

WORK? YES YOU CAN! HOW TO FIND AND KEEP A JOB!



Office for the Deaf and Hard of Hearing

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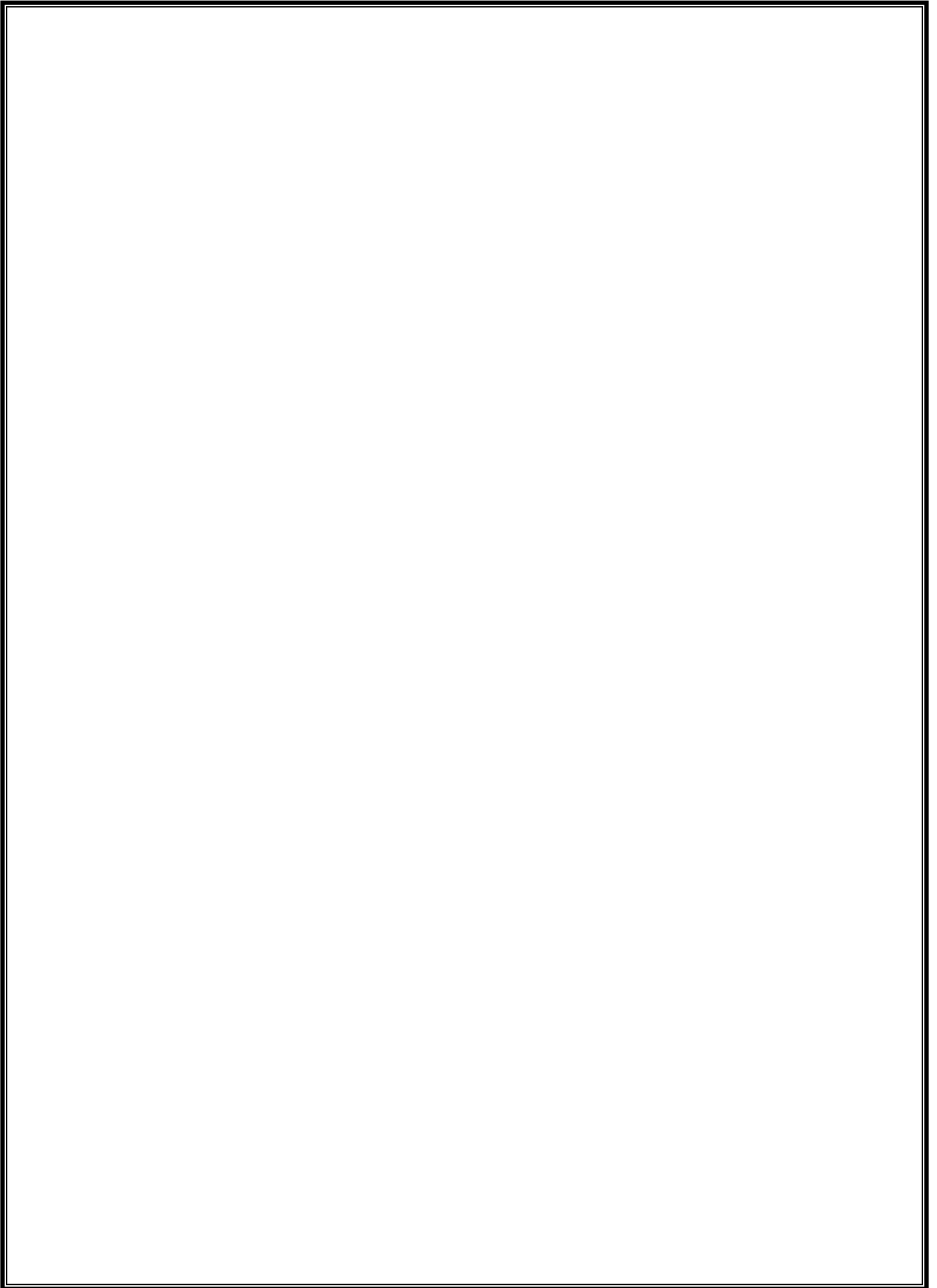


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Introduction

Hello, and welcome to the “How To Find And Keep A Job” workbook! Finding a new job is a very challenging experience for everyone. Because of this, the Wisconsin Office for the Deaf and Hard of Hearing, funded by The Centers for Medicare and Medicaid, Medicaid Infrastructure Grant, has created this workbook for you to use.

Finding a job can mean many different things: finding a great new place to work, asking for a promotion, or looking for a new job where you can better use your skills and abilities. We encourage you to explore the guidelines, ideas, and tips found in this workbook. You will find a helpful and useful approach to successfully reaching your work goal. There are many places in this workbook for you to write in your own information, practice filling out forms, and to take notes.

This workbook is designed to be used use again and again. We, the Wisconsin Office for the Deaf and Hard of Hearing staff, look forward to helping you along your journey to finding and keeping your next job. We wish you the best of luck and hope this is a rewarding experience for you!

By the end of this workbook you will know...

- *how to network and search for jobs*
 - *how to fill out an application*
 - *how to make a résumé*
- *how to improve your interview skills*
- *about accommodations and technology*
 - *about your legal rights*
 - *where to find more resources*
- *how to **SUCCEED WITH YOUR NEW JOB!***

If you are Deaf or hard of hearing and have a condition such as blindness, physical, mental health, or development disabilities please be sure to look at the resource page for additional resources. For additional help, please contact your Regional Coordinator for further assistance. The list of the regional offices can be found on the back cover.

Where Do I Start?

Searching for Jobs

When you start to look for a job, it is important to know your strengths and weaknesses. Create two lists. On one list, write things you enjoy. On your second list, write things you do not enjoy doing.

Things I enjoy doing and I am good at. . .

Things I do not like to do and I am not good at.



Example: I enjoy working outside.

Example: I do not like working alone.

My goals for a job: (Example: work 40 hours a week, become a supervisor, have a job with health insurance)

My interests, what would I enjoy doing for a job: (Example: working with other people, working outside, traveling, working with children, working at a desk)

Where can I get more information about the job that I am interested in? Who can I talk with?

What experience do I have that would help me do my future job? (personal and job related):

Example: always on time, organized, works well with other people...

What are you good at? What skills do you have that would help you get a job?



Places To Look

When looking for a job, it is important to learn about the company and the job you are interested in. Knowing what the company does and who the company works with can help you. If you know the company's goals, it will help you get the job. Below are a few examples of how to find job openings and more information.

- **Internet**

The Internet can provide you with a lot of information. You can use search engines such as Yahoo[®] or Google[®] to find information about jobs. In the search engine, type in company names, employer names, job titles, and the city and state you live in.



(Picture credit: <http://www.highposition.net>)

- **Libraries**

Libraries are a great places to start because they have many different ways you can look for a job. For example: telephone directories, newspapers, business directories, professional and trade journals, company databases, and annual reports are just a few things that can help you. Libraries are also great for when you have to make your résumé, practice your interview skills, and are faced with employment testing.

