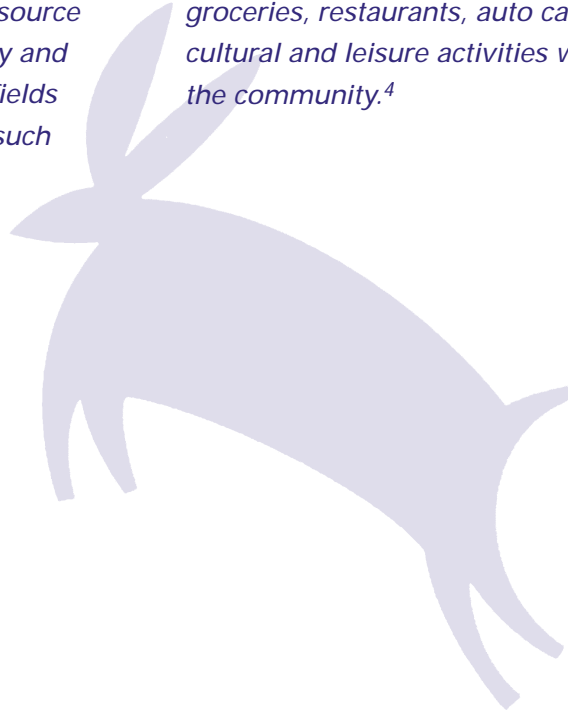


## So, What's It Like Out There?

- Most new jobs created in the next 10 years will require some form of advanced education or training.
- Many jobs require at least some skill in information processing technology, for example, using a computer.
- New technology affects the workplace so much — and is developing so rapidly — you'll have to have continuous training and keep your technical know-how up to date.
- Changing work also means you'll have to upgrade your skills continually.
- Temporary or short-term work is on the increase.
- More and more people are working from their homes.
- Your level of education continues to be very important in the job market.
- You, as a worker, must be flexible and able to change easily to a new work situation.
- New employment opportunities may come with Aboriginal self-government.
- Major employment opportunities will occur as a result of the need for businesses and entrepreneurs in or near First Nations communities.
- While the Canadian work force is aging, the Aboriginal youth population which is (or soon will be) job hunting, is very large. You should find possibilities here.
- All signs point to the rise of the services sector as the source of new jobs.

*Current trends suggest there are major shortages of Aboriginal people educated in such fields as economics, community planning and development, business management, forestry, biology, resource conservation, wildlife management, geology and agriculture. There are also serious gaps in fields where a math or science basis is required, such as in engineering and the health sciences.<sup>3</sup>*

*The 1992 study conducted for the Shuswap National Tribal Council found that nearly 80% of all the money First Nations people spent on groceries, restaurants, auto care, clothing, and cultural and leisure activities was spent outside the community.<sup>4</sup>*



<sup>3</sup>. The Royal Commission on Aboriginal Peoples Report, Volume 2, Part Two, page 963.

<sup>4</sup>. The Royal Commission on Aboriginal Peoples Report, Volume 2, Part Two, page 953.

## Wanted: A Job

Where do you start when you want to find out about jobs?

- **Networking** — Ever hear that it isn't *what* you know, it's *who* you know? Well, there's some truth here. Tell everyone you know — teachers, neighbours, classmates, teammates, friends of your family — that you're looking for a job and follow up on every lead.
- **First Nations Tribal Directory** — This is a listing of Aboriginal governments, education, justice, child care, cultural organizations and much more for both Canada and the United States.<sup>5</sup>
- **Human Resources Development Canada offices** — Your nearest HRDC office has listings of job opportunities, as well as employment counselling and a computerized career and education information system to help in your choices.

### Who can you ask for help?

Don't be afraid to ask for help from organizations and people. Try:

- family and friends
- Human Resources Development Canada offices
- Friendship Centres (123 across Canada)
- provincial/territorial or federal governments
- libraries
- universities and colleges
- school guidance counsellors and teachers
- cultural or sports organizations
- Aboriginal organizations
- Aboriginal employment agencies

<sup>5</sup> For a copy, contact Arrowfax Canada, 102-90 Garry Street, Winnipeg, Manitoba R3C 4H1  
Tel: (204) 943-6234.

- **Volunteering** — You can gain valuable hands-on experience in your field of interest and make useful contacts for the future.
- **Co-op work** — If you're still in school, you may be able to get work experience through a school co-op program.
- **Workshops and job fairs** — Keep an eye out for local job fairs or perhaps a workshop in something you're interested in trying. Gain information and make valuable contacts at the same time.
- **Company and industry information** — Most larger companies have promotional brochures, annual reports or information on how to apply for a job with them. Write to, or phone them and ask for information. If you have Internet access, check their home pages.
- **Information interview** — If you find a company that interests you, write or call for more information. See if you can visit its human resources division for an interview.
- **The Internet** — There are some terrific sites on the Internet. Your school, library or band office will likely have access. And Industry Canada's SchoolNet has a toll-free line at 1 800 268-6608. Try some of these.
  - Aboriginal Youth Network: [www.ayn.ca](http://www.ayn.ca)
  - Aboriginal Business Canada: <http://abc.gc.ca>
  - Canada WorkInfo Network: <http://www.workinonet.ca>
  - Career Edge: [www.careeredge.org](http://www.careeredge.org)
  - City of Calgary: <http://www.gov.calgary.ab.ca/81/next>
  - Electronic Labour Exchange: <http://ele-spe.org>
  - Job Bank: <http://jb-ge.hrdc-drhc.gc.ca>
  - Job Trek: Career Awareness, including details on 160 occupations which do not require a university degree: [www.hrdc-drhc.gc.ca/career-carriere/index.html](http://www.hrdc-drhc.gc.ca/career-carriere/index.html)
  - Youth Resource Network of Canada: <http://www.youth.gc.ca>

# OPPORTUNITIES ACROSS CANADA

Opportunities From Coast to Coast

Job Profiles: British Columbia

Yukon

Alberta

Saskatchewan

Manitoba

Northwest Territories

Nunavut

Ontario

Quebec

New Brunswick

Prince Edward Island

Nova Scotia

Newfoundland and Labrador





## Opportunities from Coast to Coast

You need to know what's available where you are! Check out what's happening in your own area. Opportunities for growth differ in various sectors across the country.

Remember, however, that trends change over time. You should follow up on these leads with an employment counsellor, or if you're still in school, a school guidance counsellor may have the latest information on a hot new trend or a sector with a huge need for workers (such as highly skilled or trained electronics assemblers).

### British Columbia Job Profile

Like to snowboard or ski? Are you a backpacker? How about adventure tourism? It provides a great opportunity to those interested in the outdoors. Guides and trip leaders are needed.

And in the area of service providers, British Columbia needs workers in child care and home support services. Here are some areas of the job market with potential for growth.

### *Manufacturing*

Growth sectors in B.C. manufacturing include metal fabricating, electrical and electronic (computer) products, and oil and gas products.

