

Deloitte.

CV writing & interview
workshop
Talent Search

29 September, 2010



Agenda

About Talent Search

Launch your career with a good CV

Questions & Answers

Winning the interview game

Stay connected

Questions & Answers

About Talent Search

Introduction to Talent Search

Talent Search falls under the Deloitte Human Capital Services Group.



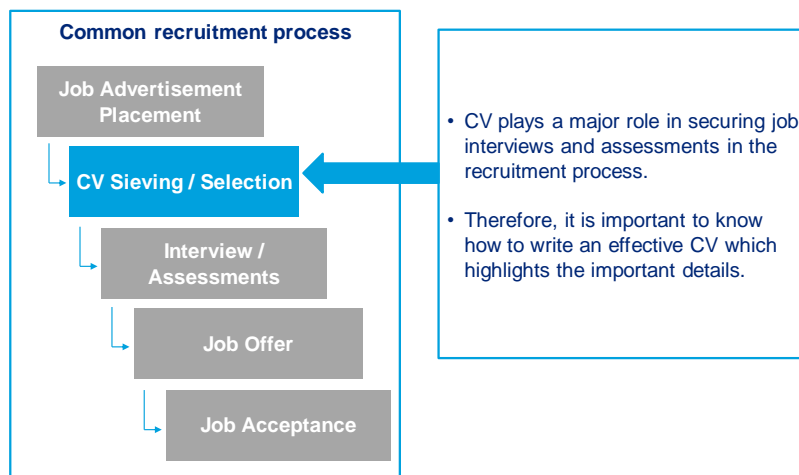
Launch your career with a good CV



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CV is the key to getting shortlisted for job interviews and assessments



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Résumés vs. CVs

What is the difference between a résumé & a CV?

Résumé

- Brief and concise
- Content
 - Work history
 - Educational qualification
 - Relevant skills
 - Job accomplishment
- Purpose
 - Career objective

Curriculum Vitae (CV)

- Detailed synopsis
- Content
 - Academic background
 - Educational qualification
 - Teaching & publication experience
 - Research
 - Awards & honours
- Purpose
 - Academic education
 - Scientific
 - Research position

CV writing

What are employers looking for in a résumé / CV?

- Academic qualification
- Work experience (if relevant)
- Technical skills
- Interpersonal skills
- Language proficiency



Activity

- Identify the good CV and poor CV



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Writing a concise and quality CV

- Customise content according to job applied
- Arrange components accordingly
- List the most recent first
- 1 to 2 pages
- Structured and consistent layout
- Font size 10 – 12
- Professional font style, e.g. Arial, Times New Roman
- Keep it short and simple
- Accurate, honest and factual content
- PDF format



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Common CV mistakes

- Overloaded with job history
- Grammatical errors
- Not listed in reverse chronological order
- Usage of abbreviations and SMS language
- No cover letter
- Unprofessional email address
- Over exaggeration
- Unprofessional photograph



CV writing guidelines

Personal details / contact information

Educational achievements

Work experience / professional details

Key skills and languages

Extra-curricular activities

References

Important
components

What to include in your CV

Personal details

- Name
- Address
- Phone number
- Email

Educational achievement

- Universities / Colleges / Secondary
- Highest education qualification
- Duration
- Annual average marks or CGPA

Work experience

Include any relevant work experience / training / internship programme.

Key skills

Include relevant skills which match the job description, e.g. technical skills, interpersonal skills and etc.

What to include in your CV

Languages

Include languages known and proficiency level for speaking and writing

Extra curricular activities

List your achievements in extra curricular activities during university / college e.g. school captain, secretary and etc.

References

Include at least 2 referees' details, either former supervisor or lecturer



No contact details and personal particulars.

Work experience is not standardise. Always list in reverse chronological order.

Exclude areas of interest.

No relationship and company.

Peter Smith

Date of Birth: 28/02/1977

Education:
 1979 - 1982 kinder garden
 1982 - 1988 Primary School
 1988 - 1991 High School
 1994 - 1998 University of John O'Groats

Objective:
To find a job in finance

Work Experience:
 1998: Worked as a waiter in a restaurant where I served for people who came there to eat
 1990: Worked on a farm with chickens and more animals
 2000: Handing out leaflets in the streets to give to people
 1996: Worked in fast food company warming up burgers and fries
 1999: Worked in a bowling alley polishing balls (got promoted to Assistant Manager)
 1995: Worked in a swimming pool cleaning toilets and changing room

Computer skills:
 Playstation: Expert use in FIFA 2000
 Nintendo64: Expert use in Super Mario Brothers
 Words: Typed CV on it
 E-mail: Knowledge of Hotmail and Yahoo

Hobbies:
Drinking, clubbing and Internet Chat rooms.