- **Newspaper Want-Ads or Classified Ads**

Want-ads in the newspaper have short descriptions of the job responsibilities. When using newspaper want-ads, be sure to ask for more information so that you understand all of the details and requirements for that job.

- **People You Know**

Tell everyone you know you are looking for a job. Ask your friends and family if they know of any place that is hiring.

- **Wisconsin Job Center**

Wisconsin Job Centers provide employment and training services for people looking for jobs. You can receive information about jobs, training programs and testing. Wisconsin Job Centers also help with self assessments of skills and interests. They are a great place for finding a job. The website is www.jobcenterofwisconsin.com.

More resources:

- Job fairs
- Churches
- Bulletin boards
- Government listings
- Help-wanted signs
- Wisconsin Careers

Social Networking (Facebook®, MySpace®, Twitter®)

Social networking sites such as Facebook®, Myspace®, and Twitter® are a wonderful way to keep in contact with friends and family and to meet new people. These sites are nice because they are easy to use and can be accessed from many locations through the internet. More and more businesses and companies are starting to develop their own Facebook®, MySpace®, and Twitter® accounts to advertise their business. Businesses post their goals, services, and other useful information. Sometimes, job openings are found using these sites.

One of the best things you can do is to tell your family and friends that you are looking for a job. Make sure you tell them what kind of job you want.
For example, "I am looking for a job at a factory. Do you know of any job openings?"
Most people find jobs through personal connections.

WARNING!!

When applying for jobs, be careful of what you have on your personal sites. It is common for employers to search potential job candidates on Facebook®, MySpace®, and Twitter®. Be careful about what you write on Facebook® walls, what people write, what you tweet, and what pictures are available to view. Anyone who has access to the internet can see any information you have about yourself on those accounts. Make sure that all of the information and pictures you have on these sites is okay for a future employer to see. Everything should show appropriate behavior. Do not have pictures of you drinking, acting silly, or doing illegal activity.



Picture credit: <http://www.ora.ucr.edu/VCR/Centers.aspx>

Email Addresses and Email Signatures

Your email address and email signature should be professional. For example: `iluvkitties@emailme.com` is not something you want to use with your future employer. You will be providing your email on your résumé, cover letter, as well as using it to communicate with other professionals during this process. For your email signature, do not use nicknames, pictures/symbols, or loud colors.

Filling Out A Job Application

Common Words Found On Applications...

APPLICANT: first name, last name (pay attention to how you write your name; last name, then first name OR first name, then last name) Example: Wanda Diamond

RESIDENCE: where you live (address – street, city, state, zip code) Example: 123 Carat Drive, Apt. #4, Sparkles, WI 56789

OCCUPATION: the name of your job or job title, Example: Certified Nursing Assistant

WORK EXPERIENCE: places or jobs you have worked before, Example: Sapphire Nursing Home - Certified Nursing Assistant, etc.

ELIGIBILITY TO WORK: are you a U.S. citizen or do you have proper paperwork to work in the United States? (examples: work visa, work permit, permanent resident card “green card”) Example: U.S. Citizen [] Work Permit []

TITLE OF THE JOB OR THE POSITION YOU ARE APPLYING FOR: the official name of the job you want, Example: Registered Nurse

HOURS OR DAYS AVAILABLE: any days and any hours you can work (Be specific and list everything!) Example: I am available all weekdays and weekends.

SKILLS, ABILITIES, and QUALIFICATIONS: write down all of the things you are good at that will help you do the job well. Example: provides high quality patient care, proficient in Microsoft Excel and Word, flexible with schedule, strong interpersonal skills

DESIRED SALARY: the amount of money you hope to earn if you are hired (Be fair!) Example: consistent with average earnings for other Registered Nurses in market

PROFESSIONAL REFERENCES: people you worked with in the past who the interviewer/ employer can contact to ask questions about you. Be sure to ask permission from these people first, and then let them know you wrote them down on your application. If this is the first job you are applying for, you can use a neighbor, teacher, or coach for a reference.

References CANNOT be a friend or one of your family members!

Job Application Tips

- When picking up applications, dress neatly and be very friendly. You never know who you will meet!
- If something on the application is unclear or hard to understand, have another person help you. Applications can be confusing.
- Do not leave anything blank, try your best to answer all of the questions correctly. Employers need as much information as possible.
- Write very clearly and neatly. Use black or blue ink and only use one color.
- It is recommended for everyone to have another person look over your applications for any mistakes. Some applications are filled out online. Have a friend look it over before you send it.
- List your jobs and education starting with the most recent (job you have now or the last job you had) on your application.
- If you have time(s) when you were not working be sure to explain why on your application. This is called “gaps in employment.”
Examples: “I stayed home to take care of my children.” “I went back to school.”
- Be sure to write down ALL of the hours you are available to work. Employers like employees that can be flexible with their schedule.
- In a small notebook, write down your general information that will help you fill out an application. Some jobs require you to fill out the application in their building.
- References:
 1. Think of three people that would say good things about your work.
 2. Ask those three if it is okay to use them as references.
 3. Tell them when you turn in your application and explain:
 - A. The job you applied for
 - B. Why you want to work there
 - C. The person’s name (interviewer/employer) who will call them

This is important so they are prepared when the employer contacts them.
- List as many job-related skills and qualifications on your application as possible. Many employers use the application to choose who they want to interview.

Filling Out A Job Application

Many employers use job applications to record personal information and employment related information. It is always best to have another person look over your application to make sure it is filled out correctly. Make sure there are no mistakes.

Typical Job Application Sections

(These match with the numbered sections on the next page.)

1. FOR OFFICE USE ONLY

Do not write in any boxes/areas that are labeled "For office use only." This is for the interviewer to write in.

2. PERSONAL INFORMATION

Fill in your name, address, email, phone numbers, etc.

3. POSITION APPLIED FOR INFORMATION

Fill in information about the job you are applying for. Typically, you fill in the following:

- the position desired (the name/title of the job you are applying for)
- the hours and days that you are available to work
- if you are hired, the month and day that you could start work
- means of transportation: this means are you able to get to work? (Example: Do you have car? Can you ride the bus? Do you live close enough to walk?)

4. EDUCATION/ QUALIFICATION OBTAINED

List your highest level of education. For example, high schools or colleges that you have graduated from. Include the degrees that you have, majors/minors, as well as graduation dates. Also, list any internships, practicums, and apprenticeships. Be sure to list the most recent dates FIRST. If you did not graduate from high school or college do not write it down.

5. EMPLOYMENT INFORMATION or WORK EXPERIENCE

List jobs that you had in the past. List the names of your employers, their addresses, and their phone numbers. Also, include supervisor names and the dates and years that you worked at those places. Some applications might include a space to write down reasons why you changed jobs or why you left your last job (for example: moved, laid off, pursue new opportunities, family situation, pregnant, etc.).

6. REFERENCES

References are people who can tell your employer good things about you and your work. Write their names and contact information in this section.

