

Training Tamer

*Helping People
Learn & Soar*



Lesson 6: **Managing a Significant Career Change**

Lesson 6 Topics

- Assess What You Need to Change
- Bridge the Gap
- Focus Transferable Skills in Your Resume
- Career Change Success Story
- Transferable Skills Categories
- Identify Your Transferable Skills
- Describe Your Transferable Skills
- Explore the Top 10 Skills & Personal Values of an Employee (from Employer's Perspective)

Lesson 6 Topics (2)

- Tools for Identifying Your New Career
- Pick Your New Career
- Repurpose Your Resume
- Career Transition Issues
- Career Transition Strategy



*To Become What You Were Meant to Be,
You Must First Know Who You Are!
Seeing Who You Are Gives You a Destination
And Helps You Find the Path to Get There!*



Assess What You Want to Change

- Decide what needs changing first
 - Duties you perform
 - Difficult boss
 - Current geographical location
 - Industry you work in
 - Size of your company
 - Level of responsibility you hold
 - Entire career path
 - Tired of what you're doing or no longer challenged by it

Bridge the Gap

- Transferable skills are those skills you now possess that qualify you as a viable candidate for your new career
- Transferable skills bridge the gap between what you've done and what you want to do

Focus Transferable Skills in Your Resume

- Your resume is your front line tool to prospective employers
 - Use your accomplishments to prove the strength of your transferable skills

Career Change Success Story

- Linda Dutton, North Berwick, ME
 - Was an InterLibrary Loan Librarian
 - Identified all her transferable skills
 - Focused her relevant transferable skills in her new resume for a Front Desk Supervisor position in a Nursing Home
 - Used her related transferable skills in Customer Service & Communication, Management & Supervision, and Inventory & Purchasing
 - Applied for the job and got an interview
 - Rigorously prepared for the interview
 - Delivered a powerful interview and **WON**
 - Got a raise to boot

Transferable Skills Categories

- Communication
- Research & Planning
- Human Relations
- Organization, Management & Leadership
- Work Success Skills
- Technical Skills
- Marketing/Sales
- Financial
- Artistic
- Miscellaneous

Exercise: Identify Your Transferable Skills

- The next 11 slides cover the 10 categories of skills we just discussed. For each skill you have, do the following:
 - In the **Rating** column, rate level of competency where:
 - 0 = Not Competent
 - 1 = Somewhat Competent
 - 2 = Moderately Competent
 - 3 = Very Competent
 - Put a check mark in the **Interest** column for skills you want to use or develop in the future
- If a skill you have is not listed in any category, add it to the Miscellaneous skills slide at the end

Communication

- The skillful expression, transmission and interpretation of knowledge and ideas

	Rating	Interest
– Speaking Effectively	_____	_____
– Writing Concisely	_____	_____
– Editing	_____	_____
– Listening Attentively	_____	_____
– Expressing Ideas	_____	_____
– Facilitating Group Discussion	_____	_____
– Providing Appropriate Feedback	_____	_____
– Negotiating	_____	_____
– Perceiving Nonverbal Messages	_____	_____
– Persuading	_____	_____
– Reporting Information	_____	_____
– Describing Feelings	_____	_____
– Interviewing	_____	_____
– Evaluating	_____	_____

Research & Planning

- The search for specific knowledge and the ability to conceptualize future needs and solutions for meeting those needs

	Rating	Interest
– Forecasting & Predicting	_____	_____
– Creating Ideas	_____	_____
– Identifying Problems	_____	_____
– Imagining Alternatives	_____	_____
– Identifying Resources	_____	_____
– Gathering Information	_____	_____
– Solving Problems	_____	_____
– Setting Goals	_____	_____
– Extracting Important Information	_____	_____
– Defining Needs	_____	_____
– Analyzing	_____	_____
– Developing Evaluation Strategies	_____	_____

Human Relations

- The use of interpersonal skills for resolving conflict, relating to and helping people

	Rating	Interest
– Developing Rapport	_____	_____
– Being Sensitive	_____	_____
– Listening	_____	_____
– Conveying Feelings	_____	_____
– Providing Support for Others	_____	_____
– Motivating	_____	_____
– Sharing Credit	_____	_____
– Counseling	_____	_____
– Cooperating	_____	_____
– Delegating with Respect	_____	_____
– Representing Others	_____	_____
– Perceiving Feelings & Situations	_____	_____
– Asserting	_____	_____