Other Interests
 I enjoy participating in all aspects of University Life. I particularly enjoy socialising with my friends. I also enjoy listening to music, reading and shopping.

References
 Mr John - 012-xxxxxxx
 Mr Don - 013-xxxxxxx

Always list the most recent first and include results for each level of qualification.

No clear objective statement.

Technical skills & language proficiencies were not included.

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Cover letter writing

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What is a cover letter?



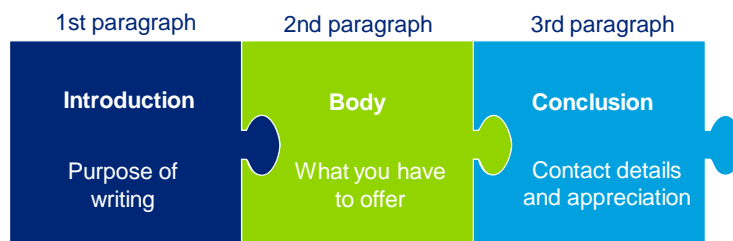
- A document attached with your CV to provide additional information on your skills and experiences
- Explain the reasons for your interest in the specific organization and identify your most relevant skills or experiences

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Writing an effective cover letter

An effective cover letter should follow the basic format of a business letter and includes the following 3 broad categories.



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What does a cover letter look like?

1. Applicant's name and address → Ng Ming Ming
11, Jalan 15/60,
46100 Petaling Jaya
Selangor

2. Employer's name (if any) and company address → ABCD Sdn Bhd
Level 19, Uptown 1
Damansara Uptown
1, Jalan SS21/58,
47400 Petaling Jaya
Selangor

4. Salutation → Dear Sir/Madam,

8. Closing greeting → Thank you for your time and consideration.

9. Signature → Sincerely,
(Signature)
Ng Ming Ming

22 April 2010

3. Date

5. Paragraph 1: Purpose of writing

6. Paragraph 2: What you have to offer

7. Paragraph 3: Contact details and appreciation

With reference to your job advertisement on EFG website dated 18 April 2010, I would like to apply for the position of XXX in your company.

I recently obtained my Degree from the University of DEF with a Second Class Upper Division Honours. As a graduate in Business Communication, I have acquainted myself with a range of skills that would allow me to blend with your organisation's culture, and propel the team to new heights of success. Apart from being a proactive learner, I was actively involved in extra-curricular activities inside and outside of campus. I was the Deputy Chairman for the Photography Club as well as the Secretary for the Swimming Club. These involvements have served me well in nurturing my leadership and communication skills.

Together with this letter, I attach herewith my résumé for your consideration. I appreciate your time reviewing my application, and it will be a pleasure for me to attend an interview with you at your convenience. I can be reached at 012-3456789 or mmm@gmail.com. I look forward to hearing from you soon.

Video

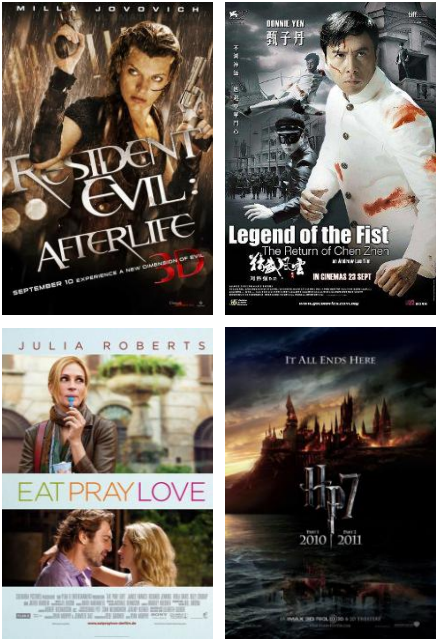


A film reel and a strip of film are shown against a white background. The film strip is unspooled and loops around the reel.

Video



Upcoming:
CV writing competition



Are you sure it's that easy to win something?

There's really nothing to lose. Just email us your CV. **That's it.**

Our team will select the top 5 CVs. You stand to win GSC movie tickets, including a pair of Gold Class tickets. □

What if I don't win?
Your CVs will help us to notify you of **suitable openings in the job market** in the future.