7. SIGNATURE

Sign your name. When you sign your name, it means you promise that everything on your application is true.

APPLICATION FORM

1

FOR OFFICE USE ONLY

Date: _____
Application Received By: _____

DATE: ____ - ____ - ____
POSITION: _____
FULL NAME: _____
STREET ADDRESS: _____
CITY: _____ STATE _____ ZIP CODE _____
HOME PHONE: _____ MOBILE: _____
SOCIAL SECURITY NUMBER: ____ - ____ - ____
DATE OF BIRTH: ____ - ____ - ____ MALE / FEMALE (Please Circle)

2

POSITION DESIRED: _____
EMPLOYMENT DESIRED: FULL TIME / PART TIME BOTH (Please Circle)
AVAILABLE START DATE: ____ - ____ - ____
MINIMUM HOURS PER WEEK: ____ MAXIMUM HOURS PER WEEK: ____
DRIVERS LICENSE: _____
MEANS OF TRANSPORTATION: _____
HAVE YOU EVERY BEEN CONVICTED OF A FELONY? YES / NO (please circle)
IF YES PLEASE EXPLAIN: _____

3

EDUCATION HISTORY:

NAME OF SCHOOL: _____
ADDRESS: _____
YEARS ATTENDED: ____ - ____
QUALIFICATION OBTAINED: _____
NAME OF SCHOOL: _____
ADDRESS: _____
YEARS ATTENDED: ____ - ____
QUALIFICATION OBTAINED: _____

4

EMPLOYMENT HISTORY:

NAME OF EMPLOYER: _____
DATE OF EMPLOYMENT: _____
POSITION: _____ REASON FOR LEAVING? _____
NAME OF EMPLOYER: _____
DATE OF EMPLOYMENT: _____
POSITION: _____ REASON FOR LEAVING? _____

5

REFERENCES:

NAME: _____
COMPANY: _____
PHONE NUMBER: _____
NAME: _____
COMPANY: _____
PHONE NUMBER: _____

6

I attest to the fact that the answers given by me are true & correct to the best of my knowledge and ability.

SIGNATURE: _____ DATE: _____

7

Meet Wanda Diamond...



(Picture credit: <http://flihigh.org/images>)

Ms. Wanda Diamond was born Deaf to an all hearing family in the small town of Sparkles, Wisconsin. Wanda is in her early thirties and is looking for a job to help support her family. She is applying for two different jobs. One job is for a position as a registered nurse. The second job is for a position in a jewelry store. She was mainstreamed throughout her entire education and uses an interpreter often.

Wanda enjoys many outdoor activities and also enjoys working with people. Some of her hobbies include rock climbing, rock collecting, and exploring caves. Wanda became interested in the jewelry business at a young age. Her father owns a jewelry store. In high school, she became the store's apprentice. While she was in college, she taught jewelry making in summer school. Wanda is a skilled quilter and won two quilting competitions.

In 1996, she became interested in the health care setting because her little sister became ill. From that experience, she decided to go to school for nursing.

She is the treasurer for her local Deaf Club and a well-known ASL poet in her community. She has volunteered in a variety of ways such as:

- Committee member for the County Fair
 - Cook for a nursing home
 - Games helper for a nursing home
- She currently works at Sapphire Nursing Home as a CNA.

Take time now to write down some of your own experience and skills.



Making A Résumé

If you have to make a résumé, remember your resume should show your education, experience, and qualifications. Remember, qualifications are skills you have that will help you do your job. Your résumé is the first thing an employer gets from you and that is why it is important your résumé is correct and professional.

Résumé Tips:

- Use résumé paper. This can be found at your local office supply store (Office Depot[®], Staples[®], Office Max[®], Wal-Mart[®], etc.). This paper will be specifically called “Résumé Paper.”
- Include only the information that will help you get the job you are applying for. See sample résumés on pages 15 and 16.
- Each job you apply for should have a different résumé. The skills you list on your résumé should match the position you are applying for. Be as specific as possible when describing your skills.

It is always important to have a current résumé ready because you never know when an employer will contact you.

Common words found on résumés:

Contact information: your name, address, email, phone number

Objective: Describe your goal. Why are you applying for this particular job?

Education: What was the last school you graduated from? (high school or college)

Job skills: Job skills are abilities you already have that would help you do the job you are applying for. See examples on page 17.

Work experience/job experience: Where have you worked before?

Outstanding achievements: awards, scholarships (educational, job, community related.)



Picture credit:
<http://www.westchesterlibraries.org/e/102>

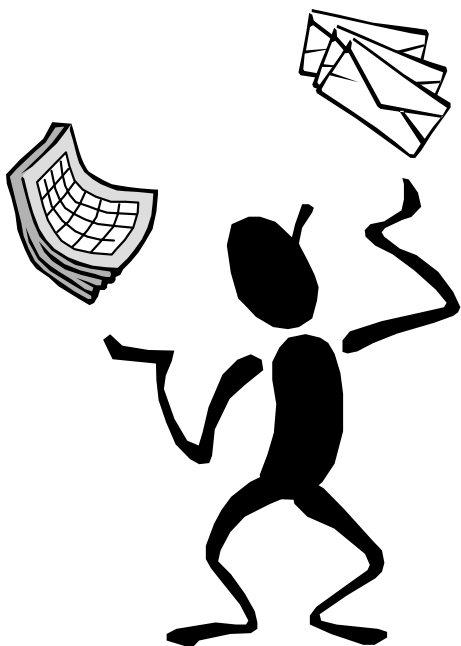
REMEMBER!!

- *List education/jobs in order starting with the most recent.
- *Have someone look over your resume for mistakes.
- *Your résumé should be only one or two pages long.
- *Use “résumé paper” when you print it.

Different Jobs = Different Résumés

Look carefully at the next two pages. Pages 15 and 16 are examples of two different résumés Wanda made. She made two different résumés because she applied for two different jobs. Notice how her objectives, experience, job skills, and interests are different.

Wanda took a lot of time to review her résumés before she gave them to future employers. She also had friends and family look at her résumé for errors. Wanda's résumé uses a font style and size that is easy to read and everything is nicely spaced over the entire page.



Important!

Think of every skill that you have that could help in the position you are interested in applying for.

Even though Wanda is not applying for a job that requires her to be good with money, her treasury position at the Deaf Club shows her ability to be a leader and to be responsible and dependable. Look on page 15 under "Interests." She stated that she is a treasurer for a local community club. She did not say for the Deaf Club.

Another one of Wanda's skills is that she is an excellent quilter. Unfortunately, that skill will not help her get a job as a Registered Nurse.

It is recommended that you do not put on your résumé that you are Deaf or Hard of Hearing. Use your résumé to show your work skills, abilities, and experience. A job application and résumé are not times you want to reveal your hearing loss.

Wanda B. Diamond

123 Carat Dr. Apt. 4
Sparkles, WI 56789
wanda.diamond@emailme.com

This is Wanda's résumé
for the Registered Nurse
position.