Organization, Management & Leadership

- The ability to supervise, direct and guide individuals and groups in the completion of tasks and fulfillment of goals

	Rating	Interest
– Developing/Managing Budgets	_____	_____
– Initiating New Ideas	_____	_____
– Handling Details	_____	_____
– Coordinating Tasks	_____	_____
– Managing/Supervising Groups (Leading, Evaluating, Motivating, Acknowledging, Etc.)	_____	_____
– Delegating Responsibility	_____	_____
– Teaching /Training	_____	_____
– Coaching/Mentoring	_____	_____
– Counseling	_____	_____
– Promoting/Managing Change	_____	_____
– Selling Ideas or Products (via presentations/proposals)	_____	_____
– Decision Making with Others	_____	_____
– Managing Conflict	_____	_____

Work Success Skills

- The day-to-day skills that assist in promoting effective production and work satisfaction

- Implementing Decisions
- Cooperating
- Enforcing Policies
- Being Punctual
- Managing Time
- Attending to Detail
- Meeting Goals
- Enlisting Help
- Accepting Responsibility
- Setting and Meeting Deadlines
- Organizing
- Making Decisions

Rating Interest

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Technical Skills

- The skills used in computer hardware/software, engineering, trades, etc.

	Rating	Interest
– Project Planning & Management	_____	_____
– Programming Skills (C++, C#, Java, Java Script, etc.)	_____	_____
– Management Information Systems (MIS)	_____	_____
– Database (Oracle, SQL Server, DB2, etc.)	_____	_____
– Data Warehousing	_____	_____
– Website Design/Development	_____	_____
– Local and/or Wide Area Networks	_____	_____
– Systems Security	_____	_____
– Operating Systems (MS Windows, MAC OS, UNIX, etc.)	_____	_____

Technical Skills (2)

- The skills used in computer hardware/software, engineering, trades, etc. (contd)

	Rating	Interest
– Business Applications Software (Word, Excel, PowerPoint, Outlook, PhotoShop, QuickBooksPro, etc.)	_____	_____
– Internet Browsers (Windows Internet Explorer, Mozilla Firefox, etc.)	_____	_____
– Trade Skills (Carpentry, Plumping, Electrical, Drafting, etc.)	_____	_____
– Training and/or Instructional Design	_____	_____
– Technical Writing	_____	_____
– Online Help	_____	_____

Marketing/Sales

- The ability to develop new markets or increase penetration in existing markets and sell to them

	Rating	Interest
– Creating Ideas for New Products/Services	_____	_____
– Developing Strategies for Identifying & Penetrating New Markets	_____	_____
– Developing Methods for Promoting Products/Services	_____	_____
● Ad Copy/Scripts, Data Sheets, Catalog Copy, Press Releases		
● Product Demos & Presentations		
● Trade Shows & User Conferences		
– Create Strategies for Selling Products/Services	_____	_____
● Building Effective Sales Strategies for Inside & Outside Sales		
● Developing Sales Pipelines & Forecasts		
● Increasing Penetration with Existing Customers		
● Developing New Customers		
● Delivering Effective Customer Support		
– Processing Sales Transactions	_____	_____
● Payments, Agreements/Contracts, Warranties, etc.		

Financial

- The ability to work with accounting, budgeting, and finance, including taxes and government/stockholder reports

	Rating	Interest
– Accounting & Finance	_____	_____
● Establishing a Chart of Accounts		
● Defining the Balance Sheet & Income Statement		
● Working with AR/AP, Purchasing, Inventory, Payroll, etc.		
● Calculating Total Cost of Ownership or Return on Investment		
– Budgeting	_____	_____
– Employee Expense Reporting	_____	_____
– Federal Tax Reporting	_____	_____
– Stockholder Report	_____	_____

Artistic

- Skills in drawing, painting, photography, graphic design, or drafting

- Graphic Design or Freehand Drawing
- Photography
- Film Making
- Drafting and/or Architectural Rendering
- Sound Design/Effects

Rating	Interest
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Miscellaneous

- The ability to speak another language or perform other miscellaneous skills:

	Rating	Interest
– Speaking one or more foreign languages fluently	_____	_____
– Using tools and equipment	_____	_____
– Repairing tools and equipment	_____	_____
– _____	_____	_____
– _____	_____	_____
– _____	_____	_____
– _____	_____	_____
– _____	_____	_____
– _____	_____	_____