Occupations include:

- petroleum engineers
- oil and gas well drillers
- machinists, tool and die makers, inspectors
- sheet metal workers, boiler makers, ironworkers, blacksmiths, die setters
- workers who put together mechanical, electrical and electronic assemblies
- truck drivers

### *Telecommunications*

People are needed to provide manufacturing and services in this field.

Occupations include:

- electrical and electronics engineers
- computer systems analysts
- electronics service technicians
- telecommunications line and cable workers
- salespersons for technical equipment

## British Columbia Job Profile (continued)

### *Service Providers*

Want to be of service to people or businesses? Workers are needed in all kinds of service jobs.

Occupations include:

- auditors, accountants, investment dealers
- mechanical engineers
- drafting and surveying technicians and technologists
- computer programmers
- graphic designers, artists, interior designers
- computer graphics animators for computers, television and video games
- cashiers — 10,000 job openings in the next seven years

### *Tourism*

Tourism is more than just working in hotels, restaurants, resorts and theatres or on cruise ships.

Occupations include:

- taxi and limousine drivers
- restaurant and food service managers
- retail salespersons and sales clerks
- travel counsellors, hotel front desk clerks
- landscaping and grounds maintenance workers
- bartenders and beverage servers
- cooks and chefs



## **Yukon Job Profile**

Ever thought about running your own business? Self-employment is growing in Yukon. In the past, government has been the number one employer but, with downsizing, more people are starting their own businesses. Think about building small business skills such as math, computer and communications skills.

### ***Mining***

This is a big industry in Yukon. Companies explore for, and mine, such metals as lead, zinc and gold.

Occupations include:

- truck drivers
- underground miners
- geological and mineral technologists and technicians
- geologists, geochemists, geophysicists

### ***Tourism***

The growth in adventure tourism has opportunities for those interested in the outdoors. Remember that many occupations in tourism are part time or seasonal. Many American tourists drive through Yukon on their way to Alaska. If you've got good mechanical skills, what about running your own small business servicing and repairing recreational vehicle (RVs)?

Occupations include:

- taxi and limousine drivers
- travel counsellors, hotel front desk clerks
- bus and other transit drivers
- food counter attendants, kitchen helpers
- bartenders, food and beverage servers
- chefs and cooks

## **Alberta Job Profile**

Want to be in the picture with Alec Baldwin or work on a production with Tom Jackson? Did you know that film and television projects in and around Calgary created employment for more than 1,230 people in Alberta? Or that the forest industry is now one of the province's largest industries with over \$4 billion in new investment?

### ***Oil and Gas Production***

Alberta is Canada's main producer of oil and gas. Over the next 20 to 25 years, oil sands production is expected to triple, resulting in 44,000 new jobs.

Occupations include:

- geologists, geochemists, geophysicists
- petroleum engineers
- geological and mineral technicians and technologists
- construction millwrights and industrial mechanics
- oil and gas well drillers
- petroleum and gas process operators

### ***Telecommunications***

Today there are about 220 companies in Alberta providing manufacturing and services in telecommunications.

Occupations include:

- telecommunications installation and repair workers
- telecommunications line and cable workers
- office equipment operators
- computer systems analysts

### ***Tourism***

This is one of the province's largest industries, providing over 100,000 jobs. And adventure tourism is also gaining in popularity across Canada, requiring trip leaders and guides. Many jobs in tourism can be part time and seasonal.

Occupations include:

- chefs and cooks
- bartenders, food and beverage servers
- taxi and limousine drivers
- travel counsellors, hotel front desk clerks
- restaurant and food service managers
- retail salespersons and sales clerks

## **Saskatchewan Job Profile**

Small is Big! Did you know that 22% of all jobs in Saskatchewan are part time, and that 92% of businesses have fewer than 20 employees? There is also an above-average demand for people in all types of cleaning occupations — dry cleaners, laundry workers, janitors, caretakers, building superintendent, carpet cleaners, vehicle cleaners, and cleaners for hospitals and hotels.

### ***Service Providers***

Transportation, communications, utilities, finance, insurance and real estate businesses need service workers.

Occupations include:

- security guards, gate attendants, commissionaires
- motor vehicle mechanics
- computer systems analysts
- real estate agents and salespersons
- insurance agents and brokers, loan officers

### ***Health Care***

Saskatchewan has long-term needs for people trained in medical services.

Other health-care occupations include:

- medical secretaries
- medical laboratory technologists, pathologists' assistants
- occupational therapists

- physiotherapists
- general practitioners, family doctors, dentists

### ***Manufacturing***

Growth sectors include chemical products, machinery, metal fabricating and electrical and electronic (computer) products manufacturing.

Occupations include:

- welders, soldering machine operators
- machinists, tool and die makers, inspectors
- electrical, instrument, electronic engineering technologists and technicians
- chemical and mineral technologists and technicians
- engineers

### ***Sales and Services***

Saskatchewan is experiencing a big demand for early childhood educators and assistants.

Other sales and service occupations include:

- cooks, food service counter attendants, bartenders, food and beverage servers
- baby-sitters, nannies, parents' helpers
- hairstylists, barbers
- retail managers, retail sales clerks

## Manitoba Job Profile

Some quick facts:

- For its size, Manitoba has more manufacturing jobs than any other western province.
- Two thirds of Manitoba's population and its jobs are in the Winnipeg region.
- 17% of Manitobans are self-employed.

### *Manufacturing*

Industries looking for workers include food processing and makers of health-care devices, aeroplane parts, electronic instruments, bus and farm machinery, furniture, medicines and prescription drugs.

Occupations include:

- construction millwrights, industrial mechanics
- food and beverage processing machine operators
- workers who build mechanical, electrical and electronic assemblies
- machinists, tool and die operators, inspectors
- engineering technicians and technologists
- civil, mechanical, electrical and chemical engineers

### *Tourism*

Here is another province where tourism is growing and providing many jobs. Remember that many of these jobs are seasonal and part time.

Related occupations include:

- artists and performers
- retail salespersons and sales clerks
- restaurant and food service managers
- bus and other transit drivers
- food counter attendants, kitchen helpers
- bartenders, food and beverage servers
- chefs, cooks

### *Truck Transportation*

Trucking is always a good area of employment.

Related occupations include:

- shippers, receivers, dispatchers
- truck drivers
- truck mechanics

## **Northwest Territories Job Profile**

Can you think of services or goods that are needed where you live? There are opportunities for running your own business across the territory. Look for more employment and business possibilities in many small communities. Oil and gas production is expanding in the western part of the territory. Tourism is growing in all seasons as visitors from around the world come to enjoy the beautiful scenery. Did you know that about 1,500 Japanese tourists visit the territory between December and March to view the northern lights?

### ***Retail Sales***

Yellowknife has a growing need in this area.

Occupations include:

- grocery clerks, shelf stockers, service station attendants
- retail salespersons and sales clerks
- retail managers
- food counter attendants, kitchen helpers
- bartenders, food and beverage servers
- chefs and cooks

### ***Mining***

Nine mines in the Northwest Territories employ almost 2,000 people and produce primarily gold, but also lead, zinc and diamonds.