OBJECTIVE

A position as a Registered Nurse where thought and care will be taken to enhance the health care services provided to make each patient feel at ease and have confidence in their care.

EXPERIENCE

- | | | |
|--|--|-------------|
| 2005-Present | Certified Nursing Assistant | City, State |
| Sapphire Nursing Home | | |
| -Cared for twelve residents to provide assistance ranging from: personal care, measuring and recording food and liquid intake, output, and vital signs | | |
| 2000-2004 | Health Care Volunteer | City, State |
| Ruby Rehabilitation Facility | | |
| -Assisted with meal care and kitchen duties | | |
| 2000-2001 | Recreational Program Assistant Volunteer | City, State |
| Emerald Estates | | |
| -Recreational Program Assistant | | |
| Planned and organized recreational activities for residents | | |

JOB SKILLS

- Flexible with schedule
- Data entry and filing
- Microsoft Excel and Word proficient
- Strong interpersonal skills/ teamwork

EDUCATION

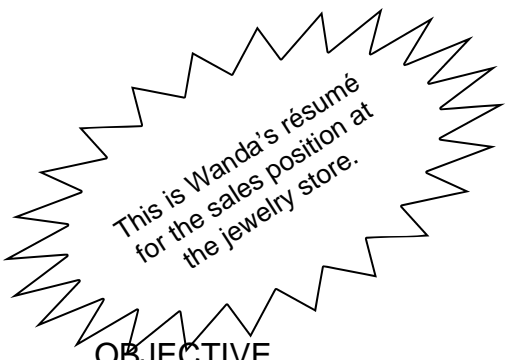
- | | | |
|--|---------------------------------------|-------------|
| 2001-2004 | Garnet University – School of Nursing | City, State |
| B.S., Nursing | | |
| Cumulative GPA: 3.0 | | |
| 1999-2001 | Topaz Technical College | City, State |
| A.A.S., Nursing | | |
| Certified Nursing Assistant License, Cumulative GPA: 3.1 | | |

INTERESTS

Volunteering in local organizations that serve the community such as Girl Scouts and Big Brothers & Big Sisters. Serving as a treasurer for a local community club.

REFERENCES

Available upon request.



Wanda B. Diamond

123 Carat Dr. Apt. 4
Sparkles, WI 56789
wanda.diamond@emailme.com

OBJECTIVE

A part time position to handcraft jewelry where attention to detail and consumer perspective is reflected in the product, making each and every piece unique and one of a kind.

EXPERIENCE

| | | |
|---|------------------|-------------|
| 1999-Present (Summers only) Rock Middle School -Summer school teacher for jewelry class. Taught beginning, intermediate, and advanced levels. | Jewelry Teacher | City, State |
| 1997-1999 Diamond Family Jewelers -Office duties, sales | Customer Service | City, State |

JOB SKILLS

- Well organized
- Detail oriented
- Works well independently
- Crafty
- Creative
- Excellent time management skills

EDUCATION

| | | |
|---|---------------------------------------|-------------|
| 2001-2004 B.S., Nursing Cumulative GPA: 3.0 | Garnet University – School of Nursing | City, State |
| 1997-1999 Diamond Family Jewelers -Studied under an accomplished mentor | Jeweler Apprenticeship | City, State |

INTERESTS

rock climbing, rock collecting, cave exploration

REFERENCES

Available upon request.

Did you notice...

...how Wanda's two résumés are very different? She applied for two very different jobs that require different skills. For each job you apply for, it is important to change your résumé to fit the job. One helpful hint is to keep a file of your work history, education, references, etc. These things will never change no matter what job you apply for. If you keep a copy of that information, each time you make a new résumé, it will be a lot easier.

The information that did change on Wanda's résumés was experience and job skills. Remember, job skills are talents that you already have that will help you do your job well. Below is a list of more examples of job skills.

- Sewing
- Child care
- Making clothes
- Budgeting
- Directing procedures
- Teaching
- Decorating
- Laundry skills
- Food preparation
- Counseling others
- Relating to other people
- Keeping records
- Public relations
- Teamwork



Picture credit:
<http://www.able.state.pa.us>

- Sanding
- House painting
- Home repair
- Remodeling
- Building
- Organizational skills
- Computer skills
- Sales
- Ironing
- Leadership experience
(Ex: a club you are a part of)
- Formulating new ideas
- Cleaning
- Working with others
- Volunteering

List only the skills that can be used in the job you are applying for!

Your Turn!



OBJECTIVE: List two jobs you are interested in applying for. Why are you interested in those jobs?

Job A: _____

Job B: _____

EXPERIENCE: Where have you worked before that required similar duties to the job(s) you want to apply for? Make sure you know the dates when you started and stopped working at your previous jobs. Make sure you also know the addresses.

Job A: _____

Job B: _____

Have you done any volunteering?

JOB SKILLS: List possible skills that could help you with Job A and Job B.

Job A

- _____
- _____
- _____
- _____

Job B

- _____
- _____
- _____
- _____

EDUCATION:

University: _____

Technical College: _____

Degree: _____

Degree: _____

Major: _____

Major: _____

Years Attended: _____ - _____

Years Attended _____ - _____

High School: _____

Years Attended _____ - _____

INTERESTS: _____

REFERENCES: Who do you know that will say good things about your work abilities?

****These people cannot be your family or friends!****

Name: _____

Name: _____

Job Title: _____

Job Title: _____

Company: _____

Company: _____

Phone Number: _____

Phone Number: _____

Email: _____

Email: _____

Name: _____

Job Title: _____

Company: _____

Phone Number: _____

Email: _____

Things I Need In A Cover Letter

A cover letter is a letter you write to a future employer explaining why you are the best person for the job. A cover letter should clearly describe your strengths to prove to the employer you are qualified.

1. When writing your cover letter, be sure to have your **name** printed in a large bold font so that it is the first thing an employer can see.
2. Include your home address and either your phone number/video phone or email. This is so you can be contacted to set up an interview.
3. This is the date you wrote the letter.
4. The name of the contact person/interviewer/potential employer's name, and address of who you will be mailing the letter to.
5. Be sure that you address the letter to the appropriate person and use a formal greeting such as "Dear Mr./Mrs./Ms. _____," If you do not have a person's name, use "Dear Personnel Director" or "Dear Human Resource Manager."
6. In the first paragraph, explain why you are writing the letter. Be sure to show your interest in the company. Do not write: "I am looking for a job." or "I need a job."
7. In the second paragraph, explain clearly how your current job skills will help in the position you are interested in. Be specific.
8. Use the last sentence to repeat your interest in the position.
9. End your letter with a polite good-bye, such as "Sincerely" or "Thank you."
10. Sign your name with a black or blue ink pen and then type your name under your signature.

