

Step Up Program #1

# BUILDING YOUR JOB-READY TOOLKIT



# **HELLO**

### INTRODUCING LIZ KINGSTON & ADAM BROADBENT









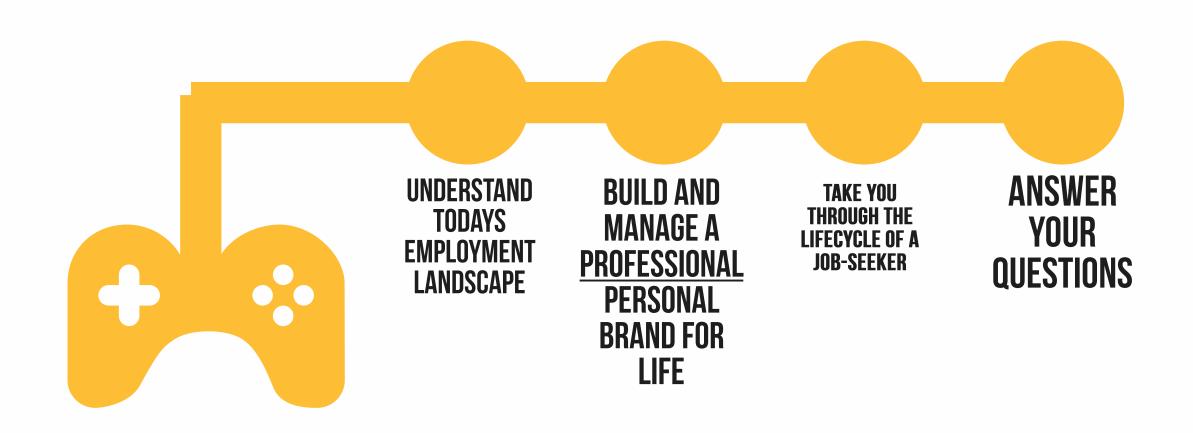
**COFFEE BREAK** 

**EMERGENCY EXITS** 

**FACILITIES** 



### **OUR GAME PLAN**



### LET'S BREAK IT DOWN...

RESUMES | SOCIAL MEDIA PERSONAL BRAND | LINKEDIN **APPLICATIONS DEALING WITH RECRUITERS** PREPARATION & RESEARCH **GRAVITAS INTERVIEW QUESTIONS INTERVIEW SOFT-SKILLS** 

### **MOTIVATION**









### AREAS TO CONSIDER

WHY DO YOU WANT A NEW ROLE?

**CHANGING CAREERS?** 

WHY WOULD YOU LEAVE A ROLE/COMPANY?

WHY WOULD YOU WANT TO WORK IN THAT ROLE/COMPANY?

**LIFE HAPPENS?** 

### WHY WOULD YOU STAY?

### **BE HONEST WITH YOURSELF**

TRY TO FIGURE OUT WHAT YOU REALLY WANT

IT IS KEY TO BE CLEAR AND CONCISE ABOUT YOUR MOTIVATION AT INTERVIEWS **ESPECIALLY** WHEN CHANGING FIELD OF WORK OR RETURNING TO THE WORKFORCE

UNFORTUNATELY, EMPLOYERS NEED TO BE CONVINCED ON REASON FOR GAPS IN EMPLOYMENT, OR CHANGE OF CAREER

### WHAT ARE YOUR MOTIVATING FACTORS AT THE MOMENT?

# TOP 9 REASONS FOR MAKING A CHANGE...OR NOT

TEAM / MANAGER
COMPANY BRAND
WORK:LIFE BALANCE AND FLEXIBILITY
TRAINING & CAREER PROGRESSION
LOCATION
LIFE CHANGE
CAREER CHANGE
MONEY
ROLE CONTENT — TECHNOLOGY / PROJECTS ETC













DESIGNED TO GET YOU TO THE INTERVIEW

RESUME STYLES — TECHNICAL, MANAGEMENT, SALES, GRAD, NEW JOB-SEEKER

RESUME ARCHITECTURE

SEND TARGETED APPLICATIONS QUICKLY
RE-ORDER INFORMATION TO HIGHLIGHT SKILLS
USE BULLET-POINTS
CLEAN FORMATTING — USE WHITE SPACE

### **SIMPLY PUT:**

PERSONAL DETAILS INCLUDING MOBILE NUMBER

SUMMARY — KEEP IT BRIEF & TO THE POINT

QUALIFICATIONS & EDUCATION

CAREER ACHIEVEMENTS

EMPLOYMENT HISTORY (ROLE ACHIEVEMENTS => RESPONSIBILITIES)

HOBBIES & INTERESTS

SPORTS/ARTS ACHIEVEMENTS OR VOLUNTEER WORK



### **SIMPLY PUT:**

PERSONAL DETAILS INCLUDING MOBILE NUMBER QUALIFICATIONS & EDUCATION SUMMARY ACHIEVEMENTS

**EMPLOYMENT HISTORY (ACHIEVEMENTS => RESPONSIBILITIES)** 

HOBBIES & INTERESTS SPORTS/ARTS ACHIEVEMENTS OR VOLUNTEER WORK





### IMHO, THIS IS AN IDEAL FORMAT...

# POSITION TITLE, DEPARTMENT COMPANY NAME & SHORT PARAGRAPH ON WHO THEY ARE (INDUSTRY/SIZE ETC) DATES OF EMPLOYMENT (MONTH/YEAR)

### **ACHIEVEMENTS**

- USE
- SEVERAL
- BULLET POINTS

### **RESPONSIBILITIES & TASKS**

- SAME

### THIS IS AN IDEAL FORMAT TECHNICAL

Solutions Architect - IBM June 2012 - Present

Brisbane, Australia

IBM is a global IT Services and Solutions Company with large enterprise customers across multiple industries including mining, construction, local and federal government. Working with sites of 500+ users responsible for Microsoft system engineering & solution design.

#### Key Achievements

- Defined requirements for and assisted in solution design of a new private Cloud platform, including development of services and integration for IaaS and StaaS solutions saving over \$2.5m per annum for IT operating expenditure
- Migrated a Brisbane-based Energy company's existing multi-site vSphere, vCenter, and SRM environment from 4.1 to 5.1 during standard business hours and without any downtime

#### **Responsibilities**

- Designing and planning IT infrastructure solutions, including AWS & Azure Cloud, on premise, and hosted solutions.
- Consulting with customers, owners, managers and sales teams to define requirements and solutions for clients including VMware, Hyper-V, Microsoft Exchange 2013 / 2016, Salesforce, SAP etc etc
- Consulting with clients at all levels to define business requirements and technical deliverables
- Define effort estimates and draft statements of work, including defining project scope, assumptions and exclusions
- Drafting managed services agreements ranging from prepaid services through to full managed services agreements



### ANOTHER EXAMPLE LEADERSHIP

May 2016 – Present NSW Health – Western Sydney Local Health District IT Operations Manager

Western Sydney Local Health District (WSLHD) is part of NSW Health, serving a population of more than 800,000 people across the Western Sydney metropolitan area. It includes Westmead, Blacktown, Mt Druitt, Auburn and Cumberland Hospitals, along with mental health, drug health and community health centres.

This position encompasses overall management and leadership of the IT Operations and Infrastructure teams, providing desktop support and technology infrastructure services to 15000 staff, 5 major hospitals and over 30 community and Allied health locations in a fast-paced mission critical environment.

- Management of the Infrastructure and Operations group team of 20+ technology professionals supporting 15,000 staff and 5 major hospitals
- Conducted team review and developed future state strategy utilizing hybrid sourcing model
- Developed and implemented short term tactical plans to improve team engagement, morale and productivity
- Develop and manage IT Operations & Infrastructure budget (\$5m+)
- Build IT Infrastructure operating model, attract and recruit highly performing staff



### THIS WORKS WELL FOR SALES

Business Development Manager, Australian IT Company May 2015 – Present

IT systems integrator and managed service provider delivering award-winning IT and cloud services and solutions throughout Australia.

- Instrumental in winning the Skype for Business Enterprise Voice migration for Redland City Council worth over \$180,000 per annum.
- Led entrance into the Queensland market. Won \$700,000 of professional and managed service contracts in first 12 months. Originally sole employee in Brisbane, I have grown this to a team of five individuals who support the clients and pipeline that has been generated.
- Generated new business from leading Australian companies; including Flight Centre, Suncorp, and Technology One. Representing professional service revenues of over \$250,000.

#### Major customer wins during this time:

- Cloud Managed Service Flight Centre
  - Won the ongoing management of Flight Centre's Amazon Web Services (AWS) platform. This was the first AWS project won \$84,000 First Year Sale.
- Google to Office 365 migration Technology One
  - Successfully closed and managed the migration of one of Australia's largest Google mail environments into Microsoft's Office 365

### TIPS FOR NEW JOB-SEEKERS & GRADS

### RECRUITERS AND HIRING MANAGERS ARE IMPRESSED BY ACTIVITIES THAT DEMONSTRATE:

**TEAM WORK** 

ATTENTION TO DETAIL

COMMUNICATION & CUSTOMER SERVICE

**EXPERIENCE WORKING TO DEFINED PROCESSES** 

**OUTSIDE ACTIVITIES & INTERESTS THAT COMPLEMENT ROLE** 

### A MAGIC STORY

### YOUNG COMPUTER SECURITY ENTHUSIAST

HIGHLY MOTIVATED TO LEARN, DEADLY SMART YET <u>HUMBLE</u> ATTITUDE

SOUGHT OUT INDUSTRY EVENTS AND TOOK PART IN NUMEROUS 'BUG-BOUNTY' PROGRAMS — OODLES OF TIME & ZERO GUARANTEE OF REWARD

OVER SIX MONTHS, OBTAINED COMMENDATIONS FROM SONY, UBER, US ARMY, FBI, NASA, CISCO, OPTUS & MORE

THESE WERE BASIC VULNERABILITIES BUT HE HONED SKILLS, PERSEVERED AND HARD WORK PAID OFF.



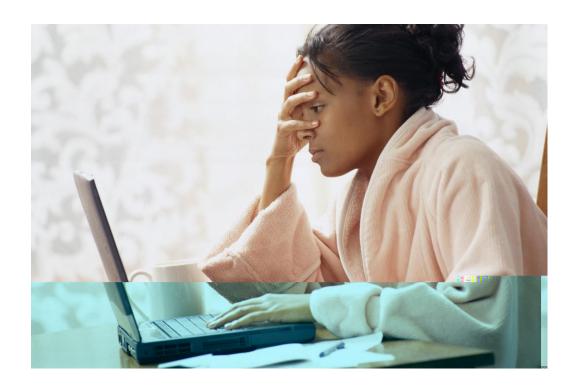
### A MAGIC STORY

HIGH QUALITY RESUME + GREAT INTERVIEW LED TO FIVE INTERVIEWS AND 3 JOB OFFERS

HE IS NOW AN ANALYST WITH A BIG-4 FIRM & LOVING IT.

# WHAT NON-WORK RELATED ACTIVITIES DO YOU THINK EMPLOYERS COULD BE INTERESTED IN?

### WE'VE ALL BEEN THERE....







### THE NOTEPAD TRICK

GREAT WAY TO BUILD GOOD QUALITY CONTENT FOR YOUR RESUME, <u>Particularly</u> achievements

PUT A NOTEPAD & PEN IN YOUR POCKET FOR 3 DAYS

WRITE DOWN ANY TASK, SUCCESSES AND ACHIEVEMENTS THAT COME TO MIND

MAKE ACHIEVEMENTS MEASURABLE — I.E. HARD DATA

**START WRITING!** 





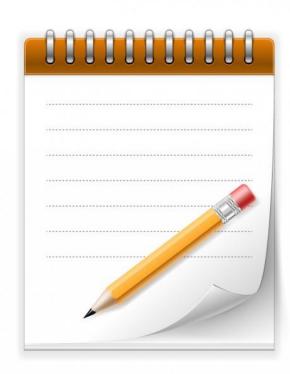
### HARD DATA & WHAT IS IT?

**MEANINGFUL INFORMATION** 

**AWARDS & COMMENDATIONS** 

TARGETS ACHIEVED & EXCEEDED

**USE NUMBERS, DON'T BE VAGUE** 









### LET'S GIVE IT A TRY



THINK OF 3 ACHIEVEMENTS YOU HAVE HAD IN YOUR LIFE & CAREER PERFECT FOR YOUR NEW RESUME AND WE'LL DISCUSS AFTER......







## COFFEE!



### SOCIAL MEDIA & PERSONAL BRAND



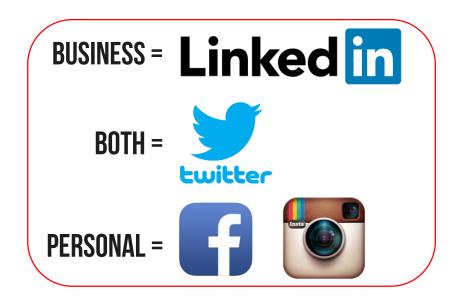


### PERSONAL BRAND

MANAGE PERSONAL AND BUSINESS SOCIAL MEDIA CAREFULLY

THINK BEFORE YOU POST. THEN THINK AGAIN. SLEEP ON IT.

ONCE POSTED, IT'S OUT THERE AND HARD TO RETRACT





### REPEAT AFTER ME....

### THINK BEFORE YOU POST

THEN THINK AGAIN

**SLEEP ON IT.** 

### PERSONAL BRAND & ONLINE SAFETY

WILD PERSONAL LIFE? CONSIDER NAME VARIATIONS

....DO WHAT THE PROFESSIONALS DO

BE SMART ABOUT WHAT YOU PUT ONLINE



**PRIVACY** 



# Linked in









FANTASTIC PLATFORM TO CONNECT, RESEARCH AND BUILD A PROFESSIONAL NETWORK

KEEP YOUR PROFILE CURRENT, HONEST AND FREE FROM ERRORS

ENSURE EXACTLY MATCHES YOUR CV — COPY SECTIONS FROM YOUR RESUME

REMEMBER, YOUR ONLINE BRAND IS CUMULATIVE



# A PROFESSIONAL PROFILE PHOTO GOES A LONG WAY & IS NOT EXPENSIVE ME AFTER:



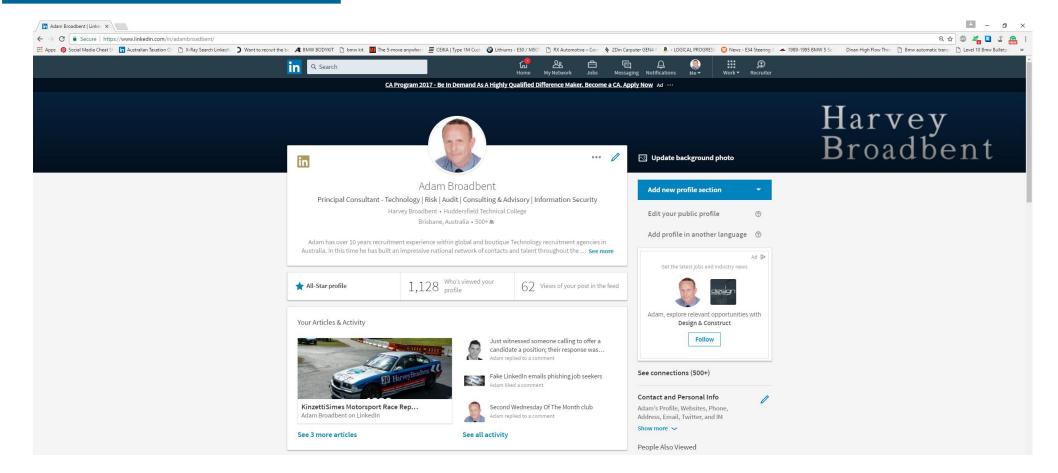


# LIGHTING CAN MAKE A HUGE DIFFERENCE. ME BEFORE:





# Linked in









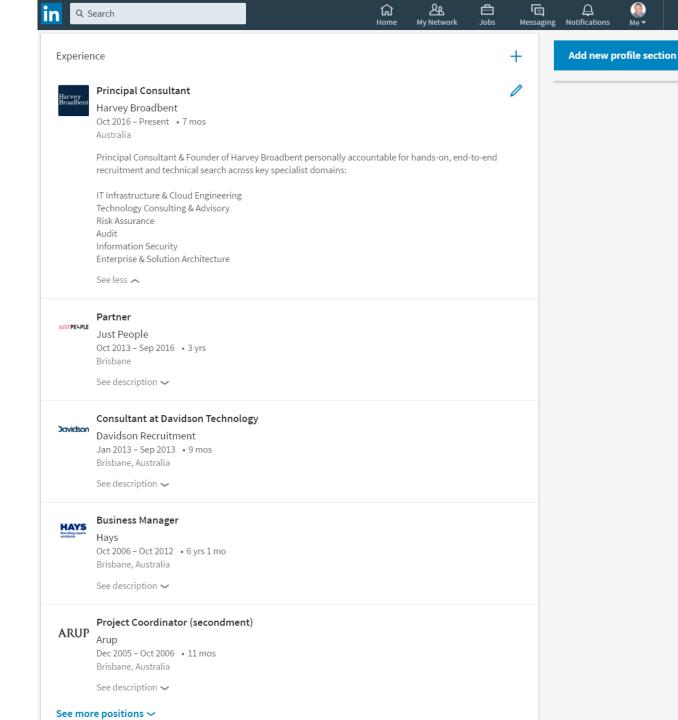


#### **SEARCH OPTIMIZATION**

# WHEN ENTERING COMPANY, MAKE SURE TO CONNECT UP WITH YOUR EMPLOYER

PICKS UP LOGOS AUTOMATICALLY

KEEP IN TOUCH WITH OLD COLLEAGUES & MANAGERS



Recruite



#### **COMMENT ON GROUP DISCUSSIONS AND** POSTS FROM YOUR CONNECTIONS

WRITE INTERESTING, POSITIVE SNIPPETS OF INFORMATION — BE PROFESSIONAL

**EVEN WHIMSICAL THOUGHTS** CAN GET GREAT TRACTION



#### Adam Broadbent

Principal Consultant - Technology | Risk | Audit | Consulting & Advisory | Information Security

Does anyone find working from busy cafes productive? I often walk past heaving coffee shops and see people with their fancy Macbook Air's working away. 9 times out of 10 they are flicking through Facebook, Twitter or shopping (damn the lack of privacy screens:)). Personally, I tried once or twice but couldn't get into the zone and focus for long enough to get anything more complex done than responding to a few emails. Might be because I was working on a Windows 10 laptop.



40 Likes • 21 Comments

▲ Like □ Comment ♠ Share



5,456 views of your post in the feed





























Rohan Milne I used to do it really often, I found it good when I had big proposals to write.





### ENCOURAGE YOU TO SEND CONNECTION INVITES OUT TO INTERESTING AND RELEVANT CONTACTS

**ALWAYS ADD A NOTE** E.G "SAW YOUR COMMENT ON A POST AND..."

SEARCH OUT RECRUITERS AND POTENTIAL MANAGERS AND CONNECT UP

FIND A MENTOR & MENTOR OTHERS

**DON'T GO NUTS.** Too many declined invites can bring restrictions on your account.



#### NETWORKING & GETTING NOTICED

CONSIDER WRITING BLOGS RELEVANT TO YOUR FIELD OR AREAS OF INTEREST — KEEP THEM SHORT TO A 3-4 MINUTE READ AT MOST

**SEARCH OUT MEET-UPS (WWW.MEETUP.COM)** IS A GREAT PLACE TO START)

CHECK YOUR NEWSFEED REGULARLY — YOU NEVER KNOW WHAT YOU MAY SPOT

**PLAY NICE.** ARGUMENTATIVE FOLKS ARE NOT TAKEN SERIOUSLY.

#### DEALING WITH RECRUITERS









#### DEALING WITH RECRUITERS

TRY TO IDENTIFY GOOD ONES, RELEVANT TO YOUR FIELD YOU WILL BENEFIT TIME & TIME AGAIN

**HOW TO CONTACT, ENGAGE & STANDOUT** 



**SALARY & RATE NEGOTIATIONS** 

### **PREPARATION**







## RESEARCH

IT'S ALL ABOUT WHAT YOU KNOW



WHAT FUNDAMENTAL RESEARCH DO YOU DO ON A COMPANY OR ROLE?

#### PREPARATION & RESEARCH

WHAT ABOUT WWW.GLASSDOOR.COM.AU?





#### PREPARATION & RESEARCH

#### WHAT ABOUT REVIEWING ANNUAL REPORTS? - ASX + GOVERNMENT MAKE THEM PUBLIC







LOOK FOR THEMES IN THE ROLE BRIEF IT WILL HELP YOU PREDICT INTERVIEW QUESTIONS

**DEVELOP MOCK INTERVIEW QUESTIONS** 

PRACTICE CONTEXTUALLY RELEVANT ANSWERS

#### PROTIP!



**SMART PHONE** 

### **ESSENTIAL**

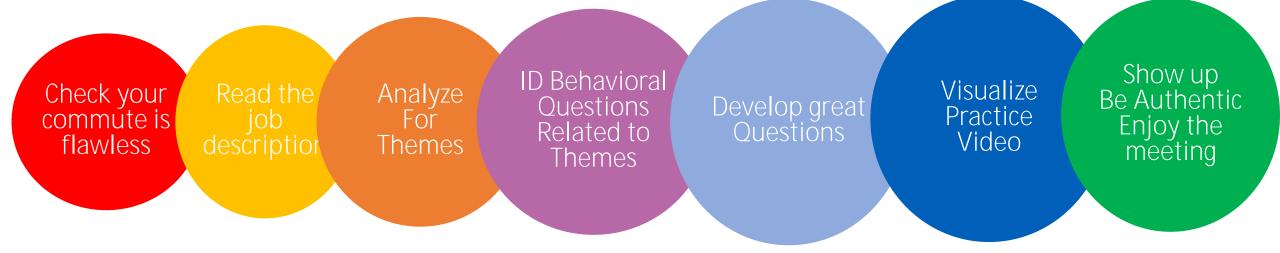


READ THE JOB DESCRIPTION





### **ADVANCED PREP**









### **APPLICATIONS**







### **APPLICATIONS**

CAREFULLY CONSIDER WHICH ROLES YOU ARE APPLYING FOR (AND WHAT LEVEL?)

SINCE GFC, AUSTRALIAN EMPLOYERS WANT "<u>HAVE-DONEs</u>" NOT "CAN-DOs"

SEND RESUME AND FOLLOW UP WITH A PHONE CALL

SELECTION CRITERIA AND OTHER FIERY HOOP-JUMPING

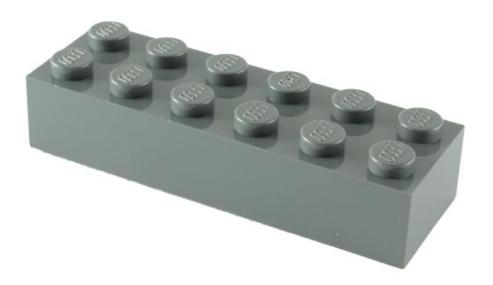
**REALITY** 





WHAT DO YOU FIND FRUSTRATING ABOUT APPLYING FOR JOBS?

### INTERVIEW QUESTIONS







#### INTERVIEW QUESTIONS

WHO ENJOYS AN INTERVIEW?

WHO PERFORMS WELL? WHY?



WHO GETS NERVOUS? ITS A SKILL. ITS OK TO BE NERVOUS

IF YOU KNOW WHAT TO EXPECT YOU CAN PREPARE!



WHO KNOWS WHAT THE FOUR MOST COMMON INTERVIEW FORMATS ARE?

#### BEHAVIORAL INTERVIEW QUESTIONS

#### CAN ANYONE DESCRIBE WHAT THESE ARE AND WHY THEY ARE USED?

#1 FAIL — WHEN ANSWERING BEHAVIOURAL QUESTIONS

THE GOOD THING ABOUT BEHAVIOURAL INTERVIEW QUESTIONS?

75 MOST COMMONLY ASKED BEHAVIOURAL INTERVIEW QUESTIONS

(HAND OUT)





S.T.A.R

#### PROTIPS!



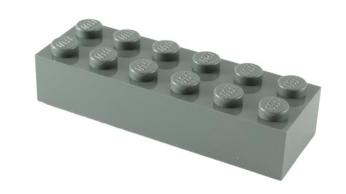
#### HOW TO PIVOT ON A BEHAVIOURAL INTERVIEW QUESTION?

HOW TO USE A BEHAVIOUR INTERVIEW QUESTION AS A LEAD-IN TO RETURN A QUESTION?

#### 20 MOST COMMON INTERVIEW QUESTIONS

YOU WILL ENCOUNTER AT LEAST ONE OF THE TOP 20

**EVEN CASUAL QUESTIONS ARE INTERVIEW QUESTIONS** 



#### **KNOWING THE 20 MOST COMMON QUESTIONS ENABLES YOU TO**

CRAFT A STRONG ANSWER THAT ISN'T JUST OFF THE CUFF
CRAFT A STRONG ANSWER THAT REFLECTS YOUR PERSONAL BRAND
REMOVE THE RISK OF AUTOPILOT WAFFLE

OPPORTUNITY TO PROVIDE POWERFUL KEY MESSAGES THAT ALIGN WITH YOUR PERSONAL BRAND



#### PROTIPS!



DON'T SCRIPT

INTERVIEW STARTS THE SECOND YOU WALK IN THE DOOR SOMETIMES EARLIER

### **GRAVITAS**





## **GRAVITAS**

WHAT IS IT?

WHO PRACTICES IT?



**HOW IT AFFECTS YOUR PERSONAL BRAND & IMPRESSION** 

## **GRAVITAS**

PRO TIPS!

**SPACE** 

**VOICE, SPEED, SILENCE** 

POISE & POSTURE

**INITIATING & TAKING THE LEAD** 



RESOURCE: GRAVITAS: COMMUNICATE WITH CONFIDENCE INFLUENCE & AUTHORITY, BY CAROLINE GOYDER





#### INTERVIEW SOFT-SKILLS







### INTERVIEW SOFT-SKILLS

WHAT ARE INTERVIEW SOFT SKILLS?

**CONSIDER IT A CONVERSATION — NEED VS WANT** 

OWN YOUR NERVES — INFLUENCE THE INTERVIEWER

**COUNTER QUESTIONS** 

### INTERVIEW SOFT-SKILLS

THE SECOND MOST IMPORTANT MOMENT AT INTERVIEW?

CAPITALISE ON THE THREE THINGS EVERY HIRING MANAGER IS ASKING THEMSELVES

EVERYONE IS HIRING TO SOLVE A PROBLEM — LISTEN DEEPLY AND APPEAL TO IT

RESOURCE; 201 BEST QUESTIONS TO ASK ON YOUR INTERVIEW, BY JOHN KADOR

## FAIL ALERT

ALL OF US, WILL TANK AN INTERVIEW AT ONE STAGE IN OUR CAREER

**EVERYONE DOES IT** 

ITS NORMAL. YOU ARE GOING TO BE OK. LEARN FROM IT & LET IT GO

#### GET OVER A BAD INTERVIEW

WHO'S TANKED AN INTERVIEW? ACKNOWLEDGE IT

THANK THE INTERVIEWER

**HAVE A BREAK** 

**AUTOPSY** 

DON'T LET IT DEFINE YOU

REMEMBER IT IS NOT YOUR PERSONAL BRAND



# QUESTIONS?