Occupations include:

- underground mine service and support workers
- heavy equipment operators
- underground miners
- geological and mineral technologists and technicians
- geologists, geophysicists and geochemists

## **Nunavut Job Profile**

The new territory and its government need trained people. This is creating many opportunities for northerners. In Nunavut, everything is growing!

### ***Government***

The new territorial government will hire more than 600 staff in Iqaluit and communities throughout the region.

Occupations include:

- bookkeepers and finance officers
- doctors, dentists, nurses and health para-professionals
- secretaries and clerical staff
- social workers
- interpreters / translators
- computer systems analysts
- communications officers
- lawyers

### ***Education***

The demand for trained northerners means that Nunavut needs instructors and school staff too.

Occupations include:

- teachers, school community counsellors
- education program officers

### ***Service Providers***

From telecommunications to office supplies, the new government needs services. This is creating many opportunities for small businesses and entrepreneurs.

Occupations include:

- office equipment technicians
- caterers
- computer systems analysts
- retail managers and salespersons
- consultants in many fields

## **Nunavut Job Profile (continued)**

### ***Construction***

Nunavut needs new buildings and families need new homes.

Occupations include:

- general contractors
- heavy equipment operators
- carpenters, electricians, and other skilled tradespeople

### ***Natural Resources, Tourism and Sustainable Development***

Did you know that Nunavut will soon have three national parks? Mining, tourism, and the administration of Nunavut's land claim are creating new jobs on the land.

Occupations include:

- surveyors
- mining technologists
- entrepreneurs in eco-tourism
- geologists, biologists, and other scientists
- historians and anthropologists

## Ontario Job Profile

Are you a mean machine with a joy stick? Ontario has two areas of growth where your computer skills could be in demand:

- wireless communications engineering and computer programming, designing, building and testing equipment for cellular phones, beepers and satellite broadcasting; and
- computer graphics and computerized animation for conceiving, designing and drawing the illustrations for computer, video and television.

Tourism, although often seasonal and part time, is big business. Work in hotels, recreation, entertainment, and food and beverage serving is growing. Here are some other areas expected to see growth.

### *Service Providers*

Businesses and individuals both require various services.

Occupations in services to people include:

- food counter attendants, kitchen helpers
- child care, home support workers
- retail salespersons and sales clerks
- hairstylists and barbers
- retail managers

Occupations in services to business include:

- auditors and accountants
- insurance and real estate agents
- salespersons who sell technical products
- graphic designers, artists, interior decorators
- computer systems analysts

### *Logistics*

This is a new and growing field. As a logistics professional, you would help manage the buying, production and movement of goods and information from one company to another.

Occupations include:

- delivery drivers and couriers
- cargo handlers
- retail and wholesale buyers
- stock clerks for motor vehicle parts
- shippers, receivers and dispatchers
- purchasing and inventory clerks



## **Ontario Job Profile (continued)**

### ***Manufacturing***

Check out the chemical industry, metal fabrication, electrical and electronic equipment (computers) and motor vehicle, trailer and parts manufacturing.

Occupations include:

- plastics and rubber processing machine operators
- motor vehicle mechanics
- construction millwrights, industrial mechanics
- machinists, tool and die makers, inspectors
- computer programmers
- industrial and manufacturing engineers

### ***Health Care***

There is a demand for workers in health and medicine in laboratories, nursing homes, dentists' offices and private residences.

With shorter hospital stays and more people getting health care at home instead of in hospital, there is definitely a need for home care workers.

Occupations include:

- visiting homemakers
- housekeepers
- nurse-aides
- orderlies
- dental hygienists and therapists
- medical technicians and technologists

## Quebec Job Profile

Software is big business in Quebec. And there is a potential for growth in logistics, tourism and manufacturing, too.

### **Software**

Quebec has numerous companies which are developing software programs for the global marketplace.

Occupations include:

- computer programmers
- computer systems analysts
- computer engineers

### **Manufacturing**

Explore a career in metal fabrication, aircraft and parts manufacturing, or electrical and electronic (computer) manufacturing.

Occupations include:

- machine fitters
- machinists, tool and die makers, inspectors
- aircraft instrument, electrical and avionics mechanics and technicians
- aerospace engineers
- industrial and manufacturing engineers

### **Tourism**

Remember that many of these occupations are seasonal or part time.

Occupations include:

- creative artists, performers
- cashiers
- retail salespersons and sales clerks
- travel, hotel and recreation attendants
- bartenders, food and beverage servers

### **Logistics**

What is this? It's helping manage the purchase, production and movement of goods and information from one company to another.

Occupations include:

- courier services drivers
- cargo handlers
- retail and wholesale buyers
- stock clerks for motor vehicle parts
- shippers, receivers, dispatchers
- purchasing and inventory clerks

## **New Brunswick Job Profile**

Get to know your blue jeans from the inside out! Textile and garment manufacturing is a new success story. Companies making garment labels, denim fabric, clothing and gloves are moving into northern New Brunswick. They are expected to employ more than 1,600 people within the next few years.

Multimedia services to businesses are also taking off.

As businesses go on-line, there is more work for people who know their way around the Internet and are interested in computer graphics and design. As well, home support workers will be in demand, especially as the government cuts back on hospital services. More people will need help at home. If you have a talent for caring for others, this could be a good occupation. Potential growth is expected in the following areas, too.

### ***Telecommunications***

There is a big demand for computer science programmers with knowledge of transmission technologies and routing systems.

Occupations include:

- office telecommunications equipment operators
- salespersons who sell technical equipment

- electrical and electronic engineering technologists and technicians
- computer programmers
- computer systems analysts
- electrical and electronic engineers

### ***Tourism***

Don't forget that occupations in tourism are often seasonal or part time.

Occupations include:

- taxi and limousine drivers
- travel counsellors, hotel front desk clerks
- cashiers
- bartenders, food and beverage servers
- chefs, cooks

## **Prince Edward Island Job Profile**

If you're good at helping people solve problems and love to talk on the phone, you might consider working in one of the new call centres. They're run by companies that employ telephone service clerks to help customers with products such as computers and telephones. Growth is also expected in food processing and tourism.

### ***Food Processing***

Consider a challenging career in processing, testing, grading and packaging food for the public.

Occupations include:

- food and beverage processing machine operators
- agricultural inspectors
- material handlers (manual or with machines)
- processing labourers
- truck drivers
- delivery drivers

### ***Tourism***

There should be increasing opportunities for employment in hotels and restaurants, but don't forget that many are seasonal or part time.

Occupations include:

- landscape and grounds maintenance workers
- cleaners
- cashiers
- food counter attendants, kitchen helpers
- bartenders, food and beverage servers
- chefs, cooks

## **Nova Scotia Job Profile**

Did you know that work to benefit the environment is on the increase? Consider working in the areas of alternative energies, or managing solid waste or waste water. There will likely be a significant number of jobs created in these fields over the next few years.

### ***Manufacturing***

Nova Scotia will see growth in the chemical, plastics, and electrical and electronics (computers) industries.

Occupations include:

- salespersons who sell technical equipment
- electronics assemblers, fabricators, testers
- plastics processing machine operators
- chemical engineers
- mechanical engineers

### ***Retail trade***

This is a high growth area in Nova Scotia with lots of potential. Many retail occupations are part time.

