

mondo

Connecting Calibre

Mondo

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YOU'LL FIND TIPS ON:

1. Defining Brand 'You'
2. Networking
3. Resumes
4. Power Words
5. Interviews
6. References
7. Contract Negotiation
8. Counter Offers
9. Resigning

WHAT WE DO

At Mondo we take a long-term view to relationships. We believe in building enduring relationships, whether this is through finding for new career opportunities, introducing new networks or supporting you in your current role.

As part of our commitment to you, we want to save your time and energy in searching for the ideal role. In addition, we understand that it can be quite disappointing if you make a rushed decision about your future career.

**YOUR SUCCESS
IS IMPORTANT
TO US**

At Mondo, we recognise this as a great opportunity for our consultants to give you some job search tips that enable you to find the best possible role for you.

We hope that you will find these job tips useful and furthermore, you might gain a bit more insight into what you can bring to a company and what sets you apart from others.





1. DEFINING BRAND 'YOU'

Knowing who you want to work for and what your values and needs are is an important first step in a job search process. All companies, even in the same industry, are not the same. You are more likely to be highly successful if there is a match between your values and attitudes as well as the culture and expectations of the company that you work for. Things that will give you insight into yourself include:

A Career Audit

Reflect back on your career, the roles that you have had, and the people and organisations that you have worked for. Where were you most successful and most satisfied? What role did you like least? What do these experiences and reflections teach you about yourself and your needs? Feedback from previous performance reviews will be helpful in your career audit.

My Career Audit Insights:

A Skills Assessment

Knowing your strengths and which areas need development will not only help you to market yourself to recruiters and prospective employers, but will help you understand any areas that you should develop.

Strengths could include your ability to:

- Work in a team
- Work autonomously
- Trouble shooting complex situations
- Motivate others
- Provide new ideas
- Develop plans
- Negotiate or resolve conflict
- Lead others

Insights on my Skills:

Your ideal job

Now that you are looking at other opportunities, it is a great time to think through what your ideal job would be.

My Ideal Role:





1. BRAND 'YOU' CONTINUED...

My current needs and motivations

To be effective you need to be clear about what opportunities you are seeking:

- Broaden skills
- Advancement
- Consolidation
- Mobility
- Balance in your life
- To work in an area which is a "passion" of yours
- to learn from someone inspiring - look at the leader

Having a clear understanding at the beginning of the process on what your motivations and non- negotiables are, will help you assess which roles are appropriate and will also help you during any contract negotiation stage.

My needs and motivations:

Identify the companies that you would like to work for

What are the top 10 companies that you would love to work for? Do you know what industry you would like to work for? What is happening with trends in that industry and what types of jobs are growing and declining?

Set up your own database on the major employers in your field or issues in your field.

Top 10 Companies that I would like to work for:

Summarise what you bring to the job

You may find it helpful, as will those you talk to, to have a clear summary of what it is that you bring to a company and what sets you apart.

What I Bring to a Company:



2. NETWORKING

Some job opportunities are never advertised. It is estimated that 50% of positions are filled through informal networks. Therefore, networking is one of the most powerful techniques available for conducting a job search. • A useful tool is to map your circle of influence – map who you know, who they know, and then start to make contact with the people you know.

- Put together a list of personal and professional contacts such as suppliers, customers, co-workers and other professionals in your field. Include personal contacts, neighbours, your accountant, lawyer, doctor, dentist, past students & lecturers at university/school. Internet tools like LinkedIn and other social media sites will have their own tips on how you can use them to be better networked. Get into social media groups that will bolster your network.

- Make yourself visible socially and professionally. Attend conferences, seminars and trade shows around your chosen industry. Maintain memberships with professional organisations – it gives you contact with your industry and the people in it.

Keep your network live even when you are not job seeking. Set a yearly plan to stay connected.

- The best way of making new contacts is working on your old contacts. You don't ring them up and say, "I'm looking for a job or a career". You ring them up for advice about their area of expertise. Aim to generate at least two additional leads from each telephone call.

- You may also want to be linked in with a number of professional organisations in your industry, such as: The Australian Institute of Management (www.aim.com.au), The Marketing Institute (www.ami.org.au), The Australian Institute of Company Directors (www.companydirectors.com.au)

3. RESUMES

The first page of your resume is like the cover of a book – based on this first page the reader will make an assessment of how excited they are to continue to read your resume. Today with Artificial Intelligence scanning of resumes, you must make sure as much information is on the front page. Remember, the job market can be competitive – so you want the first page to be a strong selling point, summarising your key skills, roles and education, with the following 2-3 pages expanding on this.

