

DALHOUSIE UNIVERSITY  
MANAGEMENT CAREER SERVICES  
2018 / 2019

---

# ORIENTATION WORKBOOK



## Bachelor of Management **INTERNSHIP PROGRAM**



**DALHOUSIE  
UNIVERSITY**

Management  
Career Services



# TABLE OF CONTENTS

## Introduction

Management Career Services .....	4
Management Career Services Staff Contact Information .....	5
myCareer .....	6

## Career Exploration, Job Searching & Work Term Success

Exploring Career Interests .....	8
Exploring Career Interests <i>Activity</i> .....	10
Exploring Through Research .....	10
Exploring Through Conversation .....	11
Exploring Through Engagement .....	14
Exploring Career Interests <i>Worksheet</i> .....	16
Job Searching .....	17
Internet Resources .....	17
Social Media and the Job Search .....	17
Identifying Your Skills .....	19
My Pride Experience <i>Activity</i> .....	19
Resume and Cover Letter Approval Guidelines .....	22
Resume .....	24
Rules of a Resume .....	24
Industry Checklists .....	25
Constructing a Resume <i>Sample</i> .....	26
Writing Effective Profile Statements <i>Activity</i> .....	27
Writing Effective Action Statements .....	28
Writing Effective Action Statements <i>Activity</i> .....	29
Cover Letter .....	30
Writing Your Cover Letter .....	30
Make the Match Chart <i>Activity</i> .....	31
Constructing a Cover Letter <i>Sample</i> .....	32
References .....	33
Interviewing .....	34
Before the Interview .....	34
During the Interview .....	35
After the Interview .....	35
Phone and Skype Interviews .....	36
Behavioral Based Interviewing .....	36
Situational/Scenario Questions .....	37
Stress Questions .....	37
Work Term Success On The Job .....	38
Making a Positive Impression .....	38
Presentation Matters .....	39
Ethics .....	40
Handling Workplace Conflicts .....	40

## Timeline, Schedule, Checklists, Policies and Procedures

Internship Program Timeline .....	43
Internship Program Recommended 8 month Schedule .....	44
Checklist 1: Internship Preparation .....	45
Checklist 2A: myCareer Job Approval Process .....	45
Checklist 2B: Self-developed Job Approval Process .....	46
Checklist 3: On the Job .....	46
Bachelor of Management Internship Policies and Procedures .....	47
Frequently Asked Questions .....	52
Copy of the Bachelor of Management Program Agreement .....	53

# Management Career Services

Management Career Services (MCS) fosters professional growth by providing industry-specific knowledge, skills and resources to advance your professional career goals and development.

MCS provides various resources to help you throughout your program and work term job search such as:

- One-on-one coaching appointments;
- Recruitment and networking events;
- Interview competitions;
- Workshops and e-learning webinars;
- Corporate tours; and
- Work term and graduate job opportunities.

Choosing to participate in career development activities will increase your knowledge of the job market, develop your employability skills and expand your network.

MCS strives to be an inspired team recognized as a national leader in career services with advocates who include engaged students, collaborative employer partners, and supportive faculty.



Lori Bauld



Jennifer Coombs



Akbar Khan



Jonathan Perry



Gillian Fowler



Jessica MacKenzie



Linshan Zhang



Robert Wooden



Diana Goodwin



Dave Richard



Ally Howard



Andrea McKay



Ayse Dai-Gammon



Lauren Shaw

**Management Career Services**  
 Dalhousie University  
 Kenneth C. Rowe Management Building  
 6100 University Avenue, Suite 2100  
 PO BOX 15000  
 Halifax, NS  
 B3H 4R2

Telephone: 902-494-1515  
 Email: [mcs@dal.ca](mailto:mcs@dal.ca)  
 Web: [www.dal.ca/mcs](http://www.dal.ca/mcs)  
 Twitter: [www.twitter.com/DalMCS](http://www.twitter.com/DalMCS)  
 Facebook: [www.facebook.com/dalmcs](http://www.facebook.com/dalmcs)  
 Blog: <https://blogs.dal.ca/mcs/>  
 LinkedIn: [Dalhousie Management Career Services](https://www.linkedin.com/company/dalhousie-management-career-services)

In case of a discrepancy, the online version of this workbook on the Management Career Services website ([www.dal.ca/mcs](http://www.dal.ca/mcs)) will be considered the accurate version.

# Management Career Services Staff Contact Information

## Career and Recruitment Specialists:

Accounting	Lori Bauld	902.494.7548	lori.bauld@dal.ca
Finance	vacant at time of print		
Managing People and Organizations	Jennifer Coombs	902.494.6935	jennifer.coombs@dal.ca
Marketing and Int'l Business	Akbar Khan	902.494.6936	akbar.khan@dal.ca
Marketing and Int'l Business	Jonathan Perry	(on leave until October 2018)	
Professional Development	Jessica MacKenzie	(on leave until August 2018)	
Acting Director	Robert Wooden	902.494.1575	robert.wooden@dal.ca
Acting Operations Manager	Gillian Fowler	902.494.8511	gillian.fowler@dal.ca
Administration & Operations Assistant	Diana Goodwin	902.494.2132	diana.goodwin@dal.ca
Integrated Information Analyst	Dave Richard	902.494.7054	dave.richard@dal.ca
MBA Corporate Residency Manager	Ally Howard	902.494.5516	a.howard@dal.ca
Communications and Engagement Specialist	Andrea McKay	902.494.8944	Andrea McKay@dal.ca
Employer Development Manager	Ayse Dai-Gammon	902.494.4583	ayse.gammon@dal.ca
Employer Services Coordinator	Lauren Shaw	902-494-2531	lauren.shaw@dal.ca
Entrepreneurial Work Term Coordinator	Mary Kilfoil	902.494.3066	mary.kilfoil@dal.ca
		Rowe 5068 (inside Suite 5063)	
China Work Term Liaison	Linshan Zhang		



The myCareer system is the primary intermediary between students and the MCS staff. By logging on, you can:

- View and apply for work term job postings;
- Schedule interviews;
- Submit a self-developed job for approval;
- See and register for upcoming events;
- Book appointments with a Career and Recruitment Specialist (CRS);
- View and apply for part-time, full-time and volunteer postings via the Career Services section; and
- Gain access to e-learning webinars and other resources.

**TIP! – Resources Section in myCareer**

To access the many helpful resources that have been created to support you in your job search:

- Open myCareer (see login to myCareer below) and select **Management Career Services**
- From the sub-menu, select **Student Resources**

## Login to myCareer

1. Login to <https://my.dal.ca/> by entering your net ID and password
2. Once you are logged in, see the Quick Links section on the right hand side of the myDal main page
3. Click on the myCareer link, which should appear as the second link under Quick Links

## Finding Work Term Positions Using myCareer

myCareer is an excellent tool for your job search. MCS requires students to complete Steps 1-7 on Checklist #1 (page 45) to have access to job postings on myCareer.

## Booking an Appointment in myCareer

MCS offers a wide range of services to BMgmt, BComm, CRMBA, and MLIS students, including one-on-one appointments. Appointments are 30-minutes and provide industry-specific expert advice to meet your individual needs. MCS provides appointments for (but not limited to):

- Your job search and networking strategies (including working abroad);
- Interview preparation and practice (practice interviews can be provided); and
- Resume and cover letter review and revision.

Appointments can be booked up to 14 days in advance. To book an appointment in myCareer:

1. Click **Management Career Services**, then click **Appointments**;
2. Choose to **Book Appointment by Provider** or **Book Appointment by Type**;
3. Select **Click here to see Appointment Availability**; and
4. Select a date/time that says “Open”, enter the requested information and click **BOOK APPOINTMENT**.

## MCS vs. Career Services in myCareer

You will note in myCareer that there is a section labeled **Career Services** and a section labeled **Management Career Services**. Management Career Services is specifically for students studying under the Faculty of Management, while Career Services is available to all Dalhousie students through the Bissett Student Success Centre. **MCS approved work term opportunities are posted under the Management Career Services section.**

**TIP! – Still Need Help?**

For more tips on using myCareer, you can check out our myCareer User Guide by selecting the Student myCareer user guide on our home page at: [www.dal.ca/mcs](http://www.dal.ca/mcs).



# Career Exploration, Job Searching & Work Term Success



# Exploring Career Interests

You have developed interests, skills, and knowledge through your experiences in school, sports, work, volunteering, etc. that have begun to influence your future career choices.

You may have already decided what you are planning on majoring in, or you may still need time to explore and learn about the different options open to you as part of your degree. Over the course of your degree, your career interests may change multiple times.

Taking the time to explore your career interests is an important and necessary step in your career development as it:

- Allows you to explore professions within the industry;
- Provides a clearer vision of what it is like to work within a certain industry. Sometimes we have a vision of what it is like to work in a certain industry or profession, and that vision may or may not be the reality of the work; and
- Allows you to create a more focused job search plan, targeting companies that are of interest to you and building connections with relevant professionals.

All of this will ultimately set you up for future career success.

When exploring your career interests, you may find it helpful to start by asking yourself some questions that will help you decide what area(s) might be of interest to you. The answers to these questions could help lead you to a potential job sector, company and/or person.

Think about your upcoming work term when reflecting on these questions, and what you are hoping to learn from your work term experience.

*What skills do you want to use and what skills do you want to develop?*

---

---

---

*Do you want to work directly with people, data, or things? Why?*

---

---

---

*Do you want to work for a service business or a product business? Why?*

---

---

---

*continued...*



*Do you want to work in a small, medium or a large sized organization? Why?*

---

---

---

*What type of industry do you want to work in? (Banking/ Advertising/ Manufacturing/ Environment/ International Business/ Knowledge Management / etc.)*

---

---

---

*What are your personal needs for a work term? (Walk to work, work space of your own, salary, flex time, independence in your role, etc.)*

---

---

---

*Where do you want to work? (Halifax, Toronto, flexible, etc. Being flexible gives you more options.)*

---

---

---

*What do you hope to learn or gain from your work term experience? (Knowledge of a specific industry, knowledge of software/application, opportunity to build connections, future post graduate opportunities, etc.)*

---

---

---

Take the time to reflect on these questions at different points in your program as your interests and goals may change as you continue to learn and gather new skills and knowledge.

# Exploring Career Interests - *Activity*

Now that you have reflected on what is important to you as you move towards your work term, the *Exploring Career Interests* activity will now provide you with a guide to help you get started with actionable items. There are three different ways to begin exploring:

1. Exploring through research;
2. Exploring through conversation; and
3. Exploring through engagement.

Record your progress on the *Exploring Career Interest* worksheet on page 16 as you move through each section.

## Exploring Through Research

The exploring through research section is about reading more into the industry, profession, and/or company you would like to work for. The more you know, the better prepared you will be. Use the many resources available to you (newspapers, business magazines, trade journals, etc.).

As you complete this section of the worksheet, ask yourself “what industry/profession/company do I want to know more about”. You could start by reading through a company website, reading an industry magazine, and/or starting to research an industry on The Vault.

### Do Research On:

Nature of the occupation: *How does this occupation link to what you value and need?*

- Why does the job exist and what need does the occupation serve?
- Major duties and responsibilities involved?
- Products made or services provided by this occupation?
- What are the top organizations in this field?
- Future prospects?

Experience/Education: *What do you have and what do you need?*

- Degree (Major/Minor/Concentration) required?
- Previous work experience required?
- Ability, skills required for this field?
- Personal interests required?
- Certification/licensing/legal requirements for this field?

Salary and Benefits: *What are your expectations?*

- Salary range for entry level through to management/director level?
- Benefits typically offered?

Environment: *Do these match your lifestyle choices?*

- Work schedule?
- Opportunities for advancement/recognition?
- Professional associations?
- Travel requirements?

## Exploring Through Conversation

There are many benefits to talking with people who currently work, have experience in, or have contacts within your area of interest. Industry professionals, students who have already completed work terms, Dalhousie faculty/staff, and existing connections in your personal network (such as family, friends, teachers, coaches, former employers) can all provide useful insights to you.