Is that it? No slogan? No fee?
Yes.

Email your CV to info@dtalentsearch.com □
Closing date: **8 October 2010**

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Competition rules & regulations

1. To enter the competition, you must be 21 years old or over at the time of entry.
2. The competition is not open to employees of Deloitte Touche Tohmatsu Limited and its network of member firms.
3. Only one CV submission per person.
4. All entries to the Competition must be submitted to and received by the Organiser no later than the stated deadline.
5. Entries must be submitted in either MS-Word or PDF format.
6. Submission of the Competition Entry must be made via soft copy and emailed to info@dtalentsearch.com. Kindly indicate the subject title as "CV Writing Competition". The maximum size of each email is 2MB.
7. The closing date is as specified, and Deloitte reserves the right to amend the competition end date at any time.
8. Prizes are as follows:
 - **Grand prize – 2 GSC Gold Class movie vouchers**
 - **4 runners-up prizes – 2 GSC movie vouchers x 4**
9. The prize will not be transferable to another person.
10. No part of a prize is exchangeable for cash or any other prize.
11. The results will be announced by the end of October 2010. Winners will be announced on the **Talent Search website** (www.dtalentsearch.com) and on **Facebook** (www.facebook.com/mydeloitte).
12. Judging is at the sole and absolute discretion of the judges and all decisions made are final.

Questions & Answers

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Winning the interview game



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30 seconds to your dream job

You're in a lift. The doors open and someone walks in. You look up and – it's Steve Jobs!
This is the opportunity of a lifetime, and you have one elevator ride - just 30 seconds or even less – to introduce yourself and impress him enough for him to want to hire you.

What should you do? How can you make an impression within such a short time?



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What is an interview?

- A conversation between a potential employer and a job applicant
- For employer to determine the applicant's job suitability
- For the applicant to understand the job position and to impress the prospective employer



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Congrats! You have been shortlisted for an interview

- Listen carefully the interview details (date, time, location) and confirm your availability
- Clarify the position applied and the interviewers' position
- Confirm what to bring along
- Take down the contact details of the contact person and clarify the name
- Check the estimated duration of the interview so you can plan your schedule
- Ask for location details or landmark if not familiar. Always do research on the location before the actual interview.
- Avoid not showing up for interview!

Traditional vs. Behavioural Event Interviewing (BEI) techniques

Differences between traditional and behavioural event interviewing techniques

Traditional	Behavioural
<ul style="list-style-type: none"> • Focused on <i>general questions</i>. • Allows candidates to <i>generalize</i> and speak in <i>abstract</i> terms about themselves. • Minimal accountability. • Information revealed may be <i>selective</i>. • <i>Does not cover</i> enough ground. • Sample questions: <ol style="list-style-type: none"> 1. What are your weaknesses? 2. How do you cope with work life balance? 3. What would you do if you experience conflict with a co-worker? 	<ul style="list-style-type: none"> • Focused on <i>specific questions</i>. • Candidates describe <i>thought process</i> and <i>specific actions</i> taken in <i>real circumstances</i>. • <i>Difficult</i> to prepare or <i>falsify</i> stories. • <i>Access all areas</i> important to interviewer . • <i>Detailed information</i> can be revealed. • Sample questions: <ol style="list-style-type: none"> 1. What weaknesses have you tried to improve and how did you go about doing that? 2. Describe a time where you were faced with problems that tested your coping skills. 3. Tell me about the last time you experienced conflict with a co-worker.

Behavioural event interviewing technique is based on STAR model

S Situation	Detail the background. Provide a context. When? Where?
T Task	Describe the challenge and expectations. What needed to be done? Why?
A Action	Elaborate your specific actions. What did you do? How? What tools did you use?
R Results	Explain the results. Accomplishments, recognition, savings, etc. Quantify.

Sample BEI questions

Communication	<ul style="list-style-type: none"> • <i>Question:-</i> <ul style="list-style-type: none"> – Describe a time when you took extra effort to make sure the person with whom you were communicating with had really understood your point. How did you do this? • <i>Answer guide:-</i> <ul style="list-style-type: none"> – Your answer should show that they understand why clarification is an important part of communication.
Leadership	<ul style="list-style-type: none"> • <i>Question:-</i> <ul style="list-style-type: none"> – How do you keep each member of the team involved and motivated, while keeping morale high? What steps do you need to take to achieve this? • <i>Answer guide:-</i> <ul style="list-style-type: none"> – Applicant should work hard to develop respect for each member of the team and try to make team members feel important. Mutual respect is vital to success.
Problem solving	<ul style="list-style-type: none"> • <i>Question:-</i> <ul style="list-style-type: none"> – When you handle a project that requires systematic data acquisition and accurate analysis, what steps do you take? • <i>Answer guide:-</i> <ul style="list-style-type: none"> – Job seeker should be methodical about the acquisition and analysis of data and recognize their function in the development of plans.