Format and Length

- Your personal details on the front need only be brief – your name and contact information, include email address and mobile. It is not necessary to add other personal details (such as marital status, age or unusual hobbies) that may be polarising.

- First page should be a summary page hitting all the key bits of information (previous roles, achievements, education) that will resonate well for the role you are applying.

- Formal degrees and postgraduate education is generally of most interest to future employers. Unless they are critical for the role you are applying to, generalist management courses can be left off your resume or added at the end of the document.

Employment History

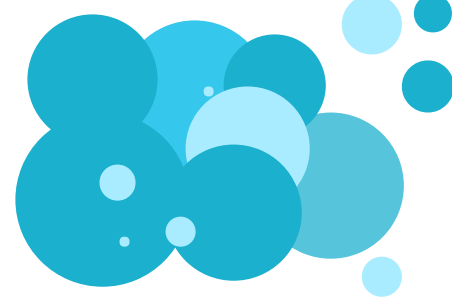
- Last jobs, starting with the most recent one. - Show your achievements – not just your responsibilities or list of duties. Focus on results, write in the active tense. E.G. "*Grew business 74%*"

- Keep formatting simple and consistent – use headings & bullet points.

- Use bullet points rather than sentences under each heading and start bullet points with an action verb.



4. POWER WORDS



Accelerated

acquired
added
addressed
adjusted
advised
advocated
analysed
applied
appraised
approved
arbitrated
assembled
assessed
assured
attained
attended
audited
authorised
awarded

Balanced

briefed
brought
built

Calculated

captained
chaired
changed
checked
clarified
communicated
compared
compiled
completed
computed
concluded
conducted
consolidated
contracted
controlled

Dealt

decided
decreased
defined
delivered
demonstrated
designed
developed
devised
directed
distributed
drew up

Earned

eliminated
employed
enabled
encouraged
engaged
engineered
enjoyed
enlarged
established
estimated
evaluated
expedited
explored

Facilitated

financed
forecast
formulated
forwarded
fostered
found

Gained

galvanised
guided

Handled

highlighted
hired

Identified

implemented
illustrated
increased
initiated
inspected
instituted
instructed
integrated
introduced
invented
investigated

Labourled

launched
lectured
led
licensed
located

Made

maintained
managed
mapped
marketed
maximised
mediated
moderated
modified
moulded
monitored
motivated
moved

Named

negotiated
netted

Raised

ran
realised
received
recommended
rehabilitated
reported
researched
reviewed

Saved

scheduled
selected
served
setup
shaped
shipped
showed
simplified
smoothed
sold
solved
spearheaded
specified
stopped
stripped
structured
submitted
succeeded
suggested
summarised
supervised
surmounted
surveyed
systemised

Tabulated

targeted
tested
tightened
took over
transferred
transformed
translated
tutored
typed

Umpired

uncovered
updated
used

Validated

Won

worked
wrote





5. INTERVIEWS

PERFORMING AT AN EMPLOYMENT INTERVIEW IS A CRITICAL STEP IN ANY EFFECTIVE SELECTION PROCESS.

The interviewer is assessing and grading information about your experience, competencies, as well as your motivation, career aspirations and “fit” for the role

Prepare for your Interview

- Find out specific facts about the company, its current products, services, performance and future plans.
- Request a candidate brief of the role if possible—this will provide company information and outline the position description and key performance indicators.
- Be prepared to outline the responsibilities of your current role and overview on your current employer’s performance including market share/ competitors etc.
- List your achievements in past roles and qualifications, training and development courses undertaken.
- List your questions - eg
 - Reason the role is available
 - Outline of the company
 - Induction and training
 - NextSteps

Presentation & Rapport

It is important to build rapport with the interviewer so:

- Relax and smile and present good posture
- Maintain eye contact
- Listen—it is essential that you answer the questions asked
- Dress professionally, not casual
- Be punctual, not too early and not late
- Be honest and positive
- Communicate what you enjoy most in your current role and what motivates you and adds passion to your work
- Communicate your unique selling propositions (USP’s), strengths and innovative/entrepreneurial ability.
- Speak succinctly and punchy, don't go into long stories.
- Don't make derogatory remarks about former employers. Think of the interview like a date, never speak ill of the " Ex" Don't ask too many questions at first interview . A questions around how they will measure your contribution in the first six months suggests you care about your results.
- Check what happens next following first interview.