Describe Your Transferable Skills

- Organize your transferable skills by functional category (Customer Service & Communication)
- Within each functional category:
 - Write a brief description of each transferable skill where you checked the Interest column and include any related accomplishments
- You'll need this information to repurpose your resume for your new career

Sample Transferable Skills Descriptions

- Customer Service & Communications
 - I have earned commendations for my telephone skills and personable manner from both satisfied patrons and supervisors

Transferable Skills Description Exercise

- For each transferable skill you identified in the 10 skills categories we discussed earlier,
 - Write a brief description of how you used each transferable skill
 - Write down any quantifiable accomplishments, testimonials or awards related to these transferable skills

Top 10 Skills & Personal Values of an Employee (from Employer's Perspective)

- Below are the Skills & Personal Values most sought after by employers
 - Notice that most, if not all of them are transferable skill
 - How many of them do you have?
- Skills most sought after by employers
 - Communications Skills (listening, verbal, written)
 - Flexibility/Adaptability/Managing Multiple Priorities
 - Analytical/Research Skills
 - Computer/Technical Literacy
 - Interpersonal Skills
 - Leadership/Management Skills
 - Multicultural Sensitivity/Awareness
 - Planning/Organization
 - Problem Solving/Reasoning/Creativity
 - Teamwork

Top 10 Skills & Personal Values of an Employee (2)

- Personal Values employers seek in employees
 - Honesty/Integrity/Morality
 - Adaptability/Flexibility
 - Dedication/Hard Working/Work Ethic/Tenacity
 - Dependability/Reliability/Responsibility
 - Loyalty
 - Positive Attitude/Motivation/Energy/Passion
 - Professionalism
 - Self-Confidence
 - Self-Motivated - Ability to Work with Little/No Supervision
 - Willingness to Learn
- See www.quintcareers.com/job_skills_values.html for a brief description of each Skill or Personal Value

Tools for Identifying Your New Career

- O* Net Skills Search
 - <http://online.onetcenter.org/skills/>
- DOL Occupational Outlook Handbook
 - www.bls.gov/oco
- CareerOneStop Skills Profiler
 - www.careerinfonet.org/acinet/skills/skills_list.aspx
- Employ Florida
 - www.employflorida.com/selfassessment/skilloptions.asp
- MAPP Assessment
 - www.assessment.com
- MyPlan Skills Profiler
 - www.myplan.com/assess/skills.php
- Strong/MBTI Career Test
 - www.discoveryourpersonality.com/strongandmbticareer.html

O*Net Website

- This website helps you:
 - Get a comprehensive list of job titles that match your skills using the Skill Search link
 - Find in-demand occupations and related skills for each with the Tools & Technology Search link, and more
- The O*NET system serves as the nation's primary source of occupational information, providing comprehensive information on key attributes and characteristics of workers and occupations
- Website: <http://online.onetcenter.org>

DOL Occupational Outlook Handbook

- For hundreds of different types of jobs—such as, teacher, lawyer, and nurse - this handbook tells you:
 - The training and education needed
 - Earnings
 - Expected job prospects
 - What workers do on the job
 - Working conditions
- In addition, the *Handbook* gives you job search tips, links to information about the job market in each State, and more
- Website: www.bls.gov/oco

Career Assessment Tests

- Another way to find possible careers that are right for you is by taking a Career Test
- One career test on the web is called MAPP (Motivational Appraisal of Personal Potential)
- I've taken this test and the results were right on target for me
- The test has you answer 72 questions first
- Then you get a low cost 6-7 page Career Analysis online

Career Assessment Tests (2)

- You can also explore your Top 10 Vocational Areas, read about your motivations and preferences, and access career information and reference material
- You also get to match your results to 5 individual O*NET job descriptions
- To access, go to www.assessment.com
 - At the top right of the screen, you will see the text **MAPP Free Career Assessment**
 - Click on the button underneath it labeled **Take the MAPP now**

Pick Your New Career

- Review your career options based on you:
 - Doing research in O*Net to find jobs that match your transferable skills
 - Using the results of career assessment tests and data from other career sources
 - Rediscovering things you love to do but have rejected because others told you they were impractical, you couldn't make a living at it, etc.
- Pick the new career path you want to pursue
 - Remember, do what you love and the money will follow
- Select all of your transferable skills and related accomplishment that apply to this new job