****DO NOT write that you are Deaf or hard of hearing in your cover letter.****

Helpful Hints:

- Use "résumé paper."
- Use a clear font such as "Times New Roman" or "Arial."
- Use size 12 font.
- Have other people read your letter before you send it to check for mistakes.
- Wait one week after you mail in your resume and cover letter to call the company to check on your status. Do not wait for them to call you.



Making a Cover Letter

(Match the numbers below with the numbers on the next page for an explanation.)

Wanda B. Diamond **1**

123 Carat Dr. Apt. 4
Sparkles, WI 56789
wanda.diamond@emailme.com **2**

June 1, 2009 **3**

Mr. Future Employer
Executive Director **4**
9876 Boss Lane
City, State, Zip Code

Dear Mr. Employer, **5**

Last week at Sparkles City Job Fair, I spoke with Ms. Susie Snowflake, RN about a possible position with Wonderful Care Hospital as a Registered Nurse. I was very inspired and interested in Wonderful Care Hospital by her description of the hospital's accessible, welcoming environment, and outstanding healthcare services. As Ms. Snowflake recommended, I am sending you a copy of my resume. **6**

I received my bachelors degree in Nursing from Garnet University in the Spring of 2004. I have been working at Sapphire Nursing Home as a Certified Nursing Assistant since 2005. I am now searching for new challenges and opportunities that will utilize my full potential. I noticed on your website that Wonderful Care Hospital utilizes a patient-centered model and has consistently been in the forefront of the health care industry by offering new and innovative care options. It is here where I feel I can be of most benefit as I am open to change and am constantly thinking "outside of the box." **7**

You will find my resume enclosed. I would very much like to meet with you and I look forward to hearing from you. Please contact me via email. **8**

Sincerely, **9**

Wanda B. Diamond **10**

Wanda B. Diamond

I Have An Interview!

Appropriate Clothing For Your Interview

Your interview is a time when you want to make a great first impression. A simple way of doing so is by making sure you look your best. Once you have been scheduled for an interview, the first thing you should decide is what to wear for your interview. One helpful hint is to ask about the company's dress code. Once you know that, dress a little better than that. Taking the time to dress well shows that you respect your future employer and you are serious about working.

Tips:

- Shower the day of your interview.
- Brush your teeth, fresh breath is important!
- Use deodorant.
- Men should have a nice haircut and be clean shaven. Women should have clean, brushed hair and appropriate make-up.
- Wear little or no cologne, aftershave, or perfume. The people you meet during your interview could be very sensitive to strong smells.
- Clothes:
 - Clean, no wrinkles (ironed), tuck in your shirt, appropriate shoes, your clothes should cover your body and not be too tight.
 - If you have any tattoos, make sure they are covered up. Take out any visible facial piercings.
- Do not bring any food or drinks with you into the interview.

Ask for detailed directions to get to your interview. Ask if there is parking lot or where they suggest you park. Leave your house with enough time to find parking.

The worst thing you can do is be *late!*

Tip: If your interview is at 11:00 arrive at 10:45 at the latest!

Always arrive at least 15 minutes early!!

80% of job search success depends on research!

Research is Important

It is important to research your possible job opportunities. Research and learn about the position and company you are interviewing with. The more you know, the more prepared you will be for interview. Below is a suggested list of information you should know before you go to an interview.



1. Company name, address, phone number, email address:

2. What kinds of job skills are used for the particular company/position you are interested in?

3. Company's mission and services provided:

4. A brief history of the company: What does the company do?

5. You should know the specific names of the position you are applying for and who will be interviewing you.

There are multiple ways to get company information. For example, you can use:

1. The company's website: _____
2. The company's annual report, pamphlets, brochures
3. The internet (Examples: www.google.com[©], www.yahoo.com[©])
4. Current employees, friends, and family

**Make sure your information is updated and current.
Businesses are always changing!**

Asking For Accommodations For Your Interview

Your interview is very important. It is natural for everyone to be nervous during an interview. That is why it is important that you have appropriate accommodations. If you prefer to use a sign language interpreter, make sure he/she is ethical and qualified. You can do this by asking to see the interpreters credentials (RID certification card, WITA level verification card). That is your legal right.

Asking for accommodations may require you to educate the company/business you are interviewing with. Explaining the law can be complicated. If you would like some help or advocacy, please contact the Wisconsin Office for the Deaf and Hard of Hearing. As soon as you know the date and time for your interview, ask for your accommodation.

If you want to use a sign language interpreter during your interview, it is recommended that you inform your interviewer of the request at least two weeks in advance. This ensures an interpreter will be provided. If you are a DVR client, you can check with your DVR counselor about covering the interpreting costs for your interview and training. If you are not a DVR client, there is a possibility of using the Service Fund to cover the interpreter costs for an interview. For more details, please contact your Regional Coordinator.

Once you are in your interview, be sure to explain the interpreter's role to the person or people who are interviewing you. For example:

"Hello, my name is Wanda Diamond and this is the interpreter. She is here to interpret for you and me during the interview today. When speaking to me, please maintain eye contact with me."

Interview Behavior

Once you are in the interview, be aware of your behavior. Below is a list of suggested interview behavior:

- Turn off your pager or cell phone.
- During introductions, stay standing until the interviewer sits down.
- When someone new walks into the room, stand up.
- Give a strong hand shake.
- Maintain eye contact.
- Have extra copies of your résumé.
- Pay attention and sit up straight.
- Ask questions! This shows you are interested and paying attention. (Examples on page 27.)
- SMILE!



Picture credit:
<http://www3.davidson.edu/cms/x32093.xml>

DO NOT ask about your salary or benefits during the interview unless they start talking about it!

Send a *Thank You* letter within 24 hours of your interview, do not email!

Practice Interviews

Wanda's Interview...

for the Registered Nurse position at Wonderful Care Hospital

It is important to be prepared BEFORE your interview. Every employer is different. Each employer will ask different questions. The important thing to remember is that the employer is simply trying to figure out if you are the best person for the job. PRACTICING these questions with a friend will help you feel less nervous during the real interview. Remember to be yourself, be honest, friendly, and professional. These questions are only examples of what you could be asked.

Interviewer: Why do you want to work here?

Wanda: I would like to work here because I believe that my personal goals align with Wonderful Care Hospital's overall mission. In my work, I strive to provide excellent care and strongly support the patient focused model.

Your turn: _____

_____.

Interviewer: Why should I hire you?

Wanda: I have been involved in the health care field since 2000. My experience has been varied and has greatly impacted my perception of patient care. I have viewed the patient as a volunteer for recreational activities as well as serving patients in the kitchen. More recently, in my work as a CNA, I have been more hands on with the medical aspect of patient care. Each position I have held, helped to develop and reinforce my understanding of how to provide overall excellent quality patient care.

Your turn: _____

_____.

Interviewer: Tell me a little bit about yourself.

Wanda: I really enjoy working with people, volunteering, and giving back to my community. I believe the best work is done with a team. As I said, I am an active volunteer which allows me to help others and learn new things as well.

Your turn: _____

_____.

Interviewer: What are your long-term (future) goals?

