



coaching workbook

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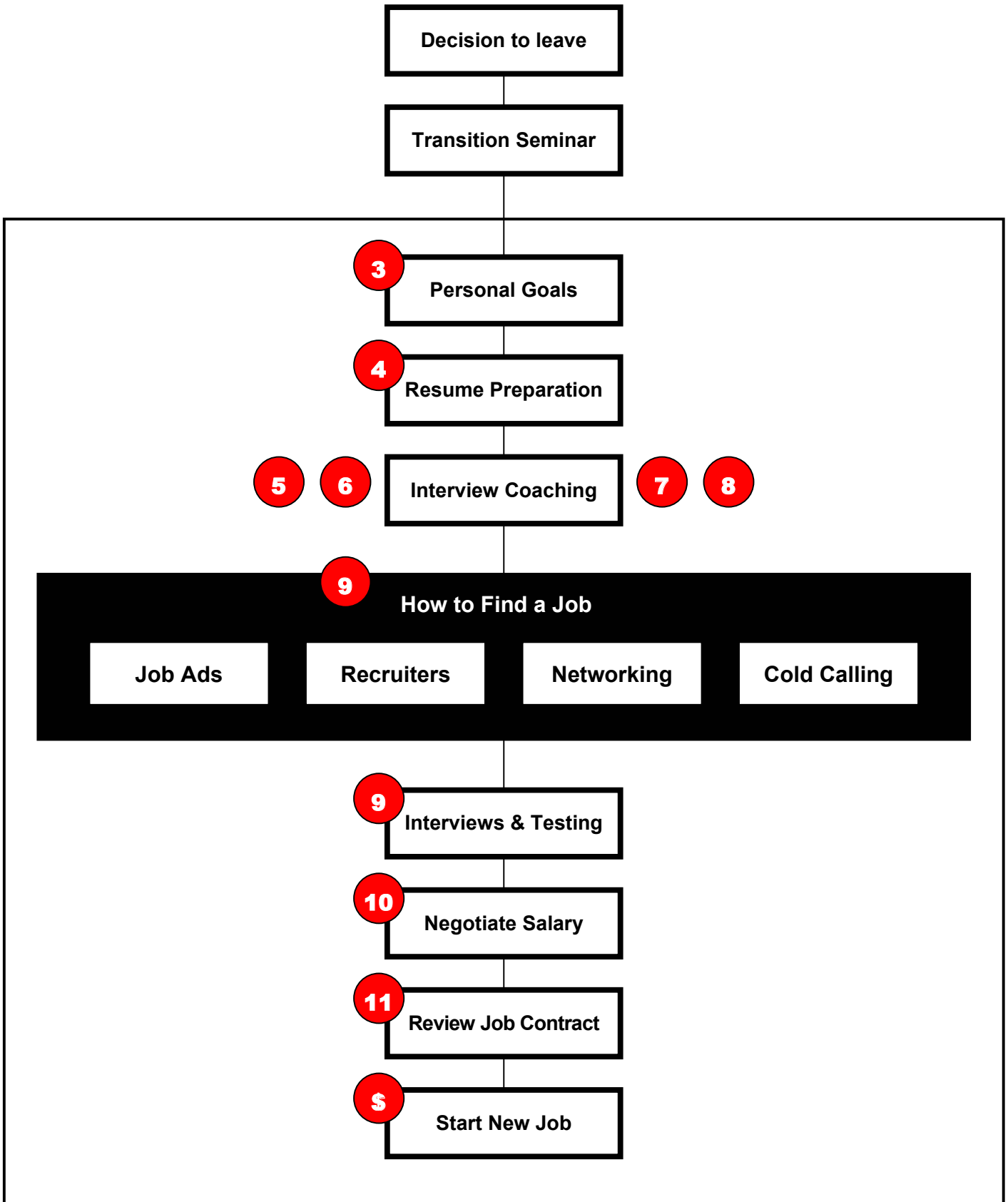