Examples of Interview Questions **Adaptability**

Ability to maintain effectiveness in a fluid or changing work environment.

- *Tell me about the biggest change at work that you have had to deal with. How did you cope with it?*

Compliance

Conforms to company policies and procedures.

- *Tell me about a time when you wanted to alter an established company policy or system? Why did you do it and how did you handle it?*





5. INTERVIEWS

Communication

Communicates effectively, listens sensitively, adapts communication to audience and fosters effective communication with others.

- Describe a time when you had to win someone over, who was reluctant or unresponsive.

Listening

- Give us an example where you feel your listening skills proved crucial to an outcome.

- Describe a situation where you had to deal with an angry or disappointed customer or client.

Conflict management

Encourages creative tension and differences of opinions. Anticipates and takes steps to prevent counter-productive confrontations. Manages and resolves conflicts and disagreements in a constructive manner.

- Tell me about a situation where conflict led to a negative outcome. How did you handle the situation and what did you learn from it?

Creativity and Innovation

Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting edge programs/processes.

- Tell me about a project or situation where you felt that the conventional approach would not be suitable. How did you derive and manage a new approach? Which challenges did you face and how did you address them?

- Tell us about a time when you had to convince a senior colleague that change was necessary. What made you think that your new approach would be better suited?

Decisiveness

Makes well-informed, effective, and timely decisions, even when data is limited or solutions produce unpleasant consequences; perceives the impact and implications of decisions.

- Give me an example of a situation where you had to make a decision without the input of key players, but knowing that these key players would judge you on that decision (e.g. superior unavailable at the time).

- Tell me about a time when you had to make a decision without knowledge of the full facts. Delegation Ability to make full and best use of colleagues.

- Give me an example of a project or task that you felt compelled to complete on your own. What stopped you from delegating?

- Give an example of a situation where you reluctantly delegated to a colleague. Why were you reluctant?

External awareness

Understands and keeps up-to-date on local, national, and international policies and trends that affect the organisation and shape stakeholders' views; is aware of the organisation's impact on the external environment.

- What are the external forces/trends that will affect your current business over the next 12 months and how should your business be reacting?

Flexibility

Modifies his or her approach to achieve a goal. Is open to change and new information; rapidly adapts to new information, changing conditions, or unexpected obstacles.

- Describe a situation where one of your projects suffered a setback due to an unexpected change in circumstances.

Negotiation

Ability to convince others to alter an expressed point of view, gain agreement and acceptance of plans, activities or products.

- Tell me about your toughest recent negotiation experience?

- Describe a time where you failed to persuade others of an idea that you knew was right.





5. INTERVIEWS

Leadership

Act as a role model. Anticipates and plans for change. Communicates a vision to a team. Has the ability to coach and mentor team members.

- Describe a situation where you needed to inspire a team. What challenges did you meet and how did you achieve your objectives?
- Tell us about a situation where you faced reluctance from a member of your team to accept the direction that you were setting.
- Tell me about a time when you were less successful as a leader than you would have wanted to be.
- What is the most difficult people issue you have faced recently? Resilience and Tenacity Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
- Tell me about a project where you achieved success despite the odds being stacked against you. How did you ensure that you pulled through?
- Tell me about a time when things went wrong. How did you recover and what have you learnt from that incident?
- Tell me about a time when you were under real time pressure

Risk taking

Takes calculated risks, weighing up pros and cons appropriately.

- What is the biggest recent risk that you have taken? How did you handle the process?
- Please describe one of your current or recently completed projects, setting out the risks involved. How did you make decisions? How do you know that you made the correct decisions?

Sensitivity

Awareness of other people, environments and your impact on these. Takes into account other people's feelings and needs.

- Tell us about an unpopular or controversial decision that you made recently? What thought process did you follow before making it? How did your colleagues/clients react and how did you deal with their reaction?

Teamwork

Contributes fully to the team effort and plays an integral part in the smooth running of teams without necessarily taking the lead.

- Tell me about a situation where you played an important role in a project as a member of the team (not as the leader)
- How do you ensure that every member of the team is allowed to participate?