Wanda: I would like a full-time job working as a registered nurse. I am a team player and enjoy learning new things. I also plan on staying current with the field of nursing, therefore I will be taking advantage of any professional development opportunities available. Continuing education is so important!

Your turn: _____

_____.

Interviewer: Why do you think you would be a good match for this job?

Wanda: I believe that my experience and my education give me all the necessary skills required for this position. I think my positive attitude and passion for excellent patient care qualify me for this position.

Your turn: _____

_____.

Interviewer: Why did you leave your last job?

Wanda: I worked at Sapphire Nursing Home since 2005 as a Certified Nursing Assistant and am now looking for a position that uses my training as a Registered Nurse. I thoroughly enjoyed working there, however I feel that I can now take on more responsibility and new challenges.

Your turn: _____

_____.

Interviewer: How do you handle stress or stressful situations? Give me an example.

Wanda: When I first started volunteering at Emerald Estates, I was very overwhelmed with the diversity of my recreational group. I did not know how I was going to deal with their various restrictions. I took the time to get to know each individual a little better however, which allowed me to better plan activities that everyone could participate in and enjoy.

Your turn: _____

_____.

Interviewer: How can I reach you? What is the best way to contact you?

Wanda: The best way to contact me is via email. My email address is on the top of my résumé. Is there anything else I can answer for you?

Your turn: _____
_____.

It is also a good idea to have some questions ready to ask the person/people interviewing you. Rules for asking questions:



1. Keep your questions short.
2. Do not interrupt to ask questions.
3. Do not ask "Why?"
4. Relax and smile.

Examples of questions to ask during an interview:

GOOD

1. What is the most important job duty?
2. What are my chances for future promotions?
3. Who would be my supervisor?
4. What are the skills you want your workers to have?

BAD

1. Can I see the break room?
2. Can you promise I will still have this job in one year?
3. Is the company president nice?
4. How much vacation time do I get?

*Wait to ask questions about your pay, vacation time, and insurance benefits until after you are hired.

Always end with a positive closing such as:

Thank you very much for this opportunity and I look forward to hearing from you regarding this position. Please do not hesitate to contact me if you need anything. Have a great day!

Things I need to practice, people I need to contact, things I need to do. . .



After The Interview

Write a Thank You letter or card to your interviewer and be sure to mail it the **next day**:
Here is a sample:

Ms. Wanda Diamond
123 Carat Dr. Apt.#4
Sparkles, WI 56789

Dear Mr. Coal,

I want to thank you for meeting with me to discuss the Registered Nurse position on July 9, 2009. After learning more about your company and the job responsibilities of the position, I am very excited about the possibility of working at Wonderful Care Hospital.

My qualifications are well-matched with the position, and I am very interested to work in that capacity. Considering my past experience, I feel that I would be of benefit to your hospital.

Again, thank you for the interview and your consideration. I look forward to hearing from you. Please feel free to email me at wanda.diamond@emailme.com if you have any further questions.

Sincerely,

Wanda Diamond

I Got The Job!!

First Day On The Job

Everyone's first day will be different, but all of the information discussed on your first day will be important for your future success in your job. When starting a new job make sure to have an interpreter or any other communication access you need for your first day and training days. Accessibility and proper accommodations are discussed more on page 31.

Possible things to expect your first day...

- You will most likely be asked to fill out paper work: forms, tax information, insurance paperwork, company policies. (It is **IMPORTANT** that you understand all of the papers you **sign your name on**.)
- Meet your co-workers and supervisors.
- Get to know your work environment, possibly tour the workplace.
- Find out where you should park.
- Ask about proper work attire. (For example: Are you expected to wear a uniform? Is there a dress code?)
- Orientation: sexual harassment training, EAP– Employee Assistance Program, etc.
- You might need to have a picture taken for an ID Card.
- Learn about workplace rules.

The Office for the Deaf and Hard of Hearing offers free training to employers.
Contact your Regional Coordinator for more information.

Job Reviews And Evaluations

Most jobs require all of their employees to have a performance review or an evaluation at least once a year. At this time, you will most likely meet with your supervisor and discuss how things are going with your job. The discussion will focus on your strengths, weaknesses, and give you feedback on how to improve. Here are some things to remember:

- Be honest with your thoughts and open to ideas for improvement.
- Be positive, your employer only wants to see you succeed!
- Be sure that you have full communication access; this is really important.
- EVERYONE is required to have job reviews or evaluations done. It is not discrimination.

Proper Job Behavior And Workplace Rules

Even after you get the job, it is important to maintain a professional relationship with your employer, co-workers, and supervisors. During orientation, you will review all of your workplace rules as they will vary from job to job. Workplace rules and job behavior are important to understand and follow. You not only demonstrate your professionalism through your work but also by how you communicate. When communicating using email, text, or paper and pen, use your best English skills. Avoid using abbreviations, slang, and incomplete sentences. Always be respectful.

Below are examples of written communication:

BAD

1. Did you see this? This rule is stupid!
2. damn me late my dog ran away
3. LOL :)

GOOD

1. Did you see this new rule? I am not sure I understand how this rule affects me, do you mind if we discuss it further?
2. My dog ran away. Me late, sorry.
3. That was funny, thank you for sharing!

Job Behavior

- Use appropriate language
- Be aware of your body language
- Respect your supervisors
- Accept change (schedule changes)
- When sick, inform your supervisor as soon as possible.
- If you are having a disagreement with another co-worker, talk with your supervisor first to resolve the issue.

Training And Professional Development

Professional development is often strongly encouraged or required. The purpose of professional development and training is to provide employees with new information that will help them do their job better. These opportunities might include workshops, classes, online discussions, seminars, or guest speakers. Make sure that your accommodation requests are placed well in advance.

What Accommodations Can I Use?

The Americans with Disabilities Act only requires employers to provide REASONABLE accommodations. This means that you may not always get your favorite or most preferred accommodation. The accommodation provided however must give you equal access to the information. An accommodation may not be provided unless **you ask for one.**

For example:

Before Wanda's interview, she disclosed to her interviewer that she is Deaf and would like to request a sign language interpreter as a reasonable accommodation. As a result, an interpreter was used.

Two weeks after her interview with Wonderful Care Hospital, Wanda was offered the job! Now that Wanda got the job, she has one week of training before she officially starts. She and her supervisor have agreed that it is best Wanda use an interpreter for her first week of training and orientation so she has the ability to meet her co-workers.

After the first week, they will use written communication: writing notes, email, and texting for short interactions. They have also created pictures/ signs to use in case of an emergency. For the staff meetings and professional development seminars, an interpreter will be provided.

Below is a sample list of accommodations. There are more accommodations that are not listed!