Occupations include:

- cashiers
- customer service clerks
- retail salespersons and sales clerks

- shippers and receivers
- purchasing and inventory clerks
- retail managers

### ***Service providers — for business***

More people are needed to serve these growing businesses.

Occupations include:

- security guards, commissionaires, gate attendants
- architectural, drafting and survey technologists and technicians
- auditors and accountants
- investment professionals
- computer programmers
- computer systems analysts

### ***Tourism***

If you like dealing with the public, you might find work in restaurants, hotels, campgrounds and recreational facilities.

Occupations include:

- bartenders, food and beverage servers
- tour and recreational guides
- travel counsellors, hotel front desk clerks

## Newfoundland and Labrador Job Profile

Want to make the world a better place to live? What about helping develop new technologies to improve the environment in fisheries, forestry, mining or off-shore drilling — oil-spill clean-up, waste management or environmental assessment? Or, if you're interested in the visual, performing, literary or media arts, the province's culture is the basis of a sizeable industry employing 2,300 people directly and 1,100 indirectly. As well, companies offering services to business or individuals provide 75% of all jobs in Newfoundland.

Some potential growth may occur in:

- manufacturing — a growth industry with approximately 700 employers and 12,600 workers
- small business sector — the fastest growing in Canada with 83% of new jobs in companies with fewer than five employees.

### *Tourism*

Newfoundland and Labrador's beautiful wilderness, coastline and waterways are attracting an increasing number of visitors who want to hunt, fish and backpack in the mountains, or tour by bicycle, boat or horseback. Adventure tourism should provide lots of new opportunities as well. Remember that many of these jobs are seasonal or part time.

Occupations include:

- food counter attendants, kitchen helpers
- bartenders, food and beverage servers
- restaurant and food service managers
- tour and travel guides
- travel counsellors, hotel front desk clerks
- chefs and cooks

### *Information technologies*

Do you enjoy working with computers? Game design, computer graphics, multimedia are some new and interesting fields to explore.

Occupations include:

- telecommunications installation and repair work
- computer programmers
- computer systems analysts
- electrical and electronics engineers, engineering technologists, and technicians

### *Metal and precious metal*

Exploration in Labrador and future production at Voisey Bay's nickel mines mean more work for people interested in hands-on careers.

Occupations include:

- geological and mineral technologists and technicians
- industrial electricians
- underground miners



# HOW TO APPLY

OK, How Do You Apply for a Job?

First Write Your Résumé

Then Add the Cover Letter





## OK, How Do You Apply for a Job?

Cool! You've finally found a job you want. It doesn't matter how you found out about the job, but it really does matter how you apply. The best way is to take a copy of your résumé in person unless the employer has asked that it be mailed in.

Use the information you've gained from the exercises above to help you decide if you have the interests, skills and values for this job. Then go ahead and apply. Send in a résumé that lets the employer know why you want the job and what your qualifications are. Your résumé and the cover letter are the tools for making sure you get an interview.

### First Write Your Résumé

Your résumé is a snapshot of yourself. Because it's meant to give the person who reads it a quick, general idea of who you are, it has to be selective. You can fill in all the details when you actually get the interview. So, what do

Now that you know what job you want, how do you find it?

- Tell everyone you know, including family and friends, that you are looking for a job.
- Pound the pavement — get out and knock on doors.
- Make a “cold call” — phone the organization you're interested in.
- Go to Human Resources Development Canada offices.
- Go to your First Nations Administration office, ask for the employment counsellor.
- Go to your nearest Friendship Centre, ask if there is an employment officer.
- Check the newspapers.
- Post an ad.
- Surf the Net.

you put in your résumé? Most résumés include information under headings like personal information, job goal, special skills, education and work history.

## Personal information

**Name:** include your full name, in capital letters (skip the nickname).

**Address:** use your full address. Don't abbreviate street or avenue, or the name of your province. In fact, it's better to avoid abbreviations throughout your résumé.

**Phone:** include your home phone number, and a number where messages can be left if you don't have an answering machine.

SALLY KETTLER  
P.O. Box 460  
Inuvik, Northwest Territories  
X0E 0T0  
(867) 979-2607

## Job goal

Briefly describe your job objective. This tells the employer exactly what type of work you're looking for. It also indicates that all the information which follows explains why you are suited for that objective.

### Employers' pet peeves about résumés:

- more than two pages long
- coloured paper
- typing mistakes
- hand-written corrections
- odd jobs that aren't related to what you're applying for
- repeated information
- inflated or boastful claims
- fancy pictures or charts unrelated to this application
- poor quality paper
- a photocopy of a photocopy

Try to match this goal in some way to the job for which you're applying. It doesn't help to say that you want to be a community health worker as a job objective if you're trying to land a job at a restaurant.

GOAL:  
To work in the food service industry.

## Special skills

Include your special abilities and skills. First list the ones that relate to the specific job you're applying for. As much as you can, relate all your skills to your job objective.

Use action words to describe your skills. And use words with a bit of zip to explain these skills. Suppose your goal is to work in the cleaning industry, your special or related skills could look like this:

### RELATED SKILLS:

- three years' experience cleaning houses
- familiar with a variety of cleaning products
- work well under pressure
- can handle more than one task at a time
- can set priorities
- work carefully with attention to detail
- organized, patient and hardworking

If you're having trouble identifying all the skills you have, look back at the section on finding your hidden skills. You likely have more skills than you think. Even if you've never worked at a job like the one you're applying for,

## Résumé Don'ts

A lot of information is irrelevant and, in fact, too much information can lower your chances of getting an interview. Some of this extra information can be discussed at an interview or after you have an offer of a job if the employer raises it.

Don't put these in your résumé:

- How much you want (\$).
- Why you're changing jobs, or why you left a previous one.
- Social Insurance Number.
- Address of previous employers — phone number is enough if you're using them as a reference.
- Age.
- Marital status.
- Whether you have children, or are pregnant.
- Height, weight.
- Health status or disabilities.
- Religion.
- Race (if it's important for the job, it should be in the cover letter).

you might still have some of the skills you need. Don't forget the computer class or woodworking you've done.

## Education

List your education, starting with the most recent and working backwards. Include the schools you attended, the type of programs, areas of interest and the years completed. Don't forget to mention any awards, certificates or diplomas you've received.

### EDUCATION:

Grade 9  
Samuel Hearne Secondary High School  
Inuvik, Northwest Territories

## Work history

Give the company name, city and province and the dates you worked for each job you've had.

### EMPLOYMENT HISTORY:

Cashier (part time)	Ben's Food Store
July 1996 to June 1998	Winnipeg, Manitoba

Retail clerk/cashier	The Bay
June 1998 to present	Winnipeg, Manitoba

## Additional experience

Use this section to include such things as the languages you speak, any special seminars or courses you've taken and extracurricular and volunteer activities that show what you can do. If there is a lot of information, break it into separate sections with specific headings. The point is to get anything into your résumé that shows why you are the right person for the job.