Repurpose Your Resume

- Use the transferable skills you identified earlier to revise your resume to target the new job you're seeking
- Use a Functional or Hybrid/Combo resume format to focus your transferable skills, using the following sections
 - Candidate For
 - Professional Summary
 - Computer/Special Skills
 - Professional Experience
 - Employment History
 - Education

Repurpose Your Resume (2)

- Candidate For
 - State the title of the job you're seeking
- Professional Summary
 - Write a Sales Pitch that addresses the top 4 strategic requirements in the job description
 - Use your transferable skills to prove that you can address them
 - Support your claims with a measurable accomplishment, testimonial or award
 - Communicate your enthusiasm, passion, and vision regarding what you can do/contribute
- Computer/Special Skills
 - List your computer, trade, or other special skills

Repurpose Your Resume (3)

- Professional Experience

- Define Skill Categories for your transferable skills that apply to job description for the position you're seeking
 - Customer Service & Communication
 - Management & Supervision
 - Inventory & Purchasing
- Then list the matching description for each transferable skill underneath its corresponding category (edit your original description, if necessary, to fit the specific job you're applying for)

- Employment History

- For each job you've had, list your job title, employer name/city/state, and range of employment dates.

- Education

- List your education information here.

Repurpose Your Resume (4)

- Remember, a ***POSITIVE ATTITUDE*** is everything
 - Managers hire people they like, are positive, and will fit in with their team
 - These skills can't be taught and often make the difference
- See copy of ***Linda Dutton – Hybrid Combo Resume*** for an example (slide 39)
 - Switched from an ***InterLibrary Loan Librarian*** job to a ***Front Desk Supervisor*** at a Nursing Home
 - Used her transferable skills to win the job (see next slide)
 - Review job description against her transferable skills
 - Review her repurposed resume against job description
 - Skill Summary
 - Skills listed under functional skills categories

Front Desk Supervisor

Job Description

The River Wood Nursing is seeking a Front Desk Supervisor to manage a staff of 12 people (4 per shift) at our state of the art nursing facility. The requirements for this job are:

- Supervise the front desk staff
- Hire and train new staff and provide on-going mentoring to everyone
- Produce weekly staff work schedules for all three shifts
- Take inventory of medications and supplies weekly and order necessary items
- Input resident data into the patient database and produce associated reports
- Set goals for staff and conduct annual performance appraisals
- Answer phones, take messages, and route messages to appropriate staff
- Provide courteous assistance and support to staff, residents, and suppliers
- Learn new systems and procedures quickly
- Other duties as assigned

Linda Dutton's Transferable Skills

(That Relate to Her New Career in a Nursing Home)

- Supervision of Staff
- Setting Goals and Conducting Annual Reviews
- Hiring New Staff
- Training & Mentoring
- Staff Scheduling
- Inventory Management
- Database Experience (as a user)
- Phone Answering and Taking Messages
- Fast Learner
- Strong Interpersonal Skills

Linda enjoys working with and serving people!

Linda Dutton

(Hybrid/Combo Resume – Repurposed for Career Change)

312 Ashley Street
North Berwick, ME 03906

207-384-2217
lsmith@charter.com

CANDIDATE FOR:

Front Desk Supervisor

PROFESSIONAL SUMMARY:

I've enthusiastically served the library public for nearly 8 years. As a member of the Dover Library Adult Circulation team, I've earned commendations for my telephone skills and personable manner from both satisfied patrons and supervisors. I work closely with other staff members and perform clerical tasks in a busy public area. Two previous jobs have required scheduling and supervision of staff and the third involved purchasing of materials and supplies. I quickly mastered two automated state library systems and became proficient in searching several catalogs and databases. As a result of learning these systems, reorganizing my loan desk area, and streamlining tasks, **I've doubled the number of requests I handle.** My dedication, passion for working with people and my desire to transfer my technical and people skills to a care giving setting would benefit your office, residents, and community.