Before the interview

Be prepared

- Study the job advertisement and also research on company
- Make a list of the skills required for the job.
- Think of at least one example in the past when you have successfully demonstrated each of those skills.
- Write down the examples. For each one, explain the situation, how you felt, what you did, why you did it, the outcome and anything you learned from it.
- Read each example out loud.
- Try to think of additional questions the interviewer may ask you about the situation. Prepare answers to those questions.

Job interview: The do's and don'ts

Before interview

Do

- ✓ Evaluate and know yourself
- ✓ Research the company, industry and position
- ✓ Practice makes perfect
- ✓ Bring a pen
- ✓ Prepare extra copies of important document
- ✓ Get a good night's sleep the night before
- ✓ Arrive 15 minutes earlier
- ✓ Turn off your mobile phone

Don't

- ✗ Post inappropriate material on social networking site
- ✗ Use improper caller ringtones
- ✗ Smoke beforehand

During the interview

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You're at the interview. What do you do?

- Be honest about your skills
- Take time to think before you talk
- Don't be afraid to ask the interviewer for clarification
- You can ask the interviewer about the work culture and the people



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Dress to impress: Women



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Dress to impress: Men



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Job interview: The do's and don'ts

During interview

Do

- ✓ Dress well
- ✓ Maintain good eye contact & have a firm handshake
- ✓ Be honest, be polite & be confident
- ✓ Sell yourself
- ✓ Maintain professional postures, gestures and facial expressions
- ✓ Ask intelligent questions

Don't

- ✗ Tell jokes
- ✗ Interrupt the interviewer
- ✗ Badmouth former employers or co-workers
- ✗ Be distracted
- ✗ Talk about salary unless interviewer started the conversation

After the interview

Job interview: The do's and don'ts

After interview

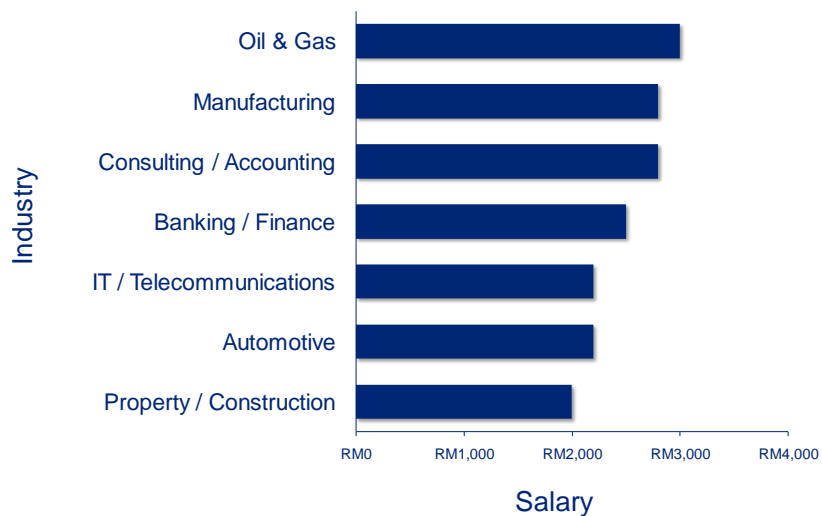
Do

- ✓ Understand company's recruitment process
- ✓ Close the interview positively and thank the interviewer
- ✓ Get business cards from interviewer(s)
- ✓ Jot down notes, critical details or notes for future improvement
- ✓ Send thank you letter or notes
- ✓ Follow-up the interview with a phone call or email

Don't

- ✗ Be discouraged if no definite offer is made at the end of interview
- ✗ Appear desperate

Salary ranges for different industries for fresh graduates



Top 5 salary negotiation mistakes

- Settling / not negotiating
- Focusing on need / greed rather than value
- Multiple changes when counter-offered
- Taking salary negotiations personally
- Not asking for final offer in writing



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5 key steps in negotiating salary

- Postpone talking about the salary for as long as possible
- Don't ever lie about your current salary
- Don't accept an offer on the spot
- You can ask for more and justify
- Know your limits



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