### VOLUNTEER EXPERIENCE:

Child care	
worker assistant	Crowfoot School
1996 to 1998	Siksika, Alberta

Duties:

- Assisted teacher with Kindergarten class
- Helped get children ready for recess, lunch and going home

### INTERESTS:

Children, art and music

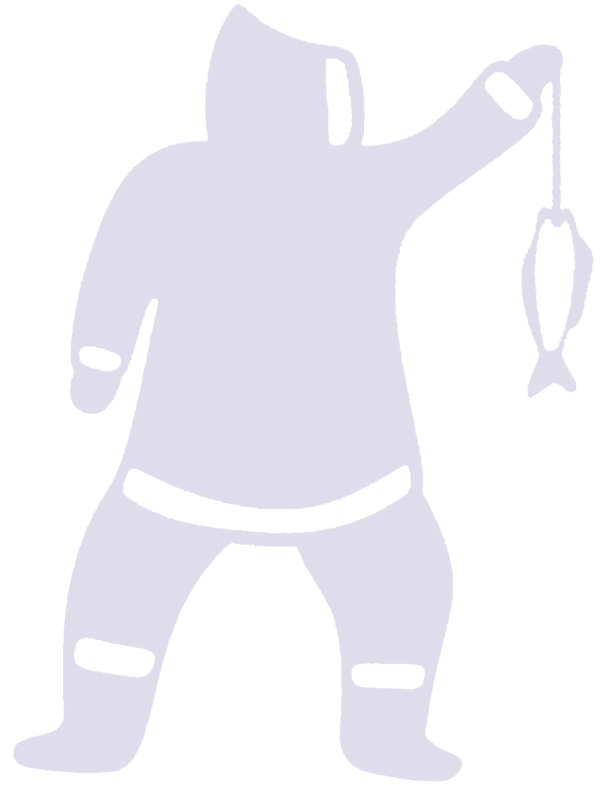
## References

Never include anyone as a reference unless you've asked the person first. Have several people's names, phone numbers and other relevant information on a separate paper you can take to your interview. If you've never had a job before, teachers and neighbours make good references.

REFERENCES:  
Available on request.

## How to choose the proper format

Many computer programs already have templates for résumés. If you don't like them or if you don't have easy access to them, there are three main ways to organize the information: chronological, functional and a combination. How do you know which one is best?



### ***Chronological***

Chronological résumés are the ones to use if you can demonstrate steady progression in your education and employment.

This is the best method to use when:

- the name of your last employer is important;
- you want to find a job in the same area as your previous one; or
- your job history or education shows growth and development.

Don't use a chronological résumé if:

- you want to emphasize skills you haven't used in other jobs;
- you're looking for a job you've never done before; or
- you've changed jobs a lot.

Jennifer's résumé is in chronological form.

JENNIFER YELLOWFLY  
Siksika First Nation  
Siksika, Alberta  
T0J 3W0  
(403) 734-5100

**GOAL:**

To acquire employment in a day care centre.

**EDUCATIONAL ACHIEVEMENTS:**

1999 Early Childhood Education Diploma  
Old Sun Community College, Siksika, Alberta  
1997 Grade 12 Diploma  
Crowfoot School, Siksika, Alberta

**EMPLOYMENT HISTORY:**

June 1998 to August 1998 Child Care Worker Assistant  
Siksika Day Care Centre,  
Siksika, Alberta

**Duties:**

- Planned daily activities for children's playgroup
- Assisted Child Care Workers with all activities related to the children

1994 to present Baby-sitter  
Various people

**Duties:**

- Responsible for baby-sitting children from infants to 13 years of age
- Planned activities for the children and carried them out

**VOLUNTEER EXPERIENCE:**

1994 to 1998 Child Care Worker Assistant  
Crowfoot School, Siksika, Alberta

**Duties:**

- Assisted teacher with Kindergarten class
- Helped get the children ready for recess, lunch and going home

**INTERESTS:**

Children, Art and Music

**REFERENCES:**

Available on request

## **Functional**

Functional résumés are best when you have little or no actual work experience in the area in which you're looking for work.

Use a functional résumé when:

- you haven't worked before;
- you want to emphasize talents and skills you haven't used in a particular job;
- you've had a variety of jobs in the past which aren't connected; or
- you've done mostly temporary work in the past.

Don't use a functional résumé when:

- you have a steady pattern of jobs and education; or
- your past employers are important in relation to your job objective.

Sally's résumé is in functional form.

SALLY KETTLER  
P.O. Box 460  
Inuvik, Northwest Territories  
X0E 0T0  
(867) 979-2607

### **EMPLOYMENT GOAL**

To work in the cleaning industry.

### **RELATED SKILLS AND PERSONAL ATTRIBUTES**

- three years' experience cleaning houses
- familiar with a variety of cleaning products
- work well under pressure
- can handle more than one task at a time
- can set priorities
- work carefully with attention to detail
- organized, patient and hardworking

### **EDUCATION**

1999 Grade 9  
Samuel Hearne Secondary High School  
Inuvik, Northwest Territories

### **INTERESTS**

- Sewing and reading

### **REFERENCES**

Available upon request.

### **Combination**

Just as its name suggests this is really a combination of the other types. It's the best kind to use when:

- you have limited work experience that is relevant to this job;
- your education is an important part of your skills presentation and your practical skills are limited;
- your background shows a wide range of unrelated skills;
- your work history isn't reflective of you as a stable worker — you've held a lot of different jobs; and
- your work history shows more time in other work areas.

Charlie's résumé is in combination form.

CHARLIE FAVEL  
6025 Voyageur Drive  
Ottawa, Ontario  
K1C 2G5  
(613) 555-5555

#### **GOAL:**

To acquire employment in a customer service capacity.

#### **RELATED SKILLS:**

- Able to sell products to customers successfully
- Capable of handling customer complaints to ensure satisfaction
- Efficient and accurate as cash register operations
- Experienced in purchasing stock and conducting inventory control
- Responsible for organizing time schedules and improving department organization
- Carried out employment application reviews, assisted with interviews and staff selection

#### **EDUCATIONAL ACHIEVEMENTS:**

**Native Studies**  
1999

**Algonquin College**  
Ottawa, Ontario

**Grade 12 Diploma**  
1997

**Cairine Wilson High School**  
Ottawa, Ontario

#### **EMPLOYMENT HISTORY:**

**Assistant Manager (Footwear)**  
April 1998 to January 1999

**The Bay**  
Ottawa, Ontario

**Retail Clerk/Cashier**  
June 1997 to April 1998

**The Bay**  
Ottawa, Ontario

**Telephone Sales**  
March 1996 to June 1997

**123 Phone Lines Limited**  
Ottawa, Ontario

#### **VOLUNTEER EXPERIENCE:**

**Fund-Raising Assistant**  
June 1996 to August 1997

**Odawa Native  
Friendship Centre**  
Ottawa, Ontario

**Youth Volunteer**  
September 1995  
to September 1996

**Native Council of Canada**  
Ottawa, Ontario



## 12 Tips for an Awesome Résumé

1. If at all possible, type your résumé on a computer or a typewriter. Use good quality, white or off-white, standard letter-size (8½ x 11 inch) paper.
2. Be selective. Employers will form their own impressions from the information you provide.
3. Keep it short. You have to ensure it will be read. Remember employers receive a lot of replies to ads and won't be attracted to lengthy cluttered résumés that take too much time to read.
4. Use lots of white space on the page — it makes it easier to read — and at least 2.5 cm margins.
5. Don't fold the copy of your résumé until you are ready to deliver or mail it. That way it won't get dog-eared or have several sets of creases if you end up hand delivering it.
6. Make sure the information is accurate.
7. Be sure you list all the correct personal information, including your address and a phone number.
8. Have an employment counsellor or teacher help you identify your skills and help with the format.
9. Have at least three references ready. They won't go in the résumé, but you should have them ready if you're asked for them.
10. Proofread, proofread and then proofread again. Be very sure there aren't any spelling, grammatical or typing errors.
11. Don't sign or date your résumé.
12. Send a cover letter with your résumé.