Accommodations:

- Amplified Telephone
- Assistive Listening Devices (ALDs)
- Communication Access Real-Time Translation (CART)
- Computer-assisted note taking
- Computer technology
- C-Print
- Handwritten notes
- Paging Devices
- Sign language interpreters
- TTY/TDD
- Videophone
- Video Remote Interpreting (VRI)
- Video Relay Service (VRS)
- Visual alarms



Picture credit:
<http://www.danhorton.co.uk/>



Picture credit:
<http://www.ucc.edu>

Understanding your supervisor, co-workers, and any one else you work with is very important. It is **your responsibility** to make sure the accommodations that are provided to you work for you. Finding the right accommodation can take some time but remain patient, open-minded, flexible, and be willing to try new things.

What Are My Rights? Americans with Disabilities Act (ADA)



Picture credit:
<http://www.drum.army.mil>

The Americans with Disabilities Act is a federal law that does not allow employers to discriminate against people with disabilities. A person with a disability is still required to meet the job requirements. Job requirements can include education, experience, training, and the essential job functions. These requirements can be met with or without a reasonable accommodation. However, an employer can refuse to provide a reasonable accommodation if they can prove it causes undue hardship (undue hardship means difficulty or expense). For more explanation of undue hardship contact a Regional Coordinator.

Position description: Registered Nurse

General Duties

- Ability to assist in lifting patients.
- **Ability to administer medication.**
- **Reading and following doctor orders.**
- **Documenting patient care.**
- Providing personal care to patients.

Percent of time

- 5%
- **20%**
- **35%**
- **35%**
- 5%

One possible example of a Registered Nurse's **essential job functions** are in bold above. An essential job function is a necessary duty of the position. For this specific example, these are duties that all Registered Nurses are required to do with or without accommodations. The other two duties listed above are considered non-essential job functions. The above example is for this workbook only.

The ADA says that if a person uses a sign language interpreter, the interpreter must be **qualified**. The law says a "qualified interpreter" is "... an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary." Everyone involved in the situation needs to feel comfortable with the interpreter's skills and be able to trust that interpreter.

An employer cannot ask about your religious beliefs, if you or anyone in your family has a disability, what kind of accommodations you use, or your age. They **can** ask if you are able to perform the essential job functions of the position with or without reasonable accommodations.

Title I (Employment)– A business with 15 or more employees is not allowed to discriminate against the employees. This covers the job application process, hiring, promoting, job training, etc.

Title II (State and Local Governments and Public Transportation)– Title II protects people with disabilities in all state and local government programs. All local and state programs (any public place) must be accessible.

Title III (Public accommodations)– Public places and business including, but not limited to: hotels, restaurants, theaters, doctor’s offices, pharmacies, lawyers, retail stores, museums, libraries, parks, private schools and day care centers.

Title IV (Telecommunications)– This requires that telephone companies provide telecommunication relay services that allow individuals with hearing or speech impairments to communicate using a TTY or other non-voice device. Also, it is required that all television public service announcements produced or funded in whole or in part by the Federal government include closed captioning.

The only way employers, state and local governments, and places of public accommodations are required to provide accommodations is **if you make the request**.

The Rehabilitation Act of 1973 – Section 504

This act talks about discrimination. The Rehabilitation Act says that if a program gets money from the Federal government that program cannot discriminate against a person with a disability. Programs that receive federal funds cannot have any barriers and must provide "reasonable accommodations." Examples of reasonable accommodations are interpreters, assistive devices, transportation, etc., when needed.

Wisconsin Apprenticeship, Employment and Equal Rights Programs - Chapter 106 (State Law)

The Wisconsin Apprenticeship, Employment and Equal Rights Program prohibits discrimination against persons with disabilities in apprenticeship programs, employment programs, and equal rights programs in housing, public places of accommodation or amusement, postsecondary education, education.

Wisconsin Fair Employment Act - (WFEA: State Law)

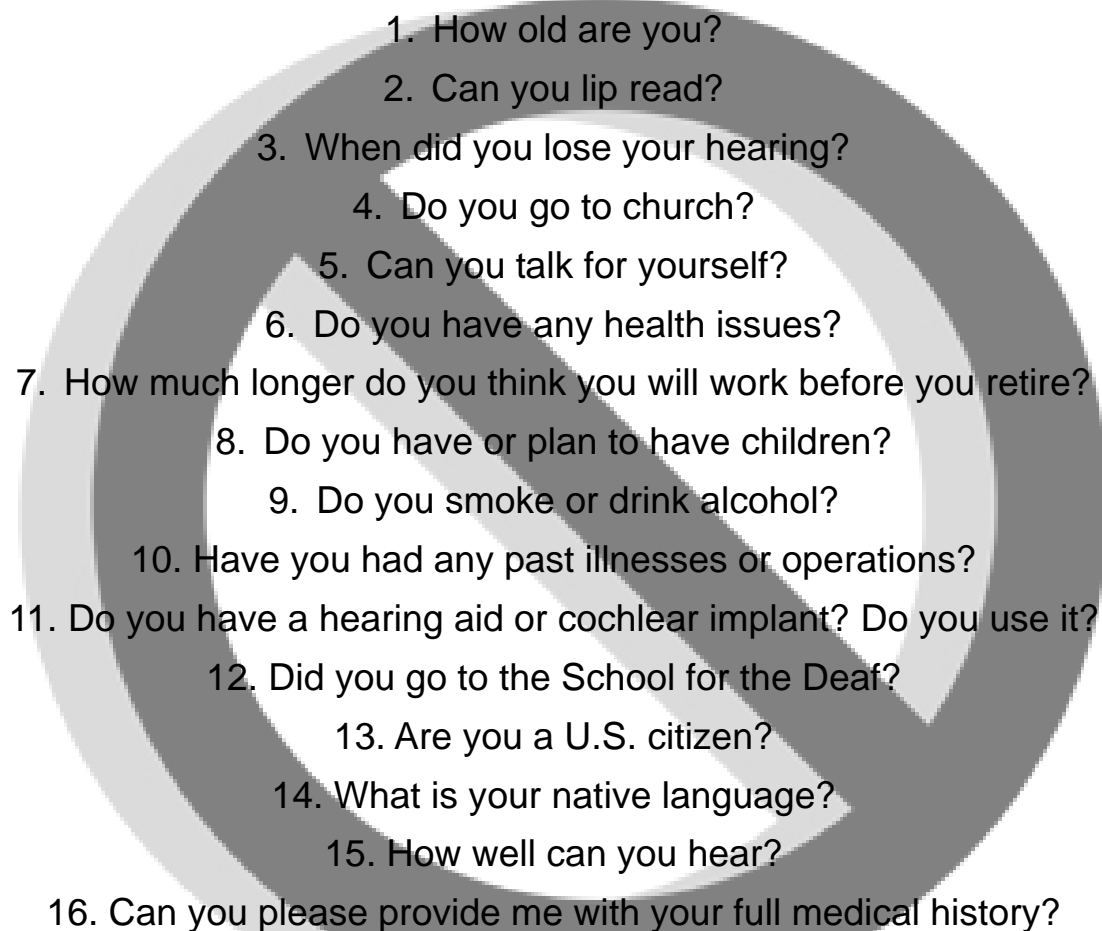
The Wisconsin Fair Employment Act provides that it is unlawful for employers, employment agencies, labor unions, and licensing agencies to discriminate against employees and job applicants because of disability. This law covers all employers regardless of how many employees/workers they have. WFEA may provide more protection than the ADA. Under Wisconsin law, even essential job functions may be reassigned or eliminated, unless to do so would cause undue hardship.