Popular Interview Tactics called STAR - Situation, Task, Action & Result

Present yourself well with responses that highlight the results you achieved:

- **Situation:** What was the situation, the issues or objectives behind that specific program / activity / achievement?
- **Tasks and Actions:** What was your involvement in it, and at what level were you expected to contribute? How did you go about it and why did you choose this approach?
- **Results:** What were the results? – Usually expressed as financial, market share or other quantitative metrics compared to target, budget, or previous period.

After the Interview - Gratitude works!

- Send the interviewer a brief email, thanking them for the opportunity to meet, confirming your interest, follow up on any actions promised and summarise briefly the key strengths you bring.
- Even if you have been told you did not get the job, handle it gracefully in case another, and even better, position in the organisation comes along for which you would be ideal.



6. REFERENCES

This is a critical stage of your job search, so carefully consider who among your former colleagues can provide information that is the most relevant to the particular job. When creating your list, remember that a good recruiter will ask the reference for specific factual information. Take the time to brief each person about the role and why you are pursuing it — do not let a reference be cold-called for this serious conversation.

7. NEGOTIATION

Evaluating an offer in terms of how it ties to your long-term objectives should be done carefully and mindfully. Cash salary is a significant component in any remuneration but there may also be other tangible and intangible factors that have relatively higher value to you and relatively lower cost to the employing organisation.

These may include:

1. Workplace Offerings - gym, daycare, career learnings, life insurance and mentor programs
2. Flexibility: Do you need to leave at certain times eg. To attend school events or to attend personal courses? Do you want to be able to work from home or other locations?
2. Annual Leave: Would you prefer extra annual leave (with pay or without pay) over and above the standard four weeks?
3. Relocation: In cases where relocation is necessary, companies may offer additional compensation to help you equalise any loss incurred from having to sell your home.
4. Termination clauses: Carefully consider termination clauses. How will you protect yourself should circumstances change or your contract be prematurely terminated. The most common mistake made by both companies and candidates at this point is to mov into a contract, " thinking my career will always be a honeymoon".

When either side goes quiet, even unintentionally, it sends the wrong signal. Not hearing back from a candidate will make the hiring manager question his or her interest.



8. COUNTER OFFERS

Candidates may get more than one offer at the same time. Be honest and transparent with your recruiter or hiring manager through the process. If you are clear on your career and life goals it will be easier to make a decision on which role is better for you. You may also receive a counter offer internally in your organisation. Consider the following points:

- Your reasons for wanting to leave still exist.

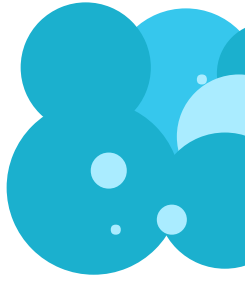
- The fact that you have been offered more money in the short-term might make things a little more comfortable financially, but does not alter the organisational or career development issues which may have caused you to think about moving in the first place.

- Counter-offers are sometimes stalling devices to give your employer time to replace you.

- The company will take your signals and consider you a risk; it is highly likely that you will no longer be considered one of the team.

Think carefully about the longer term and honestly evaluate how committed you are to your current company – there were reasons why you explored new roles in the first place after all.

9. RESIGNING



Only resign when you have received a formal, written offer and the signed offer has been accepted and signed by your new employer. Know what your obligations are, such as leave notice and also know what is due to you eg. long service or annual leave. Resign face-to-face with your manager, allowing for an opportunity to discuss a termination date and transition plan.

Present solutions for a smooth handover, rather than presenting your departure as a problem.

Do not burn your bridges as you exit. Many times we have heard positive references from a referee when a person has exited a business with respect and given a professional hand over to the new incumbent.

If you have nothing nice to say, it may be wise to not say anything at all. Never talk ill of your past employer, it reflects on your career choices.





SUMMARY TIPS

Know Yourself

The more congruence there is between your skills, style and career aspirations, the more likely you are to be successful at gaining the role that is ideal for you.

Pursue all job search options

Networking, direct approaches, job boards and recruitment firms.

Your resume

The front page of your resume is a summary of your key experiences and skills – make the first page count.

Power words

Use these to energise and brighten your achievements on your resume.

Prepare for interviews

Review sample interview questions so you are prepared.

Presentation

Present yourself well and appropriately with responses that highlight the results you achieved.

References

Choose referees wisely and ask their permission. Perhaps ask for a quote from them.

Offers

Consider all aspects of the offer – not only financial.

Counter offers

Think carefully about the long term when evaluating counter offers.

Resigning

Resign in a way that is positive for all parties.





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