Talking with people for the purpose of gathering information, advice, and tips on moving forward with your job search is called informational interviewing.

### Informational Interviewing

#### *What Is It?*

- Informational interviewing is simply asking people for information about a career, an organization, or an industry.
- This is one of the most effective ways to obtain insider information and specific advice while building your network of contacts.
- It involves talking to people who work in an area that you want to learn more about. It is not asking for a job!

#### *Benefits*

- Allows you to determine if the career/organization/industry matches your skills and your interests.
- Gives you insight into how best to get into the field you are targeting.
- Provides you with tips that can help in preparing your resume/ cover letter and for future interviews.
- Permits you to see how various organizations operate.
- Builds your professional network.

### How Do I Do An Informational Interview?

1. Determine who to meet with:
  - Use the following resources to find people to do informational interviews with: LinkedIn, industry associations, company websites, business directories, career services contacts, family, friends, professors, et cetera.
2. Prepare questions/ do research:
  - Before speaking with people, you must know what you want to ask them. On page 12 you will find a list of potential questions to get you started. Remember to make them meaningful to you and the information that you are trying to obtain.
  - Research the company's website and their industry association, and see what is in the news about the company so that you are best prepared to interview them. They will not appreciate you asking them questions that can easily be answered on their website. They expect you to come prepared with a list of questions that you have not yet been able to have answered.
3. Request a short meeting:
  - Only request a small portion of their time (about 15-20 minutes is fair).
  - Here is a typical script for a phone conversation requesting an informational interview:
    - Hello, my name is \_\_\_\_\_. I found your contact information on the Halifax Chamber of Commerce website. I am contacting you because I am a Dalhousie student planning for a career in \_\_\_\_\_. In particular, I am interested in learning more about the areas of \_\_\_\_\_, \_\_\_\_\_, and \_\_\_\_\_. I would really appreciate the opportunity to meet with you at your office to learn more about this industry. Would you have 15-20 minutes next week in which I could meet you?
4. Have a conversation:
  - Be sure to arrive on time.
  - Begin by thanking the person who you are meeting with for giving you their time, and then explain why you requested to meet with them (i.e. to learn about their company/ their job/ the industry in which they work). Show enthusiasm and take notes throughout your meeting.

## 5. Follow up within 24 hours:

- Record detailed information from your interview as you may need this information for a future application.
- Send a thank you note to your contact within 24 hours after the interview. Emailing a note is satisfactory although handwritten notes show more consideration.
- If you were given names of other people to contact, be sure to initiate contact with them right away.

**Informational Interview Questions**

When determining the questions to ask during an informational interview, always pick ones that are meaningful and impactful for you. Consider the things you would like to know about the person, the company and/or the industry.

*The person:*

- Can you tell me a little about how you got your start in this field?
- Why did you decide to get into this field?
- What helped you in the advancement of your career?
- If you could do things all over again, would you make the same choices? What would you change?
- What are some of the rewards of this role? What are some of the challenges you experience?
- What is your typical day or week like in this role?

*The company:*

- How did you choose this company?
- What do you feel are the most important skills, interests and attitudes that would make a person successful in this job?
- What aspect of your role least interests you or causes the most frustration?
- What do you like most about this company?
- How does your company differ from its competitors?
- What is a typical career path in this field or organization?
- What do you see as future trends for this occupation?
- How is this company/industry affected by the current economic state?
- Is there a demand for people in this occupation?

*The industry:*

- If you were entering this career today, what would you do to best prepare?
- What work / volunteer experience would benefit me in targeting this career area?
- Are there any professional associations I could join? Which would you recommend?
- What special advice would you give a person entering this field?
- What type of entry-level positions are best for learning as much as possible in this area?

*Bonus question:*

- Is there anyone else you would recommend in a similar or related area with whom I could speak? When I call him/her, may I use your name?

**For more information on how to conduct informational interviews, make an appointment with your Career and Recruitment Specialist through myCareer.**



**Informational Interviewing Tips:**

- Always be flexible. Be prepared to suggest alternative times to accommodate their schedule.
- If the first person you contact cannot meet with you, ask if they have a colleague that could potentially meet with you.
- Treat this meeting as if it is a job interview. They could be interviewing you during this time so making a good first impression is very important. Be sure to arrive promptly, dress appropriately, prepare informational questions, and make a good first impression.
- Be respectful of their time. Be sure to start and end your meeting on time.
- Bring a resume with you, but only show it if it is asked for. This is not a formal job interview. Remember that you asked this person for information, not a job. Showing your resume could add too much pressure on the person you are interviewing.
- Demonstrate that you have a genuine interest in the advice that they share with you.
- Do not share the information you learned from your contact without their permission.
- Do not ask for a job!
- Finally, remember to always send a thank you letter to show your appreciation for their time and advice.

**Thank You Letter**

It is always a good idea to send a thank you letter to someone who has taken their time to share information with you. It shows that you appreciate the time and advice that they have given you, and that you value their relationship.

Send your thank you letter (paper or email) within 48 hours of your informational interview.

**Example:**

*Dear Mr. Smith,*

*It was very kind of you to meet with me yesterday to discuss your business and I very much appreciate the time you took out of your day. My career goal is to pursue a job in the field and your information has helped me gain a better understanding of this exciting area.*

*If you know anyone in your organization who would benefit from my background and experiences, please do not hesitate to have them contact me.*

*With your permission, as I further my education at Dalhousie University, I may contact you again for more information. Thank you once again for your time and helpful advice.*

*Sincerely,*

*Johnny Jobhunter*

## Exploring Through Engagement

You are going to be doing this a lot over the next couple of years as you complete your work term. The co-op / internship program is a fantastic way to explore your career interest through engagement. This section is about getting involved in events, activities, groups, and/or sessions that help you gain a further understanding of the industry, while continuing to build connections through networking.

Engagement takes time, effort, and a proactive approach to getting involved. Taking advantage of opportunities available to you now will help you develop and grow your network throughout your academic career, benefiting you during your job search.

### Networking

Networking is establishing connections with business individuals or groups. These connections help create beneficial relationships when searching for employment or business opportunities. It is often a great way to find out about potential opportunities and jobs.

#### *What?*

- Networking should never be all about you. One of the easiest ways to engage someone in conversation is to get them talking about themselves. Ask questions concerning: what they do, their interests, current events, their interest in the event you are attending, etc.
- Some potential conversation starters or questions you could ask are:
  - What brought you to today's event?
  - What do you do? What do you enjoy most about what you do?
  - What has been the key to success for you personally? What skills or experiences have helped you advance in your career?
  - What do you see as trends in your profession/area of expertise?
  - What advice would you give to someone interested in \_\_\_\_\_?

#### *Who?*

- You can network with everyone: professors, previous employers, Chamber of Commerce members, industry professionals, family, friends, MCS staff, et cetera.

#### *Where?*

- MCS organizes a number of information sessions and networking events throughout each semester that allows students to network with various employers in different fields.
- Networking can be practiced everywhere: elevators, classes, bus rides, plane trips, line-ups, and much more.

#### *When?*

- It is important to recognize that you can network and take advantage of networking opportunities anywhere at any time, even if you are not currently in the market for a job. The key to building a strong network is maintaining contact with your connections. Remember that the connections that you make now could benefit you in the future!
- Some places that present good networking opportunities are: parties and holiday events, meetings, conferences, work, and/or sporting events.

#### *Why?*

- 80% of today's jobs are landed through networking.
- Networking is a great way to acquire information about an industry, who is hiring, a company's organizational chain of command, and what a company is looking for in their employees.
- Networking is also beneficial when you are looking to promote yourself as a co-op student seeking work. Conversations and connections can help you become known.

## How?

- Before a networking event:
  - Know what you want to talk about;
  - Know who you want to talk to by researching attendees in advance;
  - Know why you are attending by reflecting on your interests; and
  - Know what skills, knowledge and/or information you have to share/contribute.
- During a networking event:
  - Try to approach groups or individuals (note that people having a one-on-one conversation might be formerly acquainted or may be having a personal conversation);
  - Introduce yourself with a firm handshake;
  - Speak clearly (especially during the exchange of names); and
  - Be brave! It's not easy approaching strangers, but remember that people are generally very friendly.
- After a networking event:
  - Write down names of who you met so that you can follow-up with a thank you note; and
  - Follow through with any obligations you agreed to do, or any actions you agreed to take (i.e. sending your resume, information on an event, a referral to another connection).

### **TIP! – Business Cards**

You will meet new people as you engage within your industry, and it is always a good idea to have some business cards available. Include your name, phone number, email address, and degree on your business card. Ask for business cards and offer yours in return. A full resume will not be suitable for most situations, but will be very useful as a follow up piece to your conversation.

## Other Ways to Engage

### **Get Involved at Dalhousie**

Join a society, and/or take part in a case competition or interview competition. There are lots of ways to get involved right here on the Dalhousie campus, and within the Rowe School of Business itself. Examples include:

- |   |                                      |
|---|--------------------------------------|
| • Dalhousie Investment Society (DALIS)    | • Rowe Marketing Association (RMA)   |
| • Dalhousie Commerce / Management Society | • JDCC Case Competition              |
| • Dalhousie Accounting Society (DAS)      | • You're Hired Interview Competition |

### **Association Membership**

Attain memberships with associations in your area that fit with your career interests. For a directory of Canadian and International Associations and affiliates visit [www.charityvillage.com](http://www.charityvillage.com). Local examples include:

- |                               |  |
|-------------------------------|--|
| • Halifax Chamber of Commerce | • Chartered Professionals in Human Resources (CPHR Canada) |
| • Fusion Halifax              | • Canadian Marketing Association                           |

### **Volunteer**

Volunteer with associations and organizations. Employers will expect you to become involved with the community. Students who have recent volunteer experience will have an advantage in most cases (our experience tells us this is especially true of larger corporations and accounting firms). An annual Volunteer Fair is hosted at Dalhousie; more details can be found at [www.dal.ca/cldc](http://www.dal.ca/cldc).

### **Career Fair**

Attend the annual Halifax Career Fair. This event provides a great opportunity to connect with several employers from across the country. Visit [www.halifaxcareerfair.ca](http://www.halifaxcareerfair.ca) for more information.



# Exploring Career Interests - *Worksheet*

There are three ways to explore your career interests:

- 1. Exploring through research;
- 2. Exploring through conversation; and
- 3. Exploring through engagement.

Use the worksheet below as a guide to help you get started in exploring your career interests.

	<div>Research</div> <div>Newspapers, magazines, internet sites</div>	<div>Conversation</div> <div>Friends, family, professors, industry professionals</div>	<div>Engagement</div> <div>Job shadowing, volunteering, co-op work terms</div>
<i>Example:</i>	<div><ul style="list-style-type: none"><li>Local newspaper (Telegraph Journal, Metro News)</li><li>Subscribe to Connect NS</li><li>The Vault</li></ul></div>	<div><ul style="list-style-type: none"><li>Bob White (family friend)</li><li>Anne Brown (supervisor)</li><li>FUSION Halifax networking event</li></ul></div>	<div><ul style="list-style-type: none"><li>Participant - You're Hired Interview Competition</li><li>Volunteer</li></ul></div>

# Job Searching

Once you have taken the time to explore your career interests, and have gained a better sense of your career direction, you are now ready to begin a proactive job search.

## Proactive Job Search

There are many ways of finding available job opportunities. As discussed in the last section, referring to a network of contacts can provide insight into unadvertised positions and when used effectively, the internet and social media can also be of assistance in finding positions.

The key to a successful job search is using a proactive, targeted approach and using both your network and internet resources simultaneously. This allows you to readily apply to those jobs which interest you, and to also gain valuable information about your industry while building connections, helping you get closer to securing a job.