## Then Add the Cover Letter

Just what is a cover letter? It's really your first contact with a potential employer. If the letter is attractive, well written and contains the right information, you will make a good impression. If it's tailored to the company and job, you'll sound as if you've done your research and believe you're

a good fit for the job. It's your chance to tell the employer what qualifications you have for the job you're applying for.

- Address the letter to someone in authority. Use their name and title, and double check the spelling. It is not a bad idea to phone the company to get the right name if you're not replying to a specific person named in an ad.

And never assume the gender of the person based on a first name — check it out.

- Link yourself to the employer by naming the person who referred you or told you about the job. For example, “John Doe, your personnel manager, suggested I write you.” If you’re replying to a newspaper ad or a job posting, refer to that.
- Type the letter on good quality, 8½ x 11 inch paper. Keep it to one page, and follow standard business format as illustrated in the following sample letters.
- Make the letter interesting without being too aggressive, or too humble.
  - Show you’ve done some homework on the company.
  - Convey your enthusiasm and commitment.
  - Balance professionalism with personal warmth and friendliness.
- Keep the letter organized.
  - Outline specifically what you are asking and offering (and don’t mention salary unless you’ve been asked to).
- Make sure the employer knows what action to take — for example, will you call the employer or should the employer call you, and when?
- Proofread your letter before you send it. Then ask a family member, teacher, friend or neighbour to proof it again. If you find any error, retype it or print a corrected copy.
- Type the address on a business size (9½ x 4 inch) envelope. Now you can neatly fold that résumé and include it with the letter. Make sure you’ve put your return address on the top lefthand corner, and that the postage is correct if you’re mailing it.
- Mail or deliver the hand-signed original and keep a copy for your files.
- Ensure you provide enough time for your application to get there. If there is a deadline, be sure to allow plenty of time for delivery.
- If you’ve been asked to reply by fax or e-mail, see if your school, band office or friendship centre can help here.

## Sample Cover Letter 1: Response to an Advertisement

May 28, 1999

Ms. Terry Brant  
Band Administrator  
Tyendinaga Mohawk Territory  
RR #1 Deseronto, Ontario  
K0K 1X0

Dear Ms. Brant:

**RE: SALES CLERK POSITION ADVERTISED IN THE TYENDINAGA NEWSLETTER**

I would like to apply for the Sales Clerk position which was advertised in today's Tyendinaga Newsletter. Next week I will graduate from Moira Secondary School and could begin work immediately.

As you will note from the enclosed résumé, during the last two years, I worked as a part-time clerk at First National Technical Institute. My duties included stocking shelves, assisting customers and preparing orders for delivery.

As a result of my experience with customers, I feel very qualified to fill your Sales Clerk position and would like to arrange an interview at your earliest convenience.

Sincerely yours,

Your name  
Your address  
Your telephone number

Enclosure

## Sample Cover Letter 2: No Advertisement

Your name  
Your address

March 1, 1999

Ms. Candace Hamm  
Sales Manager  
Irwin Food Processing  
123 Mason Avenue, N.E.  
Calgary, Alberta T2A 2A2

Dear Ms. Hamm:

**RE: EMPLOYMENT WITHIN IRWIN FOODS**

Irwin Food Processing came to my attention while I was doing career research to locate companies that offer in-service training in my desired field.

I would appreciate meeting with you to discuss your firm's potential employment opportunities. My work experience relates to these needs and may be of interest to you.

I will call your office on March 8, 1999, to arrange a mutually convenient appointment. I can be reached at 555-1234 if you prefer to call me before then. Thank you.

Yours truly,

Your name  
Enclosure

### Sample Cover Letter 3: Follow-up on a Cold Call

Your name  
Your address

November 27, 1998

Mr. William Crowfoot  
Chief Executive Officer  
Hightech Inc.  
460 Mycrough Way N.E.  
Calgary, Alberta T2A 2A2

Dear Mr Crowfoot:

**RE: FOLLOW-UP OF EMPLOYMENT WITHIN HIGHTECH INC.**

It was a pleasure speaking with you on the telephone last week. Thank you again for taking the time to answer my questions about employment within your firm.

As you requested, I am forwarding a copy of my résumé. I feel I have many skills which could be used by your organization. I am a resourceful individual who enjoys creative problem solving. I believe my experience at Mine Resources would make me a valuable contributing team member at Hightech Inc.

I would like to meet you in person to discuss where my skills would benefit Hightech Inc. most. I look forward to hearing from you. You may leave a message at 556-7890 in the mornings or call me between 1:30 and 7:00 pm. Thank you.

Yours truly,

Your name

Enclosure





# THE INTERVIEW

What? They Want to Interview You?

Prepare Yourself

What to Take to the Interview?

What to Wear?

One Foot in the Door

After the Interview



## What? They Want to Interview You?

Wow! You're moving right along. You've found the perfect job, sent in a truly outstanding résumé and cover letter, and your hard work has paid off. You've been called for an interview. So get ready to make the best impression.

You know you're the best candidate for the position. . . now you just have to convince the employer. It's a great opportunity and, if you do well in the interview, the job could soon be yours.

### Prepare Yourself

Getting ready is a big part of the interview process. You will likely (and you should) spend more time preparing yourself than you will in the interview itself. Preparing includes both getting to know more about the company and the job, and making yourself ready to explain how you are the best person for that position.

### *Know the job*

One of the most important things you can do before your interview is to learn about the company and the position you're applying for. What do you need to know? Here are some questions to help in your research.

- What exactly does the employer or company do?
- What's involved in the position you're applying for?
- What qualifications do you need for the position?
- What skills might the employer be looking for?
- Who are the customers of the business?
- What kind of reputation does the employer have?
- What are the physical requirements for this job?
- Who will be interviewing you? How many interviewers will there be?

