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*For  
my husband and children.  
I love you with all my heart.*

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# Introduction

Let's talk about what no other Human Resources person or hiring manager would ever take the risk to tell you.

In today's workplace, employers have a valid, healthy concern not to say too much for fear of saying the wrong thing and getting sued. Unfortunately, the information they "can't say" is vital to your success in getting the interview and getting the job.

Maybe you are just starting your job search. Maybe you've been at it for a long time and have not yet received an interview or job offer. Wherever you are, this book is for you.

All the best guessing in the world cannot teach you what you are about to learn. I wish you much success and hope this book is helpful to you.

A handwritten signature in black ink that reads "MURKIN". The letters are stylized and connected, with a large, sweeping flourish at the end of the word.

## Chapter 1: A Handy List

You may be just starting your job search. Or, you may have been searching for a long time. Wherever you are in the process, the list below can help you increase your success getting a call..... getting an interview and, ultimately, getting the job you want.

Here are some items that can be accessed for free at your local library:

- ✓ Computer
- ✓ Access to the internet
- ✓ Printer
- ✓ Fax machine
- ✓ Newspapers and magazines with job ideas
- ✓ Books to help you improve your skills and understand the marketplace

Other items you will need:

- ✓ An electronic copy of your resume in Microsoft Word and Adobe format
- ✓ Simple, blank inside thank you cards. Stick with card sold in packs of 8 or so with the words "Thank You" on front. It's best to stay away from kitties, flowers, etc. Keep it professional.
- ✓ Good black pen. I suggest Bic fine point gel pens. This is for handwritten thank you cards and applications in hard copy. Carry it with you to the interview and any time you will be filling out an application. If the pen they provide to

## **Eric's Story**

A few years ago, my friend and I were team interviewing a candidate for a supervisory position. Mid-way through the interview questions, we began to have a hunch that this guy had a story regarding his former employment. A juicy story.

After asking a follow up question or two, he told us he had been "let go".

**I asked my favorite question of all time "What Happened?"**

As it turns out, he was a former pastor who had been fired by his church for improper use of the internet at work. Yes, pornography.

It was a shocker, I'll tell ya. Here's the kicker. He was not a convicted sex offender. He had no real reason to tell us this. He elaborated on and on about his sin, his struggle to keep his marriage intact, and his battle with his guilt.

**Moral of the Story: Don't drag the skeletons out of your closet unless its absolutely necessary.**

## Chapter 3: Your Excellent Resume and Cover Letter

There are some excellent resources online with regard to your resume. I personally can recommend the resources on [www.Monster.com](http://www.Monster.com) and [www.Careerbuilder.com](http://www.Careerbuilder.com). They can take you through some great technical aspects of what to have on your resume and how to structure it.

Here are some tips from someone who looks at resumes for a living:

1. Keep your resume two pages or less. You want to be more detailed about your most recent work and less detailed about the work experience that's older.
2. Keep in mind – the employer will compare your resume and your employment application.
3. Do not put anything on your resume or application that is not true. Period. More on this in Chapet 9: The Pre-Employment Process.
  4. Put "Excellent References Available Upon Request" at the bottom of the last page on your resume. Make sure to have three professional references available on a separate sheet of paper when you attend an interview. Be sure to first ask these folks if you can use them as references and it also helps to send them your resume to remind them of what you did while you worked with them. I recommend providing the following

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“Your accomplishments speak for themselves. Unfortunately for you I’m completely fluent in exaggeration.”

## Chapter 4: Phone and Email Etiquette

Phone and email are the primary forms of communication for job seekers these days. Navigating through this process can be a maze that folks should take seriously. Job seekers can easily cost themselves an opportunity simply by not understanding the right way to handle this process.

Below are a few tips to help you be successful:

- Apply in the format the employer has requested. If they have an online process, do not fax or mail in your resume. It will likely not be accepted. Additionally, please do not “drop by” attempting to see someone and “put a face with a name”. When folks do this, it can be really frustrating to the HR person, who is likely knee deep in solving a problem at that moment. “Dropping by” feels like the job applicant does not respect the HR person’s time and can come across as a little presumptuous.
- Make it easy to reach you by phone. This is the first way most recruiters will try to reach you.
  - The number on your resume should be the fastest way to get in touch with you.
  - Make sure you have voicemail that clearly states your name.
  - Please keep your greeting message short and clear. No music, riddles,

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“You don’t like your job do you?”

## Chapter 7: How to Follow Up After Your Job Interview

Job seekers agonize over this one. You are going to be amazed at how simple it really is, and can be summed up in two words: sincere appreciation.

Here’s what I recommend:

- The day of the interview:
  - ✓ Send an email thanking your interviewer for their time and consideration. A sample email that would be effective is: “Susan: Thank you again for your time and consideration today. I really enjoyed meeting you and learning more about

## Chapter 8: Negotiating a Terrific Offer

Recent studies have noted that there is still about a 30% gap between what women and men make for doing the same job. I believe the #1 reason this happens is in the offer negotiation process.

Here's how a job offer typically goes with a **WOMAN**:

Employer: Congratulations! We would like to offer you the analyst position at \$50K per year. Your start date will be in two weeks.

Woman candidate: Great! Thank you! I really appreciate you letting me know and I look forward to seeing you in two weeks!

Click.

Here's how a job offer typically goes with a **MAN**:

# Chapter 10: Your First Day of Work

You made it! You've successfully navigated through getting an interview, impressing the employer, negotiating a terrific job offer, and the tricky pre-employment process. Now what?

Here are a few things to think about prior to your first day at your new job:

**What to wear.** It's important to dress comfortably, and appropriately. As a general rule of thumb, wear something similar to what you wore to your interview. You will be meeting a lot of new people and making dozens of first impressions. It's good to look and feel your best.

**Will your car start?** It's always good to make sure that whatever transportation you're going to use to get to work is reliable. If you have doubts, make a Plan B for a friend, relative or bus to get you there.

**Plan to be early.** If you think it will take you 15 minutes to get there, plan for 30. Some folks think "well, the employer will understand if I'm a little late... it's my first day". It's just the opposite. Employers expect new hires to be the *most* timely and full of enthusiasm

**Have a plan for lunch, just in case they don't.** Great bosses make sure their new employees are treated to

## Epilogue

I hope you've enjoyed this quick reference job on how to get a great job. Even more so, I hope it's been helpful to you and you have had at least one "Oprah Aha!" moment. I love Oprah... but I digress.

This book was written solely with you in mind. Along with an exceptional team of nice people, who happen to be front line experts at hiring and managing employees, we focused on specific things that you will need in your job search. We asked ourselves questions such as, "What are common errors people make that cost them jobs... and they don't even know it?"

Special thanks to my loving husband and best friend, Richie, who gave excellent advice and listened to many... many readings of this book while it was being written. Also, thanks to my children, Ava and Richard, who took lovely naps and gave Mommy time to write this book. 😊

I would be remiss if I didn't also thank Elizabeth, my wonderful friend and lifelong encourager. She never seems as surprised as me whenever I accomplish good things. She has taught me to expect greatness of myself and others.

Ah, DaVita. Truly the best company I have ever worked for. Their ~~employee~~ *teammate* culture is truly world class.

## *About the Author*

Michele "Laine" Broxton is a happy small business owner, author, and mom. Broxton writes most frequently about self-help topics such as leadership, getting organized, change management, profitability and parenting.

Westberry Development Inc. provides its clients with tools to help them grow and manage their business. Westberry Development's portfolio of services include: email marketing, web design, and human resources support.

*Never despise meager beginnings. ~Clark Davis*

Broxton was adopted infant from a children's' home in St. Louis, MO into a traditional Mid-Western family. Growing up as the child of a small business owner, Broxton developed a strong sense of what makes a business and its employees win or lose. Broxton earned a Master of Business Administration – Human Resources Management (MBA-HRM) degree and has led at Fortune 500 Companies including DaVita, Inc., Central Parking, Inc., and Owens Corning.

After recently leaving the corporate life to become a full time business owner and author, Broxton lives in the Midwest with her husband and two children.