

CALSM

June 17, 2009 Meeting



Today's Agenda

- Members Only Summer Event
 - Ksenia Kafanova and Greg Houston
- CALSM Tech Show
 - Sarah Mallon
- CALSM August Meeting
- How to Look for a Job in a Challenging Economy

How to Look for a Job

- Tina Thomas
 - Partner, Technical Solutions
- Tracy Bartosz
 - Senior Employment Specialist, Winston & Strawn

Present Yourself

- Resume
- Cover Letter
- Interview
 - Phone
 - In-person
- Other Information
- Preparation Tips

Resources

- Networking
 - Groups
 - Sites
- Recruiters
- On-line sources
 - Career Builder
 - Monster
- Employer Websites

Tina Thomas, Technical Solutions / Legal Solutions Discussion

You have to be ready to meet job opportunities, with a clear and concise message about who you are, what you do and the impact you can have.

Following is some insight that can help you through a job transition as smoothly as possible.

PROFESSIONALISM

- The shock of being laid off can be a huge blow, it's extremely important to handle a job elimination professionally. When a disgruntled employee tells off the boss and storms out of the office, it only hurts the employee in the in the way of references. Most times, lay offs are truly not personal and while upsetting, the last thing you want to do is damage your reputation, the respect of your boss and peers and potentially influence the references you receive. No employer wants to hire someone with a tarnished reputation.

REFERENCES

- **REFERENCES** can truly make or break your job search.
- If you're laid off from a Firm, there is a chance others could be laid off as well. Be prepared by having *professional and personal contact information for your references including work and personal phone numbers and emails if possible.*

LETTER OF RECOMMENDATION / REFERENCE LETTER

If you are part of a lay off, some employers may be willing to provide a written reference letter explaining that there was a downsizing; they may also be able to incorporate a 2nd paragraph attesting to your value as an employee. This can be an excellent reference and can go a *long way in alleviating concerns about your stability*. This has been especially important with so many lay offs over the last few years.

How long will it take me to find a job?

- According to the Labor of Bureau Statistics, the average time is 3 months for the first \$50,000 plus 1 month for every additional \$10,000 in compensation desired. There are many other factors that will determine how long it will take to land your next job including:
- The Unemployment Rate - It is currently historically high, which will increase the length and difficulty of everyone's job search. This is one reason to start your search as soon as possible.
- Flexibility Are you willing to take a lateral in terms of position? Are you willing to accept a lower compensation package? Are you open to relocation?

GETTING BACK TO WORK

- While you may be receiving a severance or the pool may be calling your name, this is not the time to take the summer off for several reasons.
- The process of identifying, interviewing and being selected for a job that is a good fit can easily take weeks if not months.
- Competition for jobs is fierce. There are more excellent candidates looking for jobs now more than any other period in our life time.
- Employers tend to perceive candidates who “choose” not to work or to take months off before looking for a job as lazy or as having a less than ideal work ethic. There is always a stigma associated with being unemployed. The longer you remain unemployed, the greater the stigma. Another reason for a full-court press now

WRITING YOUR RESUME

- **Search and review litigation support jobs with terms that mirror several of your responsibilities.** Reviewing jobs that are in your field can help you recall pertinent bullets for your own resume. Use specific terms like project management, vendor management, Summation, Concordance, scanning, database creation, etc.
- **Include important details of your case load** such as the size and scope of projects, trial support, project management, supervisory responsibilities, etc.
- **Do not include any confidential information on your resume.**
- **Start with an attractive layout.** Use bold and italics to highlight key points.
- **Choose a common font.** Times New Roman, Arial, and Verdana are some of the best fonts for a résumé. Now is not the time to experiment. Do not use cutesy graphics if you want to be taken seriously. It is NOT appropriate for business correspondence.

Writing Your Resume, Cont.

- **Do not use the word "I" in your résumé.** Start each sentence with a powerful verb. For example:
 - Implemented internal Litigation Technology Practice Group for our San Francisco office.
 - Directed e-discovery initiatives for the entire IP Practice Group.
- **Write an individualized cover letter for each position to which you apply.** This is basic business etiquette. Personalize each cover letter directly to the position you are applying to. A generic cover letter will not work to your benefit. If possible, address the letter directly to a person. If you do not know the hiring manager's name, use "Hiring Manager." Brief cover letters are fine.

Writing Your Resume, Cont.