### *Now where do you look?*

- Use the occupational profiles and other resources available at your band office, friendship centre, library, school or local Human Resources Development Canada office to research the specific job you're being

### General Tips

- Think about what you're likely to be asked and the answers you want to give.
- Know why you want to work for this company. Do your best to get information about the company before the interview.
- Learn about the job, and the duties and responsibilities likely to go with the position.
- Identify what you have to offer — what training you've had and what you've done that makes you ideal for this position.
- Confirm the time of the interview, and ask if there is any test or written assignment you will have to do. Find out how many people will be there.
- Make sure your résumé is up to date and take along as many copies as there will be people present, plus one for you.
- Be ready (with typed or printed sheets) to give names and phone numbers or addresses of your references.
- Be sure you can get there on time. Know where you're going and how long it will take to get there. It's a good idea to go there once before the interview so you're sure of the route.
- Allow at least an hour for the interview. Don't make any appointments for right after the interview.
- Get enough sleep. Make sure you have neat, clean clothes ready to wear.
- Be positive.

interviewed for. What basic duties and qualifications are required?

- Talk to someone who works at the business — even if you don't know them. What can they tell you about the business, the employer and the job?

- Visit the business and look at the general environment. Sample the products or merchandise — shop at the store, have lunch at the restaurant. If you are familiar with the physical layout and atmosphere, you'll feel more comfortable in the actual interview.



- Research the employer at the public library. Business directories, annual reports, articles and other information may be available there.
- Ask the company for reports, brochures, etc. There may be material available to the general public.
- Visit the company's Web page. Your local school, band office or library may have Internet access.

### **What to Take to the Interview?**

The best advice is to carry a folder or envelope containing:

- copies of your résumé to give to the interviewer at the beginning of the interview and for your own reference during the interview (this is why you asked how many people would be present, so you have copies for everyone);
- copies of letters of recommendation;
- typed lists of your references to hand out;
- other material relevant to the interview; and

- paper and a pen, so you can write down the name of the interviewer (or interviewers), the time of any future interview or other information.

### **What to Wear?**

What you wear can be as important as what you say. Make sure your clothes are neat and clean. Nothing turns an interviewer off faster than an applicant wearing something that looks as if it's been in your laundry hamper or on your floor since your last interview. If you can, find out how people dress at the place where you want to work. Dress as well as others do, or maybe a bit better. But be careful. Overdressing may also put off an interviewer. And watch the perfumes or colognes, including aftershave. You want to smell clean and nice, but not overpower an interviewer — or worse, upset someone with allergies.

It's a good idea to practise for the interview. Ask your father, mother, sister, brother, or a friend to help. Or go to an employment counsellor.

**Tips for all interviewees**

- Be neat, clean and well groomed.
- Don't wear heavy perfume or cologne.
- Dress for the place of employment.
- Don't chew gum or smoke.
- Never bring a friend to an interview.
- If you tend to have sweaty palms, carry a handkerchief.

**One Foot in the Door**

You're at the job interview. The first five minutes often set the tone for the rest of the interview. If you can make a good impression and stay relaxed, you'll find it just rolls along. Here are some suggestions to help you make sure everything gets off on the right foot:

- Greet the interviewer, or the panel members. It sounds simple, but lots of people forget this basic courtesy.
- Smile. A sincere smile can do a lot to put you, and the others, at ease.

- Introduce yourself. Don't assume the interviewer or panel already knows your name.
- Shake hands firmly and warmly. (Remember that handkerchief.)
- Make eye contact with the person you're speaking to. You don't need to stare, but maintain eye contact as you would with a friend.
- Stand until you're asked to sit down.
- Relax and sit naturally, but don't slouch in your chair or lean on the interviewer's desk.
- Be ready to make small talk to put everyone at ease.
- Be prepared to talk about yourself as a person.
- Speak in a firm, clear, confident voice. You may have great answers, but it won't matter if your responses are muffled or so timid that no one can hear you.
- Keep a positive attitude throughout the interview.

### Reminders to help you through the interview process

1. Present your résumé. "I've brought my résumé along if you'd like to see it."
2. Be prepared to tell the interviewer more about you:
  - education, training and skills
  - desirable personality traits
  - work experience.
3. Look at the interviewer or panel. Sit calmly.
4. Let the employer or panel members take the lead and set the tone. Answer the questions sincerely and completely. Try to answer more than yes or no. The interviewer is trying to find out more about you and what you know.
5. It's OK to ask for more explanation if you don't understand a question. In fact, it's better to ask so that you can give a good answer than not to ask and answer inappropriately.
6. Try not to argue. State your opinions if asked, but don't press them.
7. Show an interest in the job by asking questions about the company, the product or services, and specific details of the job you're applying for.
8. Be aware of why you want this job, and stress your good points.
9. Keep your personal or financial problems out of the conversation. Criticizing others, including a former employer, is not a good idea.
10. Never chew gum, smoke or eat. It's just basic common courtesy.

### After the Interview

Ask when a decision about hiring will be made.

- If the employer is supposed to call you on a certain day, make sure you're home to take the call.
- If you aren't called at the specified time, you should make a follow-up call to the employer.
- If you have agreed to call the employer back, be sure you do it on the agreed-upon day.
- If you did not make any arrangements, and you haven't heard from the employer in about two weeks, call to find out the status of the hiring process.



### Tips for calling employers after an interview

1. Speak to the person who interviewed you.
2. Introduce yourself and remind the person why you are calling. Don't assume the interviewer will remember.
3. The process of hiring may take longer than either you or the employer expected. If no decision has been made yet, ask if you may call back and find out when it would be appropriate to do so. Don't harass an employer by calling every day. If you don't show patience, an employer might not either.
4. If you learn you didn't get the job, it's OK to ask why — if you are tactful. For example, try "Can you tell me what would have made me a better candidate for the position?" Ask also if the employer knows of any other job openings in your line of work. Then thank the employer for considering you. Don't burn any bridges. The person hired may not take the position. And you never know when the employer may be hiring again.
5. If you are offered a position, it's good to show enthusiasm, but remember to get this important information also: when do you start, the salary offered, the hours of work (including shifts or overtime), the benefits and vacation, and the dress code or uniform required.

# YOU GOT THE JOB

So, You've Got the Job — Now What?

First Day on the Job

Be a Super Employee





## So, You've Got the Job — Now What?

### First Day on the Job

Your first day on the job can be pretty nerve-wracking, and even downright scary. Make sure you get off on the right foot.

- Be on time.
- Find out exactly when and where you can take your breaks.
- Take only the allotted time for breaks — don't come back a few minutes late.
- Find out where to keep your lunch and other personal items.
- Find out who your supervisor is.
- Introduce yourself to the other workers, tell them you've just started, and ask for help or direction when you need it.
- Be polite and courteous. Take your time in starting new friendships.

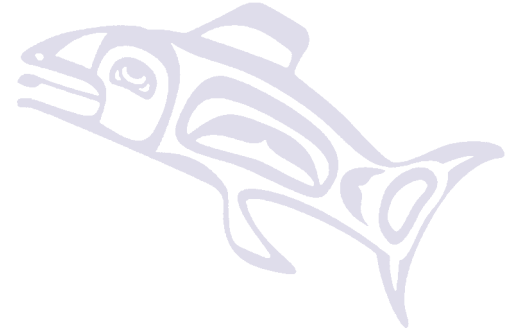
- Be attentive. Watch for clues on how to act and speak appropriately.