## Internet Resources for Your Job Search

There are many on-line search engines solely dedicated to advertising jobs from many organizations (myCareer, CareerBeacon), and some organizations post jobs exclusively on their own corporate/company websites. As an active job seeker, it is important to check both regularly.

MCS posts a number of pre-approved co-op / internship jobs through the myCareer system. These jobs are a result of the relationships MCS has formed with various employers over the years. Jobs posted range from every focus, and are located all over Canada.

Securing the right position takes hard work, research, persistence, and good instincts. Identify sites of interest, bookmark them and visit them on a regular basis. A successful job search today is dependent on quality business intelligence, knowing your value, being able to communicate it well, and reaching decision makers who need your value in their business.

### ***TIP!* – On-Line Job Search Sites**

[www.careerbeacon.com](http://www.careerbeacon.com)

[www.talentegg.ca](http://www.talentegg.ca)

[www.jobpostings.ca](http://www.jobpostings.ca)

[www.eluta.ca](http://www.eluta.ca)

[www.simplyhired.com](http://www.simplyhired.com)

[www.jobjunction.ca](http://www.jobjunction.ca)

[www.charityvillage.ca](http://www.charityvillage.ca)

[www.indeed.com](http://www.indeed.com)

## Social Media and Your Job Search

Social media can be used strategically to build your network and stay informed about current job markets. By engaging regularly with companies of interest, you can stay informed on their current activities, and open doors to potential job opportunities.

Personal branding is a great tool in your job search, but also needs to be approached with caution. Many social media sites are public domains and are readily available to employers who may want to conduct an informal background check on a potential new hire. Some things to consider when using social media accounts such as LinkedIn, Facebook, Twitter, or Snapchat) include:

- Are there any signs of illegal activities, excessive drinking or gambling;
- Is there any offensive content or language;
- Do I appear professional to an employer; and
- Could an employer easily find me and access my account (do you have your privacy settings in place)?

## LinkedIn

LinkedIn is a professional networking site, operating the world's largest professional network online with more than 467 million members in over 200 countries and more than 12 million members in Canada. On LinkedIn you can create an online resume and connect with employers and peers to expand your network. LinkedIn is a tool that helps to illustrate if and how you are connected to other professionals. Connections are described as being:

- First degree – You know them personally and are connected on the site;
- Second degree – One of your first degree connections is connected to them through the site; and
- Third degree – One of your first degree connections knows them as a second degree connection.

Using LinkedIn can be a valuable resource throughout your job search. Company pages are a good source for company information as well as current activities. Out of companies that use social media for recruitment, 93% voted LinkedIn as their top choice for recruiting through social media.

## Facebook

Facebook is often considered by users as a social network that is personal property. It is not uncommon for employers to look at Facebook to help in the screening process of potential employees however, so if you would prefer to keep your Facebook “personal”, set your privacy settings to reflect this. Frequently examine the content you have displayed on your profile, or that you are tagged in, so that you can maintain a professional image when job searching.

Facebook has recently implemented applications that help job hunters connect with employers. Some of these are: BeKnown and Jobcast Social Recruitment App. These applications work in various ways to turn your Facebook network into a professional network and search for jobs.

Company participation in social media platforms is also growing. On Facebook, you have the option to “Like” company pages. Liking company pages will keep you updated on their current activity through status updates visible on your daily news feed. Many companies will check to see if a candidate has “liked” their page before making their selections for interviews.

## Twitter

Twitter is one of the largest social media platforms, with over 330+ million monthly active users. Becoming a member of the Twitter community opens new opportunities and channels to conduct your job search. By following companies of interest you can monitor company updates, including job postings. There are also Twitter accounts designed specifically for job postings, which as a user, you can follow:

- By company (i.e. @attjobs = Jobs at AT&T)
- By field (i.e. @Accountant\_Job)
- By region (i.e. @NeuvooMarMTL - marketing and social media jobs in Montreal)
- By top employers (i.e. @ct100\_jobs )

With the help of various internet tools, users can even set up alerts that catch certain key terms that may be associated with jobs or specific companies. Some external sites that are valuable when used in correlation with twitter are:

- Twilert.com
- Careerarc.com

Twitter can and should be used as a resource when you are actively searching for employment. It also becomes a useful tool in researching a company before an interview to see their recent activity.

### **TIP! – Managing Your Personal and Professional Online Profiles**

The increasing presence of social networking sites (i.e. Facebook, Twitter, LinkedIn) presents an interesting challenge for people who want to use social media for both personal and professional purposes. It's always a good idea to keep them separate; don't add colleagues to your personal social media accounts. Rather, add them to your professional networks, such as LinkedIn.

# Identifying Your Skills

## Knowing Your Skills

Skill identification is an important part of your career development. Understanding what your skills are, and being able to communicate examples of them during informational interviews, within your resume and cover letter, and/or during a job interview is the foundation for success in securing a job.

Skills are a set of characteristics including knowledge, know-how, attitudes and behaviors, that give us the ability to do something. Sometimes this ability is gained through education, a job, an extracurricular activity, such as being on Student Council, or through a volunteer position, like a sports coach or donation canvasser. The skills which you develop in one setting can be transferable to another setting.

Skills are broken down into two areas: soft skills (transferable) and hard skills (technical).

Soft Skills	Hard Skills
<ul style="list-style-type: none"> <li>• Communication</li> <li>• Teamwork</li> <li>• Initiative</li> <li>• Problem Solving</li> <li>• Time Management</li> <li>• Organizational</li> <li>• Accuracy</li> <li>• Attention to Detail</li> </ul>	<ul style="list-style-type: none"> <li>• Accounts Payable/Receivable</li> <li>• Google Analytics</li> <li>• Microsoft Office Suite</li> <li>• Financial Modeling</li> <li>• Simply Accounting</li> <li>• Adobe Photoshop</li> <li>• QuickBooks</li> <li>• Financial Statement Analysis</li> </ul>

## My Pride Experience - *Activity*

It is very important to recognize the skills that you have as every activity/task that you perform develops skills. You also want to remember that it is important to recognize the skills that you need. Carefully reflecting on your skills will help you communicate them effectively, and will help you understand areas for further development.

This activity will help you to reflect on and identify skills that you have, helping you articulate during informational interviews, within your resume and cover letter, and/or during a job interview.

### *Step 1: My Pride List*

List experiences from your work, volunteer, extra-curricular experiences, etc. that are positive for you and that bring a sense of pride when you think of them.

- 1.
- 2.
- 3.
- 4.
- 5.

# My Pride Experience - Activity *Continued*

## *Step 2: My Pride Story*

Take one of the examples from your pride list that you are particularly proud of, and write a detailed description of how you accomplished that experience. Be specific.

## *Step 3: Skill Identification*

Listed below are some transferable skills which you may have had the opportunity to develop through your pride experience. Review the list and check the ones that you have identified through reflection. Include skills that are not listed in the space provided.

### **Communication Skills**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Writing          | <input type="checkbox"/> Editing             | <input type="checkbox"/> Presentation Skills |
| <input type="checkbox"/> Teamwork         | <input type="checkbox"/> Negotiating         | <input type="checkbox"/> Translating         |
| <input type="checkbox"/> Interpersonal    | <input type="checkbox"/> Conflict Resolution | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Customer Service | <input type="checkbox"/> Interviewing        | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Speaking         | <input type="checkbox"/> Effective Listening | <input type="checkbox"/> _____               |

### **Management Skills**

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Initiative         | <input type="checkbox"/> Project Management | <input type="checkbox"/> Ability to Delegate |
| <input type="checkbox"/> Multi-tasking      | <input type="checkbox"/> Motivates Others   | <input type="checkbox"/> Prioritize          |
| <input type="checkbox"/> Adaptable/Flexible | <input type="checkbox"/> Self Motivated     | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Organizational     | <input type="checkbox"/> Mediation          | <input type="checkbox"/> _____               |
| <input type="checkbox"/> Time Management    | <input type="checkbox"/> Supervisory        | <input type="checkbox"/> _____               |

### **Research Skills**

- |  |   |                                     |
|--|---|-------------------------------------|
| <input type="checkbox"/> Analytical        | <input type="checkbox"/> Summarizing        | <input type="checkbox"/> Inventive  |
| <input type="checkbox"/> Detail Orientated | <input type="checkbox"/> Experimenting      | <input type="checkbox"/> Assessment |
| <input type="checkbox"/> Problem Solving   | <input type="checkbox"/> Data clarification | <input type="checkbox"/> _____      |
| <input type="checkbox"/> Data Collection   | <input type="checkbox"/> Independence       | <input type="checkbox"/> _____      |
| <input type="checkbox"/> Critical Thinking | <input type="checkbox"/> Investigative      | <input type="checkbox"/> _____      |

**Teaching/Helping Skills**

- |                                       |                                     |                                      |
|---------------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Coaching     | <input type="checkbox"/> Motivating | <input type="checkbox"/> Advising    |
| <input type="checkbox"/> Mentoring    | <input type="checkbox"/> Listening  | <input type="checkbox"/> Counselling |
| <input type="checkbox"/> Assessment   | <input type="checkbox"/> Patience   | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Facilitation | <input type="checkbox"/> Supportive | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Educating    | <input type="checkbox"/> Caring     | <input type="checkbox"/> _____       |

**Financial/Accounting Skills**

- |                                      |                                      |                                      |
|--------------------------------------|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> Accounting  | <input type="checkbox"/> Projecting  | <input type="checkbox"/> Auditing    |
| <input type="checkbox"/> Budgeting   | <input type="checkbox"/> Balancing   | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Forecasting | <input type="checkbox"/> Calculation | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Analyzing   | <input type="checkbox"/> Estimating  | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Appraising  | <input type="checkbox"/> Marketing   | <input type="checkbox"/> _____       |

**Creative/Marketing Skills**

- |   |  |                                      |
|---|--|--------------------------------------|
| <input type="checkbox"/> Creating         | <input type="checkbox"/> Content Development | <input type="checkbox"/> Improvising |
| <input type="checkbox"/> Illustrating     | <input type="checkbox"/> Influencing         | <input type="checkbox"/> Analyzing   |
| <input type="checkbox"/> Creative Writing | <input type="checkbox"/> Directing           | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Designing        | <input type="checkbox"/> Visualizing         | <input type="checkbox"/> _____       |
| <input type="checkbox"/> Selling          | <input type="checkbox"/> Social Media        | <input type="checkbox"/> _____       |

**Administrative/Clerical Skills**

- |  |                                       |                                     |
|--|---------------------------------------|-------------------------------------|
| <input type="checkbox"/> Filing        | <input type="checkbox"/> Coordination | <input type="checkbox"/> Retrieving |
| <input type="checkbox"/> Organization  | <input type="checkbox"/> Preparing    | <input type="checkbox"/> Compiling  |
| <input type="checkbox"/> Documentation | <input type="checkbox"/> Recording    | <input type="checkbox"/> _____      |
| <input type="checkbox"/> Monitoring    | <input type="checkbox"/> Cataloguing  | <input type="checkbox"/> _____      |

*Step 4: Skill Development*

It is also important to set clear skill development goals for future growth. Take a few moments to note the skills that you would like to develop or further strengthen as you move forward in your career development.

- 1.
- 2.
- 3.
- 4.
- 5.

***TIP! – Skill Identification***

You will be continuously developing and strengthening skills as you gain more experience through school, work, volunteering and/or extra-curricular activities. Remember to reflect upon your skills often, and be ready to communicate to an employer confidently.

# Resume and Cover Letter Approval Guidelines

Job searching is a competitive process, and it is important to have application documents that are effective. Your resume and cover letter must meet MCS approval in order for you to receive access to work term postings advertised through the myCareer system, and to have a job approved as eligible for work term credit.

MCS has created approval guidelines based on employer feedback and industry standards, which will help you evaluate and improve the effectiveness of your documents. Take a careful read through these guidelines, assess whether your resume and cover letter meet all requirements, and make revisions as needed to gain approval. Take note that shaded sections are mandatory for approval.