- **Be consistent!** For example, don't list one date as 1/2005 and then list another date as 9/22/2005.
- **Adhere to punctuation and capitalization rules.**
- Use the grammar and spell check function, but don't rely on it.
- **Print your résumé and read it word-for-word.**
- **Customize your resume for specific positions.** Never assume a recruiter will understand exactly what you do as they are in Human Resources, they are not Litigation Support Professionals. Reference the position details and make sure your resume reflects your applicable experience. Make sure your skills jump out so that the recruiter calls you immediately as opposed to putting your resume in their resume file.

NETWORKING

- A friend of a friend of a friend often gets you the interview that lands you the job -- but that won't happen if no one knows you're looking for new career opportunities.
- Talk to trusted friends and a Professional Recruiter who can introduce you to the right hiring managers.

KEEPING CURRENT

- If you don't find your dream job within a few months, it can affect how you are perceived by hiring managers unless you continue to invest in your career and show your drive by networking in industry associations like CALSM or taking a class.
- Additionally, networking can turn up great opportunities.
- If you are taking classes, make sure that they are flexible hours and if possible online so that employers know they won't interfere with their position.

DOUBLE CHECK YOUR *PERSONAL* NETWORKING SITES

- Google yourself and check your Face book if you have one to see what comes up -- and what potential employers will see if they do the same. If you don't like what you find, it's time to do damage control.

GET CONNECTED

Professional networking sites like LinkedIn.com are excellent sources for contacts. These sites are composed of millions of industry professionals and allow you to connect with people you know and the people they know, etc.

(A word of caution: When you sign up for online social networking sites, you may want to be cautious about how much information you share and to set security settings to block some of your information

FIND AN ADVOCATE

- A Professional Recruiter has years of experience working with their clients. They should have solid relationships with their clients and can open up additional doors for you.
- Recruiters can share additional details beyond the job description
- Educated about the internal environment, benefits, typical hours, travel etc.
- They are **familiar with the interview** process from experience.
- While they typically can not share the salary range, they can let you know if your **salary expectations** are in line for the position before you take time off work or go through extensive interviews.

Find An Advocate, Cont.

- They may be **familiar with personalities of hiring managers** and the team atmosphere.
- **Hidden Job Market** - Up to 80% of jobs are not advertised. Employers hire recruiters to save them the time and hassle of advertising and conducting job interviews, or when they prefer to keep employment opportunities confidential. A recruiter can put you in touch with firms you didn't know were hiring, and give you a chance at jobs that you'd never hear about otherwise.
- **Industry Niche** - Working with a recruiter who specializes in your field can introduce you to hiring managers that you would not otherwise have direct access to.
- **Time Constraints** - A recruiter will not only give you access to the untapped job market; they'll also do it on their time instead of yours.
- **Compensation Negotiation Help**
- **Free for Job Seekers**

FINDING A RECRUITER

- Since you are entrusting your job search and your reputation to a recruiter, you need to know you can trust them to represent you professionally, accurately and that they have strong relationships with the hiring managers that you are interested in meeting.
- *Questions to ask a Recruiter:*
- How long have they been in the Staffing Industry
- How long have they been with their particular firm
- How extensively do they deal with Hiring Managers within the Litigation Support arena specifically?
- What percentage of their business focus's on Litigation Support / Legal Technology?



Finding a Recruiter, Cont.

- Typically, you will want to work with only one or two recruiters and you should require that recruiters receive your permission to send your resume to each particular opening and that they disclose the name of the hiring Firm to you. Applying multiple times to the same employer says, "I'm either disorganized or I'm just sending out bulk applications." Neither is good.
- Many companies utilize temporary or contract employees to identify and recruit their direct hire staff. If you are temping and doing an exceptional job, you will likely have first opportunity to interview for a direct hire position, should one open at the firm. Be sure to show extra effort in meeting your job obligations.

INTERVIEW

- Congratulations, you have a job interview!! The employment interview may provide the most important 30-minute opportunity to sell yourself to a potential employer.
- **Presentation** Make every interview count. A successful individual should have developed a concise, well thought out personal presentation. By giving considerable thought to you career and job goals, you can develop a presentation that will demonstrate to the interviewer the appropriateness of your educational background and employment experience

Interview, Cont.

- Arrive 5 minutes early
- Dress for success, generally consisting of a professional, tailored suit, even if the hiring manager indicates it's a business casual atmosphere.
- **Preparation** The key to a successful interviewing is PREPARATION Research the Firm prior to the interview. Research for a new job involves both the position and the company. First, familiarize yourself with the organization. Information can be obtained through annual reports, employment brochures, and company files. Knowing the company's history and philosophy, organization structure, products and services provides valuable information for the interview.

Interview – Cont.