INTRODUCTORY COACHING PROGRAM

1. The job hunting process
2. What will my job hunt be like
3. Personal goals
4. Resume preparation
5. Interview technique
 - Employer needs
 - Building rapport
 - Presenting the solution
 - Overcoming concerns
 - Closing the “sale”
6. How to sound like a civilian
7. Danger areas to avoid
8. Question and answer practice

ADVANCED COACHING PROGRAM

9. How to find a job
 - Job advertisements
 - How to use recruiters
 - Networking
 - Cold calling
10. Negotiating salary
11. Reviewing my job contract



REMEMBER THE SEVEN “Ps”

Getting a new job can be a daunting experience even for people who do it regularly. What will your job hunt be like? Fortunately, the answer to that question lies in your hands. Your transition will be much easier if you begin preparing yourself from day one and leave enough time to ensure you get the right job, in the right location, at the right salary, right when you need it!!!

Time spent planning is never wasted. If you plan ahead, prepare well and seek the advice of experienced professionals, then your job search is almost certain to be much less painful than it might otherwise be.

The answers to the following questions will give you some insight into what your job hunt will be like.

- Have I left enough time for an effective transition?
- How motivated am I to be proactive in seeking a new job?
- Does my resume reflect my skills in civilian terms?
- Are my skills attractive for the industries I want to work in?
- Am I being realistic with my salary expectations?
- How well will I do at each interview I attend?
- Am I partnered with a powerful job finding network?

**It's never too late to start planning.
Make a list below of the top five things you
will do now to kickstart your job hunt.**

1. _____
2. _____
3. _____
4. _____
5. _____

***Your choice of transition partner is an extremely important decision.
They can make all the difference between success and failure.***

WHAT ARE YOUR PERSONAL GOALS?

My reason for leaving Defence

Planned separation date

Preferred work locations

Target salary

Preferred industries

Target employers

***Defining your goals is the first step toward achieving them.
Failing to plan is a plan to fail.***

YOUR RESUME CHECKLIST...ARE YOU PREPARED?

- Cover letters
- Thank you letters
- Plain text resume
- Designer resume
- Value proposition

DOES YOUR RESUME DO YOU JUSTICE?

- Skills summary
- Industry exposure
- Strengths
- Values
- Qualifications
- Chronology
- Employers
- Responsibilities
- Highlights

RAPPORT

- What is rapport
- “Thanks for making time to see me”

NEEDS

- What do they really want
- Research their needs before the interview
- Write down their 5 core needs – prepare 5 stories

SOLUTION

- We provide our “solution” in response to their questions
- Interviews normally start with “tell me about yourself”
 - o “x years experience in ABC”
 - o “working with some great companies such as”
 - o “and that’s given me exposure to XYZ”
 - o “And that’s what brings me here today”
- Use “BIG CAR” to answer interview questions
- BIG = Big picture
- C = Company (what role with what Defence business)
- A= Activity (what is it you did/were responsible for)
- R= Result (what was the benefit/result)

OBJECTIONS

- Ask what concerns them about your candidacy – solve it
- Solve the perception of cultural fit for military folks

CLOSE

- Tell them you really want the job

CONNECTING WITH THE INTERVIEWER

What is rapport?

Who gets the best jobs?

How can I build rapport?

My notes on building rapport

ROLE:	
NEEDS	EXAMPLES
1	
2	
3	
4	
5	
Tell me about yourself	

BIG

C

A

R

BIG

C

A

R

BIG

C

A

R

WHAT CONCERNS DOES THE EMPLOYER HAVE?

How do you discover if the employer has concerns about your suitability for the job?

What are their key concerns likely to be?

How do you solve employer concerns?

My notes on overcoming concerns

LETTING THEM KNOW YOU WANT THE JOB

How do I plan to leave a lasting impression at the end of the interview?

What unique value can I add to the employer's organisation?

Why should the employer hire me over any other candidate?

My notes on wrapping up the interview

HOW DO I TRANSLATE MY EXPERIENCE?

What is the key to translating my experience into civilian terms?

My current job and employer in civilian terms is...

What is “balancing” my answers?

My notes on translating my experience

HOW TO AVOID THINGS THAT CAN COST YOU THE JOB

What are “killer” words?

What perceptions are people likely to have about me?

How do I overcome negative perceptions?

My notes on danger areas to avoid

SAMPLE BEHAVIOURAL INTERVIEW QUESTIONS

LEADERSHIP

- Give an example of your ability to build motivation in your co-workers, classmates, and even if on a volunteer committee.
- What is the toughest group that you have had to get cooperation from? Describe how you handled it. What was the outcome?
- Have you ever been a member of a group where two of the members did not work well together? What did you do to get them to do so?

MOTIVATION

- Give an example of a time when you went above and beyond the call of duty.
- Tell me about an important goal that you set in the past. Were you successful? Why?
- Describe a situation when you were able to have a positive influence on the actions of others.
- How would you define “success” for someone in your chosen career?

PLANNING AND ORGANISATION

- What have you done in order to be effective with your organization and planning?
- How do you schedule your time? Set priorities? How do you handle doing twenty things at once?
- What do you do when your time schedule or project plan is upset by unforeseen circumstances? Give an example.
- Describe how you develop a project team’s goals and project plan?

DECISION-MAKING

- Give an example of a time when you had to be relatively quick in coming to a decision.
- What was your most difficult decision in the last 6 months? What made it difficult?
- What kind of decisions do you make rapidly? What kind takes more time? Give examples.

COMMUNICATION

- Tell me about a situation when you had to speak up (be assertive) in order to get a point across that was important to you.
- Describe the most significant written document, report or presentation which you had to complete.
- Give me an example of a time when you were able to successfully communicate with another person, even when that individual may not have personally liked you.
- Have you had to “sell” an idea to your co-workers, classmates or group? How did you do it? Did they “buy” it?

INTERPERSONAL SKILLS

- Describe a situation in which you were able to effectively “read” another person and guide your actions by your understanding of their needs and values.
- What have you done in past situations to contribute toward a teamwork environment?
- Describe a recent unpopular decision you made and what the result was.
- Tell me about the most difficult or frustrating individual that you’ve ever had to work with, and how you managed to work with them.

INITIATIVE

- Give me an example of when you had to go above and beyond the call of duty in order to get a job done.
- Give me examples of projects/tasks you started on your own.
- Give some instances in which you anticipated problems and were able to influence a new direction.

TEAMWORK

- Describe the types of teams you’ve been involved with. What were your roles?
- Describe a team experience you found rewarding.
- Describe a team experience you found disappointing. What would you have done to prevent this?

MISCELLANEOUS QUESTIONS

- Please tell me about a time when you had to deal with an uncertain situation.
- Describe some recent work related problems and the actions you took to solve them.
- What are the most difficult decisions you have made over the last 6 months? What made them difficult?
- Describe your involvement in a task or project that had to be done within an agreed time frame and be of an excellent work standard.
- Describe a specific task you found especially challenging. What was it about the task you found difficult? How did you overcome the difficulty? What was the result?
- Please tell me about a time when a customer / client was not getting the service they deserved from your organisation.
- Please describe a time that illustrates how you build a relationship with a client.
- We’ve all had times when we just couldn’t get everything done on time. When and why has this happened to you?
- Describe a situation in which your initial attempts to gain someone’s support and co-operation failed? Did you try again? What was your approach?
- Describe a problem you encountered at work in the last 6 months. How did you go about gathering information to help you make a decision?
- Give some examples of where you did more than you required in your job.

Our advanced coaching Program is a separate service to the unlimited Introductory Coaching Program. Further details are available upon request.