If you need to file a complaint,
please contact your
Office for the Deaf and Hard of Hearing Regional Coordinator for help.
Visit our website to find a Regional Coordinator near you!
www.dhs.wisconsin.gov/sensory

Beware of the following questions:

These questions may lead to discrimination.

These are some examples, there are many more:

- 
1. How old are you?
 2. Can you lip read?
 3. When did you lose your hearing?
 4. Do you go to church?
 5. Can you talk for yourself?
 6. Do you have any health issues?
 7. How much longer do you think you will work before you retire?
 8. Do you have or plan to have children?
 9. Do you smoke or drink alcohol?
 10. Have you had any past illnesses or operations?
 11. Do you have a hearing aid or cochlear implant? Do you use it?
 12. Did you go to the School for the Deaf?
 13. Are you a U.S. citizen?
 14. What is your native language?
 15. How well can you hear?
 16. Can you please provide me with your full medical history?

Test your understanding of your rights!

Americans with Disabilities Act

1. What are considered job requirements?

2. True or False: Businesses with 12 employees are required to follow ADA.

3. What kinds of disabilities does ADA protect?

A. Deaf

C. Developmentally Disabled

B. Mobility

D. Any and all disabilities that effect a person's sight, hearing, speaking, walking, breathing, performing manual tasks, learning, caring for oneself, and working.

4. True or False: ADA requires that interpreters must be certified.

5. What is an appropriate question during an interview?

A. Where do you go to church?

C. Can you perform the essential job functions with or without reasonable accommodations?

B. Do you have a disability?

D. What accommodations do you need?

Test answers can be found on page 37.

Where Can I Go For More Resources?

Wisconsin Resources

Advocacy

Center for Deaf-Blind Persons: www.deaf-blind.org

Disability Rights Wisconsin: www.disabilityrightswi.org/

Independent Living Centers (ILCs): www.dhs.wisconsin.gov/disabilities/physical/ilcs.htm

Office for the Blind and Visually Impaired: www.dhs.wisconsin.gov/blind

Office for the Deaf and Hard of Hearing: www.dhs.wisconsin.gov/sensory

Wisconsin Association of the Deaf: www.wi-deaf.org

Wisconsin Disability Benefits Network: www.eri-wi.org/WDBN.htm

Wisconsin School for the Deaf: www.wsd.k12.wi.us

Employment

Division of Vocational Rehabilitation (DVR): www.dwd.wisconsin.gov/dvr

Wisconsin Careers: www.wiscareers.wisc.edu/Default.asp

Wisconsin Job Center: www.wisconsinjobcenter.org

Worksource Wisconsin: www.worksourcewi.com

Other

Aging and Disability Resource Centers (ADRC): www.dhs.wisconsin.gov/LTCare/Generalinfo/RCs.htm

Department of Workforce Development (DWD): www.dwd.wisconsin.gov

Pathways of Wisconsin: www.dhs.wisconsin.gov/WIPathways/

Wisconsin Board for People with Developmental Disabilities: www.wi-bpdd.org/

Wisconsin Council of the Blind: www.wcblind.org/

National Resources

Advocacy

Helen Keller National Center for Deaf-Blind Youths and Adults: www.hknc.org

National Association of the Deaf: www.nad.org

The American Association of the Deaf-Blind: www.aadb.org

Employment

Gallaudet College Career Center: careercenter.gallaudet.edu

Job Accommodation Network: www.jan.wvu.edu

National Collaborative on Workforce and Disability: <http://www.ncwd-youth.info>

Rochester Institute of Technology–National Technical Institute for the Deaf

(Center on Employment): www.ntid.rit.edu/nce/jobseekers.php

Other

Alexander Graham Bell Association for the Deaf and Hard of Hearing: www.agbell.org

Americans with Disabilities Act: <http://www.ada.gov>

Canada Hearing Society: www.chs.ca

Great Lakes Technical Assistance Center: www.adagreatlakes.org

Hearing Loss Association of America: www.hearingloss.org/advocacy/Employment.asp#jobtoolkit

Mental Health America: <http://www.nmha.org/>

U.S. Equal Employment Opportunity Commission: <http://www.eeoc.gov>

Answers to questions on page 35

1. Job requirements include: *experience, training, education, and essential job functions*. (A person with a disability must meet these standards. Everyone is required to satisfy these requirements with or without reasonable accommodations.
2. The answer is *false*. Under Title I of the ADA businesses with 15 or more employees must follow the ADA.
3. The answer is *D*. Any and all disabilities that effects a persons sight, hearing, speaking, walking breathing, performing manual tasks, learning, caring for ones self, and working.
4. The answer is *false*. ADA requires that interpreters are QUALIFIED not certified. Qualified means that everyone in the situation feels comfortable with the interpreter and understands one another.
5. The answer is *C*. You can be asked if you can do the essential job functions with or without reasonable accommodations. Answers A, B, and D are illegal questions during an interview.

Notes:



As your Office for the Deaf and Hard of Hearing we hope that this workbook has been helpful. If you have any questions or concerns please contact your ODHH Regional Coordinator. Best of luck!

Wisconsin Department of Health Services
Division of Long Term Care
Office for the Deaf and Hard of Hearing Regional Offices

SOUTHERN REGIONAL OFFICE

1 W. Wilson St. Room 451
Madison, WI 53707-7851
(888) 241-9428 TTY
(608) 261-7823
(608) 264-9899 Fax

SOUTHEASTERN REGIONAL OFFICE

141 NW Barstow Ave, Room 104
Waukesha, WI 53188-3789
(888) 701-1246 TTY
262-521-5128
(262) 521-5314Fax

NORTHEASTERN REGIONAL OFFICE

555 Country Club Road
Green Bay, WI 54313-4908
(888) 241-9430 TTY
(920) 490-0500 ext 107
(920) 490-0700 Fax

WESTERN REGIONAL OFFICE

610 Gibson St., Suite 1
Eau Claire, WI 54701
(715) 836-2107 Voice
(888) 701-1254 TTY
(715) 836-2535 Fax

NORTHERN REGIONAL OFFICE

3262 Church Street, Suite 1
Stevens Point, WI 54481
(715) 344-4210 Voice/TTY
1-800-382-8484 Toll Free
(715) 344-4414 Fax

CENTRAL OFFICE

1 W. Wilson St., Room 451
Madison, WI 53707-7851
(608) 261-7823
(866) 701-1255 TTY
(608)264-9899 Fax

dhs.wisconsin.gov/sensory

For non-TTY users, please dial '711' (Relay Center)
to call a TTY number.