COMPUTER/SPECIAL SKILLS:

Windows XP, Word, Excel, Outlook, Internet Explorer, Library Networks, Tracking Systems, Photocopying, Faxing, Processing Credit Card Transactions

PROFESSIONAL EXPERIENCE:

Customer Service & Communication

- Handled in-person, telephone, and email requests from customers
- Greeted, registered, and assisted patrons in a friendly and pleasant manner
- Searched databases to satisfy customer requests
- Answered patron questions and helped them locate materials

Management & Supervision

- Hired, trained, and coached new staff, interns, and volunteers
- Scheduled staff working hours and vacations
- Registered new students
- Set staff goals and objectives
- Supervised staff and conducted annual performance evaluations

Inventory & Purchasing

- Took inventory on a bi-weekly basis
- Purchased equipment, materials, and supplies

EMPLOYMENT HISTORY:

Library Assistant Adult Circulation , Dover Public Library, Dover, NH	Aug 1996 - Present
Motel Manager , Cabana Colony, York Beach, ME	May 1990 - Jul 1996
Director Children's Education Program , Market Square Studio, Portsmouth, NH	Feb 1987 - Apr 1990

EDUCATION:

Master of Library and Information Science, University of SC
Bachelor of Science, Hotel Administration, Whittemore School of Business, UNH

Career Transition Issues

- How to I get there from here?
 - How do I maintain my financial commitments while moving into a new career field given that it may take a while to get that job and make the same salary I had before?

Career Transition Strategy

- Research possible job openings in your new field (or decide if you want to be self-employed)
- Determine your retraining needs, if any (classroom, online, books, coaching/mentoring, on the job training, etc.)
- Create a timetable for making the transition that is realistic and achievable
- Something between 6 months and a year is realistic and not so far out it seems it will take forever
- If you're considering self-employment, it could take 1-2 years
 - Go to your local Small Business Administration (SBA) office to get information on training courses, counseling, and other services they provide
 - There are lots of state and federal grants and loans available to help you start a small business

Career Transition Strategy (2)

- Leave your current position and take on an interim job (full or part-time) that will help pay the bills and leaves you enough time/energy to pursue your new career
 - If you can't leave your current job, scale back what you give so you have the time/energy to pursue another career
- Maintain a positive attitude
- Include time for exercise and play
- Stay in action
 - Keep working on tasks that will net you RESULTS (networking, resume submissions, etc)
 - Helps keep your pipeline full and your spirit high

Career Transition Strategy (3)

- Do first things first (Steven Covey)
- Spend 80% of your available time working on your primary goal, your career change
- Don't get sidetracked by less important/trivial tasks

Career Transition Strategy (4)

- Get a family member or friend to coach/support you so you stay on track
 - Create specific, short term goals with your coach and prioritize them
 - For each goal, set a date/time for completing it with your coach
 - If you get stuck along way, call coach for help immediately
 - At deadline, call coach to report results
 - If you haven't completed the goal, coach should simply ask you what got in your way or stopped you
 - Once obstacles have been determined and solutions have been found, set a new date/time for completing the task
 - Remember, there is no right/wrong, blame/shame in this process – just maintaining movement and achieving success



*REMEMBER, YOU CAN DO IT!
BUT YA GOTTA BELIEVE YOU CAN
AND ALWAYS KEEP YOUR DREAM ALIVE
NO MATTER WHAT ANYONE ELSE SAYS!!
IF YOU DO, IT WILL SURELY HAPPEN!!!*



Resources

- What Color is Your Parachute 2010 by Richard Bolles
 - Check out transferable skills info in Chapter 11 and Appendix A
- Strengths Finder 2.0 by Tom Rath
 - Identify and apply your top 5 strengths so you can be more effective
- Career Changers Message Board on Monster.com
 - <http://monster.prospero.com/n/pfx/forum.aspx?webtag=changecareers>
- Strategic Portrayal of Transferable Job Skills is a Vital Job-Search Technique
 - www.quintcareers.com/transferable_skills_technique.html
- When Changing Careers, Highlight Transferable Skills
 - <http://career-advice.monster.com/resume-writing-basics/career-changers/When-Changing-Careers-Highlight-Tra/home.aspx>
- Transferable Skills: Bring Your Skills to a New Career
 - <http://careerplanning.about.com/od/careerchoicechan/a/transferable.htm>
- Temping Your Way to a Career Change
 - www.quintcareers.com/temping-to-a-career-change.html

Resources (2)

- Career Change Articles in Crossroads Newsletter Archive (see Career Change section)
www.net-temps.com/careerdev/crossroads/archive.htm
- Quintessential Careers: I am a Career Changer
www.quintcareers.com/career-changer.html
- Career Exploration Tools & Resources
www.quintcareers.com/career_exploration.html
- The 10 Step Plan to Career Change
www.quintcareers.com/career_changer.html
- Emphasizing Your Classroom Transferable & Marketable Skills
www.quintcareers.com/classroom_skills.html

Thank You!





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