- **Handling Questions** You can expect questions regarding your qualifications, career interests, personality, and even interests. The employer is interested in what makes you think, react, and more importantly, how you behave and how flexible you are. The interviewer wants to probe into the major activities listed on your resume to appraise those qualifications which are not revealed on paper.
- Listen carefully to each question asked and provide a thorough yet brief answer. Employers place great importance on being able to answer quickly and intelligently.
- Be prepared with a few questions about the job, the firm or the hiring manager. Not having questions suggests you're not invested in the job.
- Never complain or share personal information about your previous employers firm or employees.

CLOSE THE INTERVIEW

- At the end of the interview, ask the hiring manager “Is there any additional information I can provide that will help you make your decision?” As the interview draws to a close, summarize your qualifications briefly, express your interest in the job and thank the recruiter for his or her time.
- Make certain that you understand the next step and time frame of the selection process.

FOLLOW UP TO INTERVIEW

- If the hiring manager has provided their email address, immediately after the interview, write a thank-you letter restating your interest in the job, summarizing the key points discussed and include any additional pertinent information.
- Less than 10% of interviewees regularly send a thank-you letter. If you do not have the hiring manager's email address and you've interviewed through a recruiter, send them the thank you note to forward to the hiring manager.

Follow up to Interview, Cont.

- Do not contact the employer until the specified time period has elapsed. Calling the employer prior to when a decision was supposed to be made appears pushy or over-anxious. When contacting the employer's office, always be pleasant, polite, and straight forward. Never act desperate. Following up regarding positions and after interviews needs to be professional. While follow up is important, some candidates turn hiring managers off by being overly persistent with phone calls and emails.

Traits On Which You Will Be Judged

Personal Characteristics:

- Do you have good grooming?
- Do you have good manners?
- Do you maintain good eye contact?
- Self-expression:
 - Are you forceful or vague in expressing your ideas when responding to the interviewer's questions?
- Communication Skills:
 - Oral and written
- Maturity:
 - What about your overall sense of balance?
 - Can you make value judgments and decisions?

Traits On Which You Will Be Judged, Cont.

- Experience:
- What about your academic achievements?
- Involvements in extra-curricular activities?
- Job accomplishments?
- Job skills?
- What are you like?
- Outgoing? Shy? Warm? Quiet? Overbearing? Tactful? Enthusiastic?
- Do you have a good attitude?
- Enthusiasm and Interest:
- Are you really interested in the employer?
- The particular job?
- Industry?
- What do you want to do in your professional life?

Frequently Asked Interview Questions

- What are your short-term goals (in the next 5 years)?
- What are your long-term goals (in the next 10 or more years)?
- How do you plan to achieve your career goals?
- Why did you choose the career for which you are preparing?
- What do you consider to be your greatest strengths and weaknesses?
- How has your college experience prepared you for your career?
- How do you think a friend or professor would describe you?
- What motivates you to put forth your greatest effort?
- How do you determine or evaluate success?
- How would you describe yourself?
- What are your hobbies? How do you spend your spare time?

Frequently Asked Interview Questions, Cont.

- How did you spend your summers while attending college?
- What have you learned from your mistakes?
- Describe your ideal boss.
- Tell me more about yourself.
- Which is more important to you, the money or the type of job?
- Why should I hire you?
- What qualifications and characteristics do you have that will make you successful in this business?
- How do you think you can make a contribution to this company?
- What type of relationship should exist between supervisor and subordinates?
- What two or three accomplishments have given you the most satisfaction?

Frequently Asked Interview Questions, Cont.

- In what work environment are you most comfortable?
- Give an example of how you handle pressure.
- Describe your ideal first job after graduation.
- Why do you want to work for this company?
- What criteria are you using to evaluate the company for which you hope to work?
- Will you relocate? Travel?
- Are you willing to work as a trainee for six months or a year?
- Tell me about a major problem you have had and how you dealt with it?

Frequently Asked Interview Questions, Cont.

- In what work environment are you most comfortable?
- Give an example of how you handle pressure.
- Describe your ideal first job after graduation.
- Why do you want to work for this company?
- What criteria are you using to evaluate the company for which you hope to work?
- Will you relocate? Travel?
- Are you willing to work as a trainee for six months or a year?
- Tell me about a major problem you have had and how you dealt with it?

Frequently Asked Interview Questions, Cont.

- If you could have any job in our organization, what would it be?
- What interests you about our products and/or services?
- What two or three things are the most important to you in a work setting?
- What do you expect to be earning in 5 years?
- What criteria should determine a person's progress in a company?
- Describe your work habits.
- What have you done in the past that demonstrates your initiative and willingness to work?