### Be a Super Employee

It's just about as much work keeping a job as it was getting it in the first place. Now prove to your employer that hiring you was an excellent move.

- **Make yourself invaluable** — Learn a skill that few people in your workplace know. Be the one everyone comes to when they need their work proofread or if their computer crashes.
- **Be reliable** — If you say you'll do something, do it. If you say you'll be somewhere at a certain time, be there.
- **Be proactive, show initiative** — Don't always wait to be told what to do. Look around you; if you see something that needs to be done, do it.
- **Be helpful** — If a supervisor asks you to help a co-worker on a project, don't hesitate. Not only is it great to be known as a helpful person, you'll also learn a few things and become an even more valuable employee.

- **Be a team player** — Support your co-workers. Encourage others to succeed and use your strengths in the workplace.
- **Dress for success** — Take the lead from your supervisor and co-workers. Maybe you need steel-toed boots and coveralls, or a lab coat and safety glasses, or rain gear and rubber boots. Always wear clothes that are clean and in good condition.
- **Manage your emotions** — Out-of-control anger or over-the-top dramatics are not professional, and could even cost you your job.
- **Be a diplomat** — Use tact when discussing problems with others and choose your timing to ensure everyone is calm.
- **Treat everyone with respect** — Your co-workers are your teammates. Mutual respect is the key to a healthy working environment.
- **Keep your workplace tidy** — Neatness tells your manager that you're organized and in control of your work.
- **Be your employer's cheerleader** — Speak well of the organization you work for even when you're away from it. Your employer will recognize your dedication and loyalty.
- **Be prepared** — Just about every job has some tools of the trade. Whether it's a screwdriver and a wrench or a camera and a tripod, be sure you have all your tools ready at all times, and know how to use them.
- **Keep trying** — After you've been around for a few months, fight the urge to slack off. You're in for the long haul. Strive for excellence and professionalism every day in everything you do.







# BE YOUR OWN BOSS

Take Charge: Be Your Own Boss

Reality Check Time



## Take Charge: Be Your Own Boss

So you want to be your own boss, independent, an entrepreneur. Well, being an entrepreneur is more than just starting a small business. It's a whole new way of life.<sup>6</sup>

Are you looking for:

- meaningful work?
- work that is new, exciting, challenging?
- something more than just another job?

Have you often dreamed of starting your own business?

### Reality Check Time

- Has your idea been tried before? How successful was it?
- If you build a business on this idea, do you know enough about this type of venture? If not, are you willing and able to learn?

- How much will it cost you to start out? Can you raise the financial resources required?
- How much do you need to earn from your business?
- How many employees will you need, and how much will you pay them?
- Are you prepared to work the kind of hours it will take to:
  - prepare a business plan?
  - find and renovate a suitable location?
  - find, train and supervise your employees?
  - research and establish your supply network?
  - deal with insurance companies, local laws?

Still interested in being your own boss? Now it's soul-searching time. Really think about the following questions before you answer yes or no.

- Do you have a burning desire to be on your own?
- Do you think you can succeed?

<sup>6</sup> Adapted from *Minding Your Own Business* (Human Resources Development Canada publication LM 356-12-94) and *Canada Prospects, 1996-1997* (Human Resources Development Canada).

- Are you willing to take the risks associated with running a business?
- Are you a self-starter? Can you begin, and follow through on, a project without prompting or supervision?
- Can you set long-term goals? Do you stick with them? Even when a difficult problem or situation gets in your way?
- Do you believe money is the best measure of success?
- Are you creative? Are you always looking for new approaches and ideas? Are you innovative?
- Can you make decisions? Are your decisions generally good ones?
- Are you willing to travel to market your product or service?
- Are you a good organizer? Do you pay attention to details?
- Are you flexible? Do you adapt to change? Can you handle surprises?

Do you still think you have what it takes? If you answered yes to most of these questions, chances are you've got a pretty good idea of the skills and qualities you need to

#### Did you know?

The federal government has a Procurement Strategy for Aboriginal Business (PSAB), designed to help Aboriginal firms and businesses do more contracting with government departments and agencies. Contact a Department of Indian Affairs and Northern Development regional office. Or visit the Department's Web site:

[www.inac.gc.ca](http://www.inac.gc.ca)

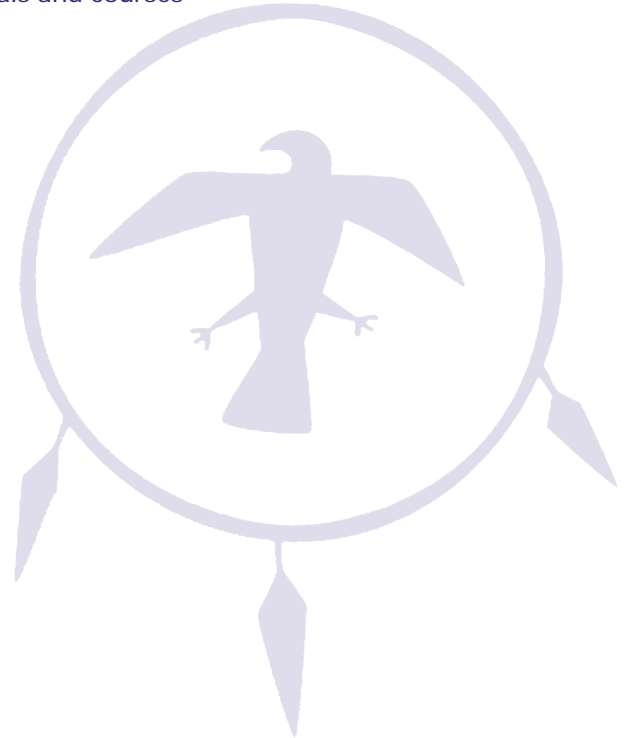
succeed in your own business. You're more likely to be a happy and successful entrepreneur if you are:

- driven to be independent;
- able to set and achieve goals;
- flexible and adaptable;
- willing to work hard;
- confident in your ability to succeed;
- self-disciplined, with leadership abilities and organizational skills; and
- confident you can make decisions and take calculated risks.

For more information:

- Department of Indian Affairs and Northern Development (at 10 Wellington Street, Hull, Quebec K1A 0H4)
- Libraries
- Band offices
- Business Development Bank of Canada (5 Place Ville Marie, Suite 400, Montréal, Quebec H3B 5E7)
- Human Resources Development Canada offices
- the Internet
- *The Spirit Lives: Aboriginal Entrepreneurs in Canada*, a series of six half-hour videos, available from the Canadian Foundation for Economic Education, 2 St. Clair Avenue West, Suite 501, Toronto, Ontario M4V 1L5; tel. (416) 968-2236; fax (416) 968-0488; or by e-mail at CFEE968223@aol.com
- *Planning for Success*, an interactive CD-ROM, also from the Canadian Foundation for Economic Education, as above

- *The Source Book*, a Royal Bank of Canada publication (visit a branch, or call the head office at 1 800 263-9191)
- universities and colleges, which have instructional materials and courses





FIRST NATIONS AND INUIT

**YOUTH**

EMPLOYMENT STRATEGY