COVER LETTER Approval Guidelines				
		Do		Do not
<b>1</b>  Structure of Content	A	Include a standard/traditional business format header, or use the same letterhead as resume	<b>G</b>	Do not include personal information such as age, date of birth, race, religion, marital status, social insurance number or photo
	B	If including your mailing address, use the full address (include postal code)		
	C	Include the employer's full name (e.g. Ms. Susan Jones), their position title/department, company name and correct, complete address		
	D	Include the date (e.g. March 1, 2018)		
	E	Include a salutation (e.g. Dear Mr. Smith: or Dear Ms. Jones:)		
	F	Include a closing with your preferred first and last name (e.g. Sincerely, John Gray)		
<b>2</b>  Format / Visual Appearance	A	Must be <b>no more than one page</b> in length	<b>E</b>	Do not format with indented paragraphs
	B	Use "Normal" margins (i.e. 1 inch or 2.54 cm on all sides)		
	C	Add one blank line space between paragraphs and sections		
	D	Use the same font on your resume and cover letter		
<b>3</b>  Elements of Business Writing	A	Organize your writing so that it is concise and contains logical transitions of information	<b>E</b>	<b>Avoid the overuse of "I"</b> (in particular, avoid starting sentences with "I")
	B	Use proper grammar and spelling throughout document		
	C	Use professional / formal language	<b>F</b>	Avoid repeating words and phrases
	D	Introduce any acronyms or abbreviations (i.e. BComm = Bachelor of Commerce)	<b>G</b>	Do not use contractions (i.e. use "I am" instead of "I'm")
<b>4</b>  Opening Paragraph	A	Include the job title and job reference number for which you are applying (e.g. Marketing Assistant, ref # 45312)	<b>D</b>	Do not start this paragraph with "My name is..."
	B	Use your research to describe your interest and enthusiasm in contributing to the organization		
	C	Include a brief sentence that indicates your top 3-4 skills and/or qualifications which <b>"make the match" to the job posting requirements</b>		
<b>5</b>  Middle Paragraph(s)	A	Provide a <b>detailed example to demonstrate/prove each skill or qualification</b> as noted in your opening paragraph; examples can be drawn from various experiences (i.e. work, volunteer, academic, extra-curricular, society)		
	B	Describe how your highlighted skills and qualifications will <b>benefit the employer</b>		
<b>6</b>  Closing Paragraph	A	Restate the top skills and/or qualifications that make you a good match for the job and/or organization		
	B	Express your enthusiasm for the role and the employer		
	C	If not already included in your letterhead, provide contact details (i.e. accurate phone number with area code & professional Dalhousie email)  <i>TIP: Google "Personalize Dal email" for directions on how to set up your professional address</i>		



RESUME Approval Guidelines			
		Do	Do Not
<b>1</b> Format / Visual Appearance	<b>A</b>	Use "Normal" margins (i.e. 1 inch or 2.54 cm on all sides)	<b>H</b> Do not use an auto-fill-in resume template, text boxes or pictures
	<b>B</b>	Use larger font size for your name at the top of the resume	
	<b>C</b>	Be consistent with your font and formatting throughout your document	<b>I</b> Do not put the title "Resume" at the top of your resume
	<b>D</b>	Ensure your resume is <b>no longer than 2 pages</b> (note: finance industry is 1 page only)	<b>J</b> Do not left-align your dates
	<b>E</b>	Minimize your use of bolding, italics, and underlines	
	<b>F</b>	Add one blank line space between each section and each education/job/volunteer entry to make the resume easy to read	
	<b>G</b>	List all entries in each section in <b>reverse chronological order</b> (most recent to least recent)	
<b>2</b> Letterhead / Contact Details	<b>A</b>	Include your preferred first and last name (e.g. Elizabeth MacDonald)	<b>E</b> Do not include personal information such as age, date of birth, race, religion, marital status, social insurance number, or a photo
	<b>B</b>	If including your mailing address, use the full address (include postal code)	
	<b>C</b>	Include a current phone number including your area code	
	<b>D</b>	Create and use a professional Dalhousie email address (do not use ab123456@dal.ca or a personal email, instead create firstname.lastname@dal.ca)  <i>TIP: Google "Personalize Dal email" for directions on how to set up your professional address</i>	
<b>3</b> Elements of Business Writing	<b>A</b>	<b>Use bulleted points in each section</b> for descriptive statements (do not use paragraphs)	<b>E</b> Do not use pronouns such as "I / my / we / our / their" etc in your resume
	<b>B</b>	Use proper grammar (other than pronouns listed in "do not" section) and spelling throughout document	<b>F</b> Do not include any misleading or inaccurate information
	<b>C</b>	Use present tense for current experiences and past tense for previous experiences	<b>G</b> Avoid repeating words and phrases
	<b>D</b>	Be consistent when using or not using a period at the end of each bulleted statement	
<b>4</b> Optional Section: Profile / Summary of Quali- fications	<b>A</b>	Use this section to make statements <b>showing the "match" between you and the job</b> by including experiences, and accomplishments and skills that fit the requirements of the job description	<b>C</b> Do not use a section titled "Objective Statement"
	<b>B</b>	In each statement, provide proof of how you gained, developed or achieved the skill, experience or accomplishment noted	<b>D</b> Do not exceed five bullets/points
<b>5</b> Education	<b>A</b>	Include the name of your degree, school, and location (e.g. Halifax, NS)	
	<b>B</b>	Include your expected graduation year (e.g. Candidate 2021)	
	<b>C</b>	When including high school education, use format that is consistent with university entry, but note only the year graduated	
	<b>D</b>	Place this section near the top of your resume on the first page	
<b>6</b> Work Experience	<b>A</b>	Include job title, organization name, location, and dates employed	<b>D</b> Do not start an action statement with "Responsibilities included..." or "Duties were..."
	<b>B</b>	Create bulleted action statements; <b>focus on your skills and/or knowledge</b> demonstrated or developed during each experience <b>Include: 1. What/skill; 2. How/why; and 3. Result, outcome or learning</b>	
	<b>C</b>	Where possible, include statements that <b>"make the match" to the specific industry and/or position</b> to which you are applying	
<b>7</b> Optional Sections: Volunteer / Extra-Curricular	<b>A</b>	Include role title, organization name, location, and dates involved	
	<b>B</b>	If including bulleted action statements (dependant on space and if applicable to job posting), focus on your skills and/or knowledge demonstrated or developed during each experience <b>Include: 1. What/skill; 2. How/why; and 3. Result, outcome or learning</b>	
<b>8</b> References	<b>A</b>	Optional: Write 'References Available Upon Request' at the bottom of your resume	<b>B</b> Do not include a list of your references on your resume

# Resume

At first glance, a resume is a summary of your personal history, but more importantly it must highlight your skills and accomplishments. This is marketing at the most personal level; the resume is a vital self-promotion tool.

An effective resume will define your skills and abilities, showing how well you perform when operating at or near the peak of your abilities. It should communicate your accomplishments rather than describe duties and responsibilities (many people take on responsibilities, but do not fulfill their commitments). Did you cut costs, solve a computer problem, get an award for most outstanding student or volunteer? If yes, say so; give numbers, statistics, or whatever is required to give your statement credibility.

## Rules of a Resume

- Targeted:** Your resume should be targeted towards the employer and the position for which you are applying. Use the industry checklists on pg. 25 to help target your documents.
- Focused:** An effective resume is focused on your skills and abilities, and how you can help the employer meet his/her needs by providing a match between the skills required and those that you have. Consider the job description to be a series of questions in asking “how do you meet the following requirements”. Your resume should answer those questions.
- Concise :** Make sure your resume is clear and concise. Include only relevant information. Be brief as busy employers do not have time to read lengthy resumes. Two pages is the acceptable maximum length (finance resumes are one page only). Use white space to make it more organized, easy to read, and visually attractive.
- Action Oriented:** Use action verbs to show your range of skills (see Writing Effective Action Statements, pg. 28).
- Confident:** Modesty will not earn you any points. Be confident and proud of your achievements, but remember to be brief. You want to capture the employer’s interest so that they are compelled to find out more at the interview.
- Formal:** Ensure your resume is written in the third person. A formal writer is disconnected from the topic to make observations so there is no use of personal pronouns like ‘I’, ‘me’, or ‘you’.
- Current:** Your resume and cover letter should be updated and improved continuously, especially as you gain skills, knowledge, and experience relevant to your area of interest.

### ***TIP! – Applicant Tracking Systems (ATS)***

Some larger companies use an on-line screening system where the job seeker enters information into a web based databank. Recruiters will track applicants and run queries based on a set of criteria relating to a specific job opportunity to gain a list of candidates who best match their identified needs.

This process is the first step of short-listing for human resource professionals in these companies. Using key words to communicate your skills, knowledge and qualifications targeted in the job posting is critical to success in these applications.

## Industry Checklists

Every industry has certain expectations for skills, knowledge, and experience that they look for in your resume and/or cover letter. Take a careful read through the lists below, identify your match points, and ensure that your documents effectively highlight these points.

### *General Business*

- ☐ solid understanding of business
- ☐ strong oral and written communication skills / language proficiency
- ☐ attention to detail
- ☐ organizational and time management skills
- ☐ strong initiative
- ☐ ability to work independently or as part of a team

### *Finance*

- ☐ resume is no longer than 1 page
- ☐ high academic standing
- ☐ good interpersonal and teamwork skills
- ☐ initiative
- ☐ knowledge and interest in finance, the market, and current news
- ☐ extra-curricular activity (competitive sports, investment society, leadership, etc.)
- ☐ strong technical skills (i.e. Excel)

### *Marketing*

- ☐ skills in networking and building relationships
- ☐ problem solving skills
- ☐ organizational and time management skills
- ☐ persuasion / sales skills
- ☐ applications must be focused to the specific job function (e.g. advertising, brand management, logistics) for which you are applying

### *Accounting*

- ☐ strong academic standing
- ☐ financial interest and abilities
- ☐ ability to listen, communicate clearly
- ☐ good interpersonal and effective networking skills
- ☐ analytical skills
- ☐ strong initiative
- ☐ effective teamwork skills
- ☐ strong presentation skills
- ☐ extra-curricular activities
- ☐ ability to trouble shoot / problem solve

### **TIP! – Growing Your Industry Match Points**

Take the time to seek out opportunities which will help you develop the skills, knowledge, and experience noted above through active participation in:

- School (experiential learning opportunities, exchanges, competitions)
- Extra-curricular (societies, groups, sports)
- Volunteering and/or community service initiatives
- Part time and/or summer employment
- Industry conferences, workshops, and events

# Constructing a Resume - *Sample*

**Note:** Your resume can not be longer than two pages in length.

## Jane Morris

1234 South Street • Halifax • Nova Scotia • B3L 6B5 (street address optional)

902-456-4567 • jane.morris@dal.ca

### Profile

- This section allows you to target your resume by highlighting key points that are relevant to the employer. Be specific, link to the job description and/or company and prove with an example.
- Do not exceed five points/bullets. This is not a mandatory section.
- **Example:** Effective organizational and time management skills demonstrated through successfully taking the lead on coordinating orientation and society events

### Education

**Bachelor of** \_\_\_\_\_ (specify Commerce Co-op or Management), \_\_\_\_\_ major Candidate 2020  
Dalhousie University, Halifax, NS

- You can list academic achievements here including GPA if over 3.5

**High School Diploma** (optional) Year Graduated  
Name of High School, City, Province

### Work Experience

**Position Title** Dates Employed  
Name of Organization, City, Province

- List work experiences in reverse chronological order (most recent to least recent)
- Use action statements to list your skills, knowledge and accomplishments in bullet point format
- Refer to "Writing Effective Action Statements" on pg. 28 and 29 to help with writing action statements
- Use past tense if no longer in the role and present tense if you are currently in the role
- Be specific and concise in your statements, and be consistent with your formatting
- **Example:** Updated and maintained the company's website to ensure that products and services were advertised accurately

### Volunteer Experience

**Position Title** Dates Involved  
Name of Organization, City, Province

- Use action statements to list your skills, knowledge and accomplishments in bullet point format
- Do not exceed 2-3 points/bullets for each experience

### Awards

**Name of the Award, Name of Issuing Organization** Date Received

- List awards in reverse chronological order (most recent to least recent)
- Optional: include reason for receiving the award, highlighting skills

### Extra-Curricular Activities

**Role, Club/Society/Team, City, Province** Dates Involved

- Optional: use action statements to list your skills, knowledge and accomplishments in bullet format

References Available Upon Request (optional - if space allows)

## Writing Effective Profile Statements - *Activity*

To make your resume stand out, include a concise, customized Profile Section. Written in 3-5 bulleted statements, this section summarizes the skills, experience, and attributes you can offer an employer, and shows the **value** you can bring to an organization or role by emphasizing the “match” between you and the position or company. All key skills and achievements noted should provide some general context as to where or how they were developed or achieved. Use the steps and chart below to help you develop effective profile statements.

**Step # 1: Determine which key skills, experience or traits are most needed by the employer.**

- Review the job posting, company website, and any other relevant material needed.

**Step # 2: Choose your “match” points for your Profile. Ask yourself these questions:**

- What experience do you have in this field?
- Which of the required skills have you learned, developed or demonstrated, and where / when?
- What personal attributes, passions or commitments do you have that would be most valued by this employer?
- Do you possess any specific technical, language or creative abilities that were requested for this role?

**Step # 3: Create concise bulleted statements that provide some detail or context to support your claim.**

- Write in third-person language; eliminate pronouns.
- Avoid generic statements that “just sound good” (outstanding communication skills, or excellent team player).
- Focus on specific accomplishments that directly relate to the job, and note where or how these were achieved.

	Your Background	Profile Statement
<i>Example:</i>	I have 10 years of work experience, mostly in retail store positions. I worked as a floor clerk for a few national chains; my job was to serve customers and sell merchandise.	• Ten years sales and customer service experience, gained through front-line and merchandising positions with national retailers
	I want to work in this role because I can use my accounting skills. In my last work term I got experience in balancing financial statements and completing month-end reconciliations.	• Accurate accounting skills including balancing statements and completing month-end reconciliations, demonstrated through previous employment
	I have good time management skills: I have to be organized in order to get my homework done on time, while working and participating in society and extracurricular activities.	• Effective time manager, proven through success in balancing school demands with work, extra-curricular activities and society involvement

# Writing Effective Action Statements

## What are Action Statements?

Action statements are bulleted statements included under your experiences on your resume. These statements describe skills and knowledge and emphasize the results of your actions. They can be added to many sections of your resume, including your work, volunteer, and extra-curricular experiences.

Writing effective action statements can be challenging, but it is one of the most important things to get right on your resume. Employers want to know how you can add value to their team or organization and action statements communicate these points. If done well, your action statements should be tailored towards the position, company, and/or industry you are interested in or applying to.

## How to Write Effective Action Statements

### Step #1 - Assess Your Skills

To write effective action statements, you first need to assess the skills and/or knowledge that you developed, strengthened, and/or used in each of your experiences. Refer to the “My Pride Activity” exercise on page 20-21 for help in determining your skills and/or knowledge. With each experience ask yourself:

- *What skills and/or knowledge would a potential employer want to know that I developed in this role?*

### Step #2 - Consider Your Match Points

After you have assessed your skills and/or knowledge for each experience, consider which will be most relevant and important to the position, company, and/or industry which you are interested in or applying to. Refer to the “Make Your Match Chart - Activity” on page 31. Ask yourself:

- *Which skills and/or knowledge were highlighted in the job description?*
- *Based on my company and/or industry research, which skills and/or knowledge may be valued?*

### Step #3—Write Your Statements Using the Action Statement Formula

After you have determined your skills and/or knowledge match points, begin writing your action statements for each experience using the formula below which includes three components:

1. **What** you did / **skill** acquired or demonstrated;
2. The action that you took, which explains **how** and/or **why** you did that task or used that skill; and
3. The **result**, outcome or learning of your action.

Note that a good action statement should also:

- Start with a **strong action verb** and not repeat the same verb for all statements;
- Use specific examples and details; and
- **Quantify** examples and results.

#### Tip! Action Verbs

adjusted	coached	directed	facilitated	improved	modified	reconciled
advertised	communicated	discussed	forecasted	initiated	motivated	recorded
advised	compiled	drafted	formulated	interpreted	negotiated	researched
analyzed	conducted	edited	furthered	introduced	operated	retrieved
articulated	consulted	educated	gathered	led	organized	scheduled
assigned	coordinated	enhanced	generated	logged	oversaw	summarized
audited	corrected	established	guided	managed	planned	tested
balanced	demonstrated	estimated	handled	marketed	processed	upgraded
budgeted	determined	evaluated	hired	measured	projected	utilized
calculated	developed	examined	implemented	merged	provided	verified

# Writing Effective Action Statements - *Activity*

The following activity goes through each step in creating effective action statements. Review page 28 prior to completing this activity. Use the blank space in each section to create your own.

## Step #1 - Assess Your Skills

Previous Role: Retail Sales Associate			
Customer Service Attention to Detail	Analytical Conflict Resolution	Communication Problem Solving	Organization Teamwork
Your Previous Role:			

## Step #2 - Consider Your Match Points

Employer Needs	I Have
<ul style="list-style-type: none"> <li>Analytical skills</li> <li>Customer service focus</li> <li>Attention to detail</li> </ul>	<ul style="list-style-type: none"> <li>Assess customer needs</li> <li>Handling customer complaints</li> <li>Balancing cash float</li> </ul>

## Step #3 - Write Your Statements

	What/Skill	How and/or Why	Result
Brainstorm:	Assess customer needs	<ul style="list-style-type: none"> <li>To make product recommendations</li> </ul>	<ul style="list-style-type: none"> <li>Successfully met daily sales targets</li> </ul>
	Used communication skills	<ul style="list-style-type: none"> <li>To fix customer complaints</li> </ul>	<ul style="list-style-type: none"> <li>Kept customers happy</li> <li>Repeat business</li> </ul>
	Used attention to detail	<ul style="list-style-type: none"> <li>Counting daily cash float</li> <li>Using MS Excel</li> </ul>	<ul style="list-style-type: none"> <li>Consistently balanced financials</li> </ul>

**Retail Sales Associate**  
GAP, Halifax, Nova Scotia

May - August 2017

*Final Action  
Statements  
As They  
Appear on  
Your  
Resume:*

- Analyzed customer needs to determine product recommendations, successfully meeting daily sales targets
- Leveraged communication skills to resolve customer concerns, which increased overall satisfaction rates and encouraged repeat business
- Utilized strong attention to detail to calculate daily cash float and record sales into MS Excel, resulting in consistently balanced end-of-day financials

What/Skill	How and/or Why	Result



# Cover Letters

Like a resume, a cover letter should be clear, concise, and highlight your skills and knowledge. The cover letter is one of the tools employers use to identify your abilities and experience applicable to their position.

Each cover letter must be tailored to the position for which you are applying to and must be professional. A well-written cover letter will leave the reader wanting to know more, while a poorly written one may lose you the opportunity of an interview.

## Writing Your Cover Letter

A cover letter is required for every position posted by MCS. The competition for positions is high and recruiters will screen out 85% to 90% of applicants, often within tight time constraints. This means most cover letters are scanned, by recruiters or computers, in 8-10 seconds. Based on that brief review, applications will be kept or discarded. By following these guidelines you will increase your chances of remaining in the job competition.

### 1. Study the Job Posting

Avoid the temptation of scanning the ad, deciding to apply, and sending off a standard letter that is not tailored to the position. The employer will read the first line and skip to the next applicant. Instead, study the ad, underline or highlight key words and phrases relating to qualifications, corporate culture, and company information. Make a list of the qualifications and skills required for this job.

### 2. Research the Position and the Company

First, think about your network. Do you know anyone in the company or in a similar position? Do you know anyone who might have a contact in that company or industry? If so, visit or phone that individual to learn more. Carefully review the company's website, if one is available. If unable to locate a website, begin some paper research. Use public libraries to gather current, accurate information about the company and industry.

### 3. Identify Related Skills and Experience

Now that you understand what the employer needs, review your skills and qualifications. Break down their needs and your skills and qualifications into the "Make the Match" chart on page 31 to help you determine those that are a best fit for the requirements of the position and that would be of particular interest to the prospective employer. Remember to also take into consideration the goal of the organization and how that goal aligns with your own personal goals. Rank the skills required in accordance to what abilities would be necessary in completing the job successfully.

### 4. Write the Letter

Catch the attention of your reader in the first line of your letter and continue to keep their attention through to the end. To pull all the data together effectively, remember that every letter has four basic segments:

- 1) Salutation;
- 2) Introduction;
- 3) Body; and
- 4) Closing.

More information on what goes into each segment can be found on page 32.

#### **TIP! – Avoid Repetition**

When writing your cover letter, avoid using the same words and phrases throughout your document and vary your language when communicating similar ideas. For example, client, patron, consumer, etc. are all alternate ways to say "customer". Also, beginning each sentence with "I" sounds repetitive and does not show strong written communication skills. If you find yourself overusing "I", change your sentence structure around to begin with different phrases.

# Make the Match Chart - *Activity*

In the “Employer Needs” column, write down a list of the employer needs as identified in the job description. In the “I Have” column, write down examples of how you match that need. Draw examples from past experiences including work, volunteer, society involvement, extracurricular activities, et cetera. Remember to note the organizations’ goal and make mention of how that relates to your own personal goals within your cover letter. Once you complete your chart, you are ready to begin writing your cover letter.

Employer Needs	I Have
Goal:	

Company: \_\_\_\_\_ Job Title\_\_\_\_\_

# Constructing a Cover Letter - *Sample*

Your Street Address  
City, Province  
Postal Code

**Note:** Alternatively, your contact information can be in the same format as your header on your resume. If you include your phone number and email address within your header, do not include this information in your final paragraph.

Date

Mr. or Ms. First and Last Name (Employer Name)  
Position Title, Department  
Company Name  
Company Street Address  
City, Province  
Postal Code

Dear Mr. or Ms. Last Name:

**First Paragraph:** Indicate the job that you are applying for and where you heard of it (include the job competition or reference number). State your program and selected major or area of concentration if related to the job for which you are applying. Include a sentence that specifically introduces your top three or four skills, knowledge and/or qualifications (utilize the “Make the Match” chart, pg. 31) that create a connection to the organization and/or job. This needs to be specific.

**Second Paragraph:** Your goal in the following two paragraphs is to prove the skills, knowledge and personal traits/ characteristics that you introduced in your opening. In this paragraph, provide a specific example for the top two skills, using two different experiences (i.e. work, volunteer, academic, extra-curricular, society). Where appropriate, relate your skills and experiences back to the job description by indicating how you will contribute to this role if hired.

**Third Paragraph:** Continue to provide detailed examples for remaining top skills. Use examples from different experiences (i.e. work, volunteer, academic, extra-curricular, society). Where appropriate, relate your skills and experiences back to the job description by indicating how you will contribute to this role if hired.

**Fourth Paragraph:** Thank the reader for their time and consideration of your application, and restate the top skills/ knowledge that indicate why you are a good match for the job and organization. You may also demonstrate your knowledge of the organization. Include your contact information if not provided in your address above (phone number and Dalhousie email address) so that they may contact you for an interview.

Sincerely,

First and Last Name

**Note:** Your cover letter can not be longer than one page in length.

# References

## What Are References?

References are people who can comment on your abilities. They can describe your performance at school or at work, your accomplishments, your characteristics, and most importantly, your skills. References are usually given to a prospective employer at the time of an interview on a separate sheet of paper with your name clearly written at the top. On this sheet, list your reference's name, title, organization, and contact information. Do not include references on your resume.

## Who Should I Ask to be a Reference?

When you begin looking for your work term, you will want to spend some time thinking about who you would like your references to be. Make sure to choose references who will speak favourably about you, and who know you well enough to make meaningful comments. You will want to choose at least 2 to 3 professional references. References could include your most recent (or current) boss, a co-worker who is familiar with your performance on the job, and/or a volunteer supervisor who you have worked with on community projects.

Once you decide who you would like your references to be, contact them and ask permission to use them as a reference before you give their contact information to a prospective employer. Keep your references updated on your job search process, and let them know when you have provided your list of references to a prospective employer so that they may know to expect a phone call or email.

The following are suggestions for choosing and using references:

- Have a variety of references. For example, choose references from previous (or current) employment, from volunteering, and/or from society involvement.
- If choosing a reference from your personal life (a character references), make sure that this is noted on your reference sheet.
- It is OK to ask your references what they might say during a reference check (i.e. what skills, traits, characteristics they might highlight to a prospective employer). Asking this will allow you to ensure that they will give you a positive referral.
- Tailor your references list for each job opportunity. Use the three best suited references that can speak about your abilities that are relevant in that particular application.
- Avoid using religious leaders as a reference unless you work closely with them on projects.
- Whenever possible, avoid using relatives as employers may assume they are biased.
- Let your references know about the type of jobs to which you have applied to and what you think they will be asked. Remind them of your accomplishments.

## Sample Reference Questions

- No one is perfect - please describe the applicant's weaknesses.
- Let me read the description of their job with you. Is this accurate?
- Was absenteeism a problem? Was lateness a problem?
- How does this person react under pressure?
- What three adjectives would you use to describe this person?

### ***TIP! – Always Say Thank You***

Be sure to send a thank you to your references for supporting you through your job search process. Remember that they are taking their time to help, and this should not go unnoticed.

# Interviewing

Congratulations! You have been invited to an interview and your potential employer is interested in learning more about your skills and knowledge in relation to their needs. Convincing the interviewer you are the right person for the position is your ultimate goal during the interview.

Think of the interview as a discussion or conversation about you and go to the interview with a positive attitude about your suitability as a candidate. The following are some suggestions to help you prepare for an interview.

## Before the Interview

### Know the Logistics

Know the exact time and place of the interview, the interviewer's full name (including correct pronunciation) and his or her title. Estimate your travel time, and plan to arrive a few minutes early.

### Research

It is always a good idea to conduct company research before your interview so you can answer questions intelligently. At minimum, research the company's website and know their products and services, annual sales revenue, principal lines of business, and/or locations. Other good sources of company information can come from LinkedIn, Twitter, Facebook, the news and/or industry publications.

### Know Yourself

Carefully re-read the job description, and your resume and cover letter before the interview. It is OK to take a copy to the interview to refer to, but do not read from your resume. Know your background and be prepared to provide examples of your skills and knowledge that best fit the job opportunity. Answer questions honestly; a good interviewer can usually detect when a candidate is untruthful or exaggerating.

### Practice

By considering the job description and the industry sector, you can often anticipate the kinds of questions that may be asked in an interview. Once you have determined some probable questions, practice answering these questions. Use the PAR formula as described on page 36 to help you in preparing to answer Behavioural Based Questions.

### Develop Your Professional Image

Look and act your professional best. A professional presentation (body language, eye contact, appropriate dress, good grooming) can help make a positive impression. Have your clothing cleaned, ironed, and prepared the night before.

### Show Your Interest

You are expected to have questions to ask at the interview. Arrive at the interview with at least five to ten questions prepared in case some are answered in conversation during the interview. Create questions that are meaningful and impactful for you, in terms of helping you decide if this is the job you would like to do, and/or the company you would like to work for. Always avoid asking questions easily answered by the company website, as this shows you have not done your research.

#### **TIP! – Examples of Questions to Ask at the End of the Interview**

- Can you please tell me about the type of projects past employees/interns have participated in?
- Tell me about the immediate projects the person coming into this job will be responsible for.
- What qualities are you seeking in the person needed for this job?
- What kind of training would I be given for this position?
- What attracted you to this organization?
- What are the things you like most about working here?
- How will my performance be measured?
- When will you make your selection?

## Be Organized

Have your list of references prepared, copies of your resume printed, and list of questions ready the night before. Use a padfolio (available at the MCS office) to organize your paper documents. Remember to bring a notepad and pen, and any supplementary materials (i.e. writing samples) they may have requested.

## During the Interview

### Impress

Be pleasant with any staff member that you meet before your interview (i.e. reception). They may have been asked to assess you. When the interviewer(s) greets you, make your handshake firm (not gripping, but not limp), and smile during the greeting. Use an enthusiastic tone when answering questions, and keep your facial expressions open and pleasant. Sit upright and maintain good eye contact with the interviewer(s).

### Make the Match

When answering interview questions, ensure that you are matching your best examples of skills and knowledge to what the employer is looking for. Remember that the questions are about you, and each question is designed to obtain certain information. Answer questions honestly as a good interviewer can usually detect when a candidate is untruthful or exaggerating. Lies told in the interview are generally exposed later when the applicant fails to complete work as expected on the job. Take your time when answering a difficult question. If you do not understand the question, ask for clarification or a moment to think.

### Ask Your Questions

This is your opportunity to ask your prepared questions regarding the job, company, and/or interviewer(s). Read through your questions one by one, jotting down any notes that you will want to refer back to. Be conscious of time, and only ask as many questions as appropriate. Remember to:

- Ask if there is anything else you can provide (e.g. references, or samples of your work).
- Ask about the next step in the process. This is important for you to know for follow up.
- Ask when the decision will be made.
- Find out how to contact them. If you do not hear back, you will need to know who to contact and whether they will accept calls to check the status.

## After the Interview

### Debrief

After every interview, take the time to reflect and debrief on what went well, and most importantly, on areas that you could improve on. Write this down for future reference, as this will help you practice for future interviews.

### Thank You

Thank the employer when the interview is done by sending them a thank you letter (email or written) within 24 hours of the interview. In the letter, thank the interviewer(s) for their time, and state that you are looking forward to hearing from them soon. A thank you note is also an opportunity for you to reiterate your interest in the position and to briefly mention anything that you may have forgotten during the interview.

### Follow-Up

Remember to follow-up with the employer on any documents and/or material that they may have requested you supply. It is also appropriate to follow-up with the employer a week after the interview to inquire if they have made a decision in the hiring process.

Do	Don't
<ul style="list-style-type: none"> <li>• Be enthusiastic and show creativity</li> <li>• Be proud of your accomplishments</li> <li>• Bring examples of your work to share</li> <li>• Be confident</li> <li>• Make eye contact</li> </ul>	<ul style="list-style-type: none"> <li>• Ramble in your answers</li> <li>• Be negative about previous work experiences</li> <li>• Use slang</li> <li>• Leave your cell phone on</li> <li>• Ask questions regarding salary or vacation</li> </ul>

## Phone and Skype Interviews

When interviewing from a distance, it can be challenging to convey to the interviewer your enthusiasm and energy. Non-verbal communication makes up approximately 90% of what we communicate to others; in a phone or Skype situation, we have to rely much more heavily on our verbal communication skills. Tone, intonation, volume, and cadence become incredibly important.

### How to be Successful

- Dress professionally.
- Ensure you have a quiet space with a secure phone line or internet connection. Ensure your electronics are fully charged; test call on phone and Skype prior to the interview time. Avoid any background noise (shuffling papers, music playing, etc.).
- Smile on the phone and on Skype. Your voice will convey enthusiasm and energy. Make sure to also maintain eye contact on Skype and practice with friends before your interview.
- Maintain good posture. Make sure to lean forward and sit at a desk in both phone and Skype interviews. If you are too comfortable (i.e. sitting on the couch) this could come through on the phone and look unprofessional via Skype.

## Behavioural Based Interviewing

### What is it?

Behavioural Based Interviewing is aimed at learning about your past behaviours in specific work situations. How you performed in certain situations in the past will predict how you will behave in those same situations in the future. Some employers believe it is the best predictor of your future performance.

The best way to respond to the question is by providing a complete answer following the **‘PAR’** formula:

<b>Problem</b>	describe the problem you faced
<b>Action</b>	describe the action you took
<b>Results</b>	tell us what results were achieved

### Preparing for Behavioural Questions

*“Describe one of the most challenging assignments you had in the past year where you feel you exceeded expectations.”* In your answer, consider...

- Why was it challenging?
- How did you approach the problem?
- What was the outcome? Were you recognized for your accomplishment?

*“In dealing with customers, it is often difficult to keep the customer happy all of the time. I would like to hear about a time when you had to deal with a difficult customer.”* In your answer, consider...

- Describe the incident.
- What steps did you take to resolve the conflict?
- What was the outcome? What lessons were learned?

*“On the job, there are always times when we wish we knew more than we do. Tell me about the last time you were asked to do something you did not know how to do.”* In your answer, consider...

- What did you need to know?
- How did you solve the problem?
- Is there anything you would do differently next time?

## Situational/Scenario Questions

### What Are They?

In some ways, situational questions are similar to behavioral questions in that you are asked to describe your actions in a certain situation. However, in this instance you are directed to consider what you would do rather than what you did do. This type of question helps interviewers find out several things including how much you know about processes and procedures and how you go about solving a problem.

## Stress Questions

### What Are They?

Stress questions are when the employer proposes questions with the mission to intimidate the candidate and keep him/her off-balance. The purpose is to find out how the candidate handles stress. The key to success for the candidate is to de-personalize the process. The interviewer is deliberately asking difficult questions to assess reaction. Once the candidate realizes that there is nothing personal behind the interviewer's approach, it is easier to handle the questions. Stay relaxed and answer each question to the best of your ability.

### **TIP! – Common Interview Questions**

Practicing answers to these standard questions should always be part of your pre-interview preparation. Customise and tailor your answers for each interview. Make sure to focus on your strengths and accomplishments that best fit the job description.

#### **Frequently Asked Interviewing Questions:**

- Tell me about yourself.
- Why do you want to work with our company?
- Why should I hire you?
- How does this position fit with your overall career plan?
- Why are you interested in the field/ industry?
- What would you say are your main strengths? Weaknesses?

#### **Behavioral Questions:**

- Give me an example of a situation on the job demonstrating your analytical skills.
- Tell me about a time you had to make a quick decision and the result of that decision.
- Describe a situation where you had to resolve a problem of dealing with a person in a group that you did not get along with, but had to deal with to complete a project.
- Can you tell me about a job experience in which you had to speak up and tell other people what you thought or felt?
- Give me an example of an important goal you had to set and tell me about your progress in reaching that goal.

#### **Situational/ Scenario Questions:**

- A customer call is transferred to your phone line after having been previously transferred twice. You do not know the answer to the customer's question and it is clear the customer is getting frustrated. What would you do?
- A co-worker tells you in confidence that she plans to call in sick while actually taking a week's vacation. What would you do and why?

#### **Stress Questions:**

- If you were a car, what kind of car would you be and what color?
- How many baseballs do you think there are in Canada?
- Here is a pen. You have 3 minutes to sell it to me.



# Work Term Success on the Job

## MCS & Your Work Term

One of the criteria to receive credit for the work term is a positive evaluation from your employer. MCS requests formal feedback from your employer twice each term; at the mid point during the 'Mid Term Review' and at the end at which time your employer completes a Final Evaluation.

## We Are Here To Help

Though the majority of students do not encounter difficulties during their work term, the role of MCS is to offer support, guidance and mediation to both you and your employer if challenges arise. In these situations, MCS expects both students and employers to make contact promptly so that we can help. Very often, the issues stem from simple miscommunications which are easily rectified if addressed early.

## Contributing to Your Future

The longer term impact of work term performance can often be overlooked, but can be very important to your future career development. If you have enjoyed the job you might want to return to the same employer for full-time employment once you graduate. Your employer can also be a great resource for your future job hunt. You will meet co-workers, managers and clients that could provide connections to future employers and at the very least you will have an additional, current, and expected reference for the next round of interviews.

# Making a Positive Impression

## Effective Work Habits

Earn your supervisor's respect by establishing effective, professional work habits. Among the many characteristics of effective work ethic, students are often evaluated on the following work habits: attendance, punctuality, enthusiasm, initiative, accuracy, dependability, and team spirit.

## Meeting and Greeting

Making the effort to introduce yourself to your new colleagues, and learning about their role can help you take the lead in establishing effective working relationships and your network. Show respect for all employees regardless of their position. It is polite to rise as you meet a person for the first time. Offering a firm handshake, keeping eye contact, and listening closely can help you make a confident impression.

## Team Work

Offering your assistance and support to colleagues is a great way to build relationships. When participating on team projects, do your best to help achieve consensus on goals, keep teammates informed of your progress, and follow through on your commitments.

## Social Functions

You may be invited to attend social functions organized by your employer. These provide a casual atmosphere for enhancing your relationships and network. Although you can be less formal on these occasions than in the workplace, you should continue to conduct yourself professionally— in your presentation and behaviour.

## Presentation Matters

A professional presentation (appropriate dress and grooming practices) can help you move forward in your career. To gain a better understanding of the dress code at your work place, seek clarification from an experienced colleague or your supervisor ... they will be impressed you asked!

### WHAT IS BUSINESS PROFESSIONAL?

- Dark pant/skirt suits (navy, black or grey) and a conservative tie for males.
- Button-front shirts with collar tucked underneath suit jackets.
- Women's skirts should be knee-length.
- Women's shoes/ heels have a closed-toe.



### WHAT IS BUSINESS CASUAL?

- Suit jackets and ties are not required.
- Plain-colored, button-front shirts or blouses with a collar.
- Cardigans and sweaters are appropriate.
- Professional khaki or suit pants.
- Women's dress sleeves must cover the shoulder. Avoid tight dresses and low neck-lines.



### WHAT TO WEAR ON CASUAL FRIDAYS?

- Professional khaki, corduroy or denim are acceptable.
- Choose a tailored darker denim. Avoid fades, holes, stains and frayed denim.
- Plain or plaid button-front shirts or blouses with a collar.
- Golf shirts, cardigans and sweaters are acceptable.
- Avoid shorts, sweat/ yoga pants, and tight see-through leggings.
- Women's leggings must be made with a thick material. Stick with dark colors and avoid patterns. Wear leggings with a long top.
- Women should avoid casual skirts and dresses (see business casual).



- Be cautious of bright / distracting colors & patterns.
- Avoid see-through materials.
- Shirts and pants should always be pressed with no wrinkles.
- Keep your professional dress shoes shined and in good repair.
- Avoid running shoes.

## Ethics

### Maintain Confidentiality

Some employers require you to sign a confidentiality agreement in order to protect the rights of their clients. Even if your employer does not require a signed declaration, it is good practice not to discuss your organization's business, clients, and competitors outside the workplace.

### Honour Your Commitments

Not only is it ethical to honor your commitments to your employer, (e.g. to begin and end your work term on specific dates) but this program actually has an official policy requiring you to do so. Keep any promises you make.

### Take the Moral High Ground

Even if your colleagues engage in unethical or offensive practices, it is wrong for you to be involved. Furthermore, you may be judged more harshly than a permanent employee. Avoid making offensive jokes or using offensive language, involving yourself in gossip and office politics. Maintain honesty.

### Stick to Business

You should know your organization's policies and procedures so that you may abide by the appropriate standards in the workplace. Unless otherwise stated or if an emergency, you should not use your cell phone or text at work. Nor should you use social networking sites at work. Use your time to focus on the job. Commonly, organizations will program internal email and computer systems to monitor words, information and websites that are not deemed conducive to the workplace. Do not conduct personal business via the organization's email or internet systems.

### Conflicts of Interest

If you are in a position where work is overlapping with your own personal interests (e.g. a friend, relative or any other associate or association you are involved with out side of work) inform your supervisor of the association and potential conflict of interest. Bringing this to your supervisor's attention early will show you value ethical performance, but also relieve you of any conflict before it arises.

## Handling Workplace Conflicts

Although you try your best to avoid it, every now and then a conflicting situation will arise in the workplace that is out of your control. It is important for your work term success that you handle these conflicts properly and professionally. Whether it be sexual harassment, physical harassment, discrimination or any other kind of treatment that makes you feel uncomfortable in your work environment.

### Sourcing Resolutions

If you are having a disagreement or conflict with an employer or coworker you must try to remain calm and maintain your professionalism. Try to consider the other's point of view and brainstorm resolution tactics.

### Call MCS - 902.494.1515

If you are unsure of what to do, MCS staff are always available to offer assistance in dealing with the conflict or any other situations you are experiencing. MCS will provide advice on the proper way to handle the situation.

Students are also able to contact Dalhousie's Advisor, Harassment Prevention/Conflict Management (902-494-1137).

### **TIP! – Interviews**

Module 8: Work Term Success, on the Brightspace *Online Community—Commerce Co-op Orientation* has additional information on succeeding in the workplace and on workplace issues including links and resources.



# **Timeline, Schedule, Checklists, Policies and Procedures**

## Internship Program Timeline

Winter 2018	Jan		
	Feb		
	Mar	Orientation Session	
	Apr	Meet with Career and Recruitment Specialist (CRS) Resume Review by your CRS	
Summer 2018	May	Conduct Informational Interviews	
	Jun		
	Jul		
	Aug		
Fall 2018	Sep	MGMT 4895 - Internship Prep Seminar Get Resume & Cover Letter approved Conduct Informational Interviews	
	Oct		
	Nov		
	Dec		
Winter 2019	Jan	Conduct Informational Interviews and apply to Internships      Attend group monthly meetings with Career and Recruitment Specialist	
	Feb		
	Mar		
	Apr		
Summer 2019	May	Internship Start Date 1 * (Last start date: May 20, 2019)	Conduct Informational Interviews as needed and apply to Internships
	Jun	Start your Internship Report (Assigned by Faculty)	
	Jul		
	Aug	Mid-Term Review **	
Fall 2019	Sep		Internship Start Date 2 * (Last start date: Sept 23, 2019)
	Oct		Start your Internship Report (Assigned by Faculty)
	Nov		
	Dec		Mid-Term Review **

\* Internships can start in May or September and must be a minimum of 32 weeks in length

\*\* Depending on your specific start date and your internship length, your mid-term review may be in a different month.

Your Internship Report is due at the end of your internship with the specific submission date set by the faculty member grading the report.

## Internship Program Recommended 8 Month Schedule\*

	Fall	Winter	Summer
Year 1	<b>ECON 1101 .03</b> Microeconomics	<b>ECON 1102 .03</b> Macroeconomics	
	<b>MGMT 1000 .03</b> Introduction to Management Issues I	<b>MGMT 1001 .03</b> Introduction to Management Issues II	
	<b>MGMT 1601 .03</b> Electronic Information Management	<b>MGMT 1501 .03</b> Stats for Managers I	
	Open Elective .03	<b>MGMT 1702 .03</b> Ecosystems Goods & Services	
	Writing Requirement	Writing Requirement	
Year 2	<b>MGMT 2101 .03</b> Financial Accounting	<b>MGMT 2304 .03</b> Ppl, wk & org: Macro Org. Behaviour	Open Elective .03
	<b>MGMT 2303 .03</b> Ppl, wk & org: Micro Org. Behaviour	<b>MGMT 2402 .03</b> Marketing for Not-for-Profit Sectors	
	<b>MGMT 2401 .03</b> Introduction to Marketing	<b>MGMT 2803 .03</b> Management in the Public Sector	
	<b>MGMT 2801 .03</b> Government Structure	<b>MGMT 2702 .03</b> Resource & Environmental Management	
	<b>MGMT 2601 .03</b> Knowledge Management	Open Elective .03	
		Apply to BMgmt Internship Program	
Year 3	<b>MGMT 3201 .03 or 3501 .03</b> Financial Management or Operations	<b>MGMT 3201 .03 or 3501 .03</b> Financial Management or Operations	<b>MGMT 4896 .03</b> <b>Internship 1</b>  <b>MGMT 4001.03</b> Strategy Formulation (online)
	<b>MGMT 3602 .03</b> Professional Communication Skills **	<b>MGMT Elective .03</b>	
	<b>MGMT Elective .03</b>	Open Elective .03	
	Open Elective .03	Open Elective .03	
	Open Elective .03	Open Elective .03	
	<b>MGMT 4895</b> Internship Prep Seminar (no credit value)		
Year 4	<b>MGMT 4897 .03</b> Internship 2	<b>MGMT 4002 .03 ***</b> Strategy Implementation	Graduation (May)
	Open Elective .03	Open Elective .03	
		Open Elective .03	
		Open Elective .03	
		Open Elective .03	

\* This schedule is a recommendation, but there are other options available. Please speak with your Academic Advisor.

\*\* Internship students must take MGMT 3602 in the fall of their third year as this course will help with your internship search.

\*\*\* Final study term must be a **minimum** of 3 classes, one of which must be MGMT 4002.

## Checklist 1: Internship Preparation

Task	✓
<b>1. Attend Internship Orientation.</b>	
<b>2. Read and sign the Internship Program agreement.</b>	
<b>3. Obtain the total required Management core credits.</b> Work with your Academic Advisor to ensure your class schedule is on track.	
<b>4. Register for the Internship Prep Seminar (MGMT 4895).</b> This is a no fee, no credit course.	
<b>5. Get your resume and cover letter approved by MCS to get access to myCareer job postings.</b>	
<b>NOTE: International Students</b> must apply for a <b>Co-op Work Permit</b> to have access to job postings on myCareer and for any position in Canada to be approved as a valid work term. Information on the co-op work permit is available at the Dalhousie International Student Centre (1246 LeMarchant Street, Suite 1200) or search 'co-op work permit' on <a href="http://www.dal.ca">www.dal.ca</a>	
<b>6. Obtain the total required number of credits.</b>	
<b>7. Pass the Internship Prep Seminar (MGMT 4895).</b>	
<b>8. Begin your job search on myCareer and through networking.</b>	

Was your internship acquired through the myCareer system?

Yes—Proceed to checklist 2A. OR No—Complete checklist 2B

## Checklist 2A: myCareer Job Process

Task	✓
<b>1. Check the job postings frequently and apply to postings that interest you.</b>	
<b>2. Apply for jobs. Attend job interviews.</b>	
<b>3. Receive an offer of employment.</b>	
<b>4. Reply to the offer.</b> Follow the specified directions on how to notify the employer of your acceptance or rejection of the offer.	
<b>5. Complete the Work Term Acceptance Agreement Form</b> on myCareer. Access our Student myCareer User Guide at <a href="http://www.dal.ca/mcs">www.dal.ca/mcs</a> and review “How to complete your Work Term Acceptance Agreement.”	
<b>6. Register for Internship Courses MGMT 4896 &amp; 4897 (8 months) &amp; MGMT</b>	



\*Please note: you are to use either Checklist 2A **OR** Checklist 2B. You do not need to complete both.\*

## Checklist 2B: Self-developed Job Approval Process

Task	✓
1. <b>Find the right job for you.</b> Understand and search for internship opportunities that connect your knowledge gained so far with future career aspirations.	
2. <b>Receive an offer of employment.</b> The position must be a minimum of 32 weeks in duration and full time hours of at least 35 hours per week.	
3. <b>Create your Work Term Record on myCareer.</b> Access our Student myCareer User Guide at <a href="http://www.dal.ca/mcs">www.dal.ca/mcs</a> and review “How to create your Work	
4. <b>Complete the Work Term Acceptance Agreement Form</b> on myCareer. Access our Student myCareer User Guide at <a href="http://www.dal.ca/mcs">www.dal.ca/mcs</a> and review “How to complete your Work Term Acceptance Agreement.”	
5. <b>Register for Internship Courses MGMT 4896 &amp; 4897 (8 months) &amp; MGMT</b>	

## Checklist 3: On the Job

Task	✓
1. <b>Meet the weekly Internship requirements.</b> Students must work a minimum of 32 full time weeks, working 35 hours per week minimum. Half credits will not be issued for partial completion of the internship or any of the internship requirements.	
2. <b>Complete a mid-term review.</b> MCS staff will conduct a review with you and your supervisor.	
3. <b>Employer must submit a positive final evaluation.</b> Completed evaluations are available to students by contacting MCS.	
4. <b>Satisfactory completion of the required Internship Report.</b> Assigned by Faculty.	

## **BACHELOR OF MANAGEMENT INTERNSHIP POLICIES AND PROCEDURES**

All Bachelor of Management students have access to the team at Management Career Services (MCS). It is the responsibility of MCS to assist students with the job search, recruitment process and the work term.

### **Why Visit a Career & Recruitment Specialist?**

Career & Recruitment Specialists work with students to guide them through the career exploration and job search activities for internships and jobs upon graduation. The skills, abilities and knowledge needed to succeed in the development of their careers will serve students well now, and in the future.

**Career & Recruitment Specialists work with students individually or in group sessions to help with the following:**

- Identifying students strengths, interests, and priorities
- Helping students establish which career path and work environment is right for them
- Planning a job search strategy
- Writing effective resumes and cover letters
- Building and interacting with a network of contacts
- Preparing for interviews
- Providing support, advice and monitoring of the internship
- Providing job search assistance for graduating students

### **Internship Eligibility**

To be accepted into the internship program, a student must:

- Achieve a minimum 2.70 CGPA (B average) over the previous two academic terms prior to applying for the internship program
- Submit an application form, resume, statement of intent, and at least two references
- Pass a personal interview with Management Career Services
- Complete the internship orientation process
- Participate fully in the Internship Prep Seminar course MGMT 4895
- Complete 3<sup>rd</sup> year core courses in the Bachelor of Management program before going on internship

## **STUDENT RESPONSIBILITIES and INTERNSHIP REQUIREMENTS**

All students are encouraged to start their internship job search early. Activities during this time should include attendance at Employer Information Sessions (and other events where connections with employers can be established), informational interviews with potential employers, research of industry and job types, self-assessment of skills, aptitudes, behaviours and characteristics, and development of resumes and cover letters. The formal application process for most internship jobs begins in early January; however some employers may fill positions up to a year in advance.

### **Internship Requirements**

- It is every student's responsibility to obtain an approved internship; and they are each required to sign the Bachelor of Management Internship Program Agreement acknowledging their understanding of this responsibility and attend Internship Orientation
- Students must be registered through Dal Online in the respective internship courses (MGMT 4896, 4897). Your academic advisor in the Undergraduate Advising Office will assist you as a course override is required for registration for the internship courses. Failure to register will disqualify the internship credit. Students doing a 12 month internship will also register for MGMT 4898 (no fee).
- In addition to the course fee assessed when registering for MGMT 4896 and 4897, students must pay an Internship Fee of \$300 which will be applied to your Student Account in September of the term that you register for MGMT 4895 (non-refundable).
- The internship must last a minimum of 8 months (32 weeks) to a maximum of 12 months (52 weeks), with the student working a minimum of 35 hours per week. Additional hours worked above 35 hours during a given week cannot be accumulated to be presented as additional days/weeks of work. A student's internship must be with one employer for the duration of the internship contract.
- The internship shall not start prior to the end of a study term, and must end prior to commencement of a study term. Internships must start within the first four weeks of an academic term.
- All internship positions must be approved by MCS before the work term begins.
- The student's supervisor must report a satisfactory evaluation of performance both during the mid-term review, and in the submission of the Employer's Final Evaluation.

- The student must develop and submit a satisfactory Internship Assignment (details provided by faculty appointed Internship Report instructor)
- Students will be required to complete MGMT 4002 after their internship.
- Students must have full time student status upon returning to classes (minimum 3 courses).

**NOTE:** Previous work experience will not be assessed retroactively for credit.

**NOTE:** Any international student who want to do their internship within Canada **must obtain** a Co-op Work Permit from Immigration Refugees and Citizenship Canada before they will be permitted to apply or accept a job outside the Dalhousie campus. A Social Insurance Number (SIN) is also required. The application information is available at the Dalhousie International Centre or search “co-op work permit” on [www.dal.ca](http://www.dal.ca). Students must also obtain a ‘internship confirmation’ letter from Management Career Services to submit with the application. Due to often long processing times, it is recommended that students apply for the Co-op Work Permit upon acceptance into the Bachelor of Management Internship Program.

### Address and Contact Information

MCS is an essential link between students and employers and it is therefore vital that students can be contacted to discuss interview schedules, offers of employment, special requests, etc. According to university policy, MCS staff are required to contact students via their **Dalhousie e-mail address**. Students are also required to update their contact information on DalOnline.

### INCIDENTAL FEES:

Please note that during your internship you are not considered to have full-time student status at Dalhousie and this affects some fee arrangements for services assessed automatically when you are studying full-time. **Medical Coverage, Dalplex access, and UPass** will be affected so you must contact the relevant department to make arrangements to pay the fees. Students wishing to purchase a U-Pass must contact the DalCard Office and provide an approved Work Term Record from the myCareer system that shows their work term is taking place in the Halifax Regional Municipality. The DalCard Office will add the appropriate charge to their account with Student Accounts.

### TYPES OF WORK OP-

Internship Start	Student Union Medical Coverage	Dalplex	UPass *
May – Dec (8 month) May – April (12 month)	You have coverage for May only as the medical plan is for university year Sept – August.  You <b>must opt-in</b> and purchase coverage at the DSU Health Plan Office in September to have coverage for remainder of the year.	During an internship you are considered part-time and must pay a fee each term to access Dalplex.	<b>Summer UPass</b> – is usually made available for May to August for a fee, if working in HRM (Halifax Area) you can opt-in and it will be charged to your Student Account.
Sept – April (8 month) Sept – Aug (12 month)	You <b>must opt-in</b> and purchase coverage at the DSU Health Plan Office in September to have coverage for the year. <a href="mailto:DSUHealth@dal.ca">DSUHealth@dal.ca</a>	During an internship you are considered part-time and must pay a fee each term to access Dalplex.	<b>Regular UPass</b> – is available for Sept – April term. If you are working in HRM (Halifax Area) you can opt-in and it will be charged to your Student Account.

### PORTUNITIES

#### Self Developed Jobs

Students are responsible for securing suitable work for their internship and are encouraged to conduct their own independent job search. Once found, a position must be approved. To begin this process review Checklist 2B on page 46. Approval must be obtained before commencement of the internship and must meet the required internship deadlines. In some cases the student and/or the employer will be asked to provide additional information before approval can be granted. Students are not to directly contact employers who have active postings on myCareer. Upon approval of a job, students must sign a Student Job Acceptance Agreement.

#### Posted Jobs

Management Career Services invests significant resources into the development of job opportunities for students. These jobs are posted on the my-Career system.

#### Entrepreneurial Work Terms (EWT)

Students can undertake an internship that is focused on entrepreneurship where they will plan and run their own business.

1. An entrepreneurial internship must be approved by Norman Newman Centre for Entrepreneurship and MCS;
2. Entrepreneurial internships are monitored and supervised by Norman Newman Centre;
3. Students are required to meet all deliverables required by the Norman Newman Centre (including, but not limited to, presentations, written reports and meetings), and are **also** required to submit an internship assignment to the internship report instructor

Further information can be requested at the Norman Newman Centre for Entrepreneurship and from [www.dal.ca/mcs](http://www.dal.ca/mcs). Watch for emails with details concerning the application process and deadline, which typically takes place three months prior to the start of a student's work term (February for an internship beginning in May and June for an internship beginning in September).

### **International Internship**

Students may complete an internship out of the country, and follow the same guidelines for approval as other internships. In addition to conducting an international job search, which can be quite different from a domestic one, students must be prepared to make arrangements to obtain the appropriate work visa directly from the country's embassy or high commission or utilize a third party organization such as SWAP Working Holidays. Depending on the country and the method used this can become a process that takes many weeks.

Dalhousie University has established a fund known as SWIF – Study/Work International Fund as part of the Student Assistance Program, to provide financial assistance to Dalhousie and King's students who wish to undertake international placements as part of their educational experience. There is a maximum award of CAD \$2,000 per applicant. Students are expected to apply a minimum of one month prior to departure and SWIF does not provide retroactive funding.

### **Emergency Protocol**

Before leaving for an international work term Dalhousie students should be prepared for the possibility of experiencing an emergency during their stay abroad. The Dalhousie International Centre has emergency procedures in place to help students in the event of an emergency. All students involved in study/work abroad programs are required to complete a pre-departure session online with the International Centre (902-494-1566). Upon completing this session students receive an emergency phone card for use 24 x 7. For more information on this and other resources refer to <http://dal.ca/international>

**Due to the additional challenges of obtaining an international work term, MCS recommends interested students begin early and contact MCS for assistance.**

## **DURING THE INTERNSHIP**

### **Time off**

Time off during an internship is allowed only with the permission of an employer and with prior approval by MCS. Medical/ Compassionate Leave should follow an employer's policies, and documentation for such reasons must be provided to the Management Program Manager.

### **Mid-Term Review**

Mid-way through the internship, a Career and Recruitment Specialist will contact students and supervisors to conduct mid term reviews which are carried out either in person, by phone or email, with the purpose of reviewing students' progress. Discussion with the student and the supervisor, will be focused around the student's tasks and duties, performance, team work, responsibilities, communication skills, and other areas which will assist Career and Recruitment Specialists with their documentation of the students' internship.

### **Studying During The Internship**

Internship students are allowed to complete one-half (½) academic credit per academic semester while on the internship. An academic advisor will provide assistance in selection of these courses.

### **Conflicts with an Employer**

Students are required to contact MCS immediately if conflict arises to discuss any issues or concerns that may escalate. Conflicts need to be resolved quickly in order for both the student and employer to gain the maximum benefit from the internship and students are encouraged to contact a Career and Recruitment Specialist immediately.

### **Firings**

It is important to all concerned that the Bachelor of Management Program maintains a high standard and an excellent reputation, and must be considered by employers as the best internship program available. It is therefore every student's responsibility to think of him/herself as a representative of Dalhousie when in the workplace.

Students fired from an internship will receive a failing grade, thereby losing credit for the internship. If a student's termination is determined not to be for a just cause, the student will not receive a failing grade. MCS will work with the student to identify another internship opportunity. Days worked from the initial job will contribute to the completion of the internship.

### **Strike/ Layoffs**

In the event of a strike or layoff, students are advised to contact MCS immediately. Whether to cross or to observe the picket line will remain the decision of the student; however, MCS will advise students on the possible outcome of either decision.

### **Quitting**

Students will receive a failing grade if they quit an internship position. They may find a new job and have it count as an internship only if the new position is for a minimum of 32 weeks, and is completed before the next study term commences. The original grade of "F" will remain on a student's record, and the student must re-register for the internship.

### **Harassment**

Dalhousie's policy defines sexual harassment as any sexually-oriented behaviour of a deliberate or negligent nature which adversely affects the working or learning environment. It may involve conduct or comments that are unintentional as well as intentional. Personal Harassment is defined as abusive, unfair, or demeaning treatment of a person or group of persons that is known or ought reasonably to be known to be unwelcome and unwanted.

Harassment can happen to anyone. It can take many forms, from constant joking to physical assault. It may involve threats to a student that s/he will fail in class or lose his/her job. It may make a student's study or work environment uncomfortable through continued sexual comments,

suggestions or pressures. If students encounter a situation, either on a work term or at the university, that they consider to be sexual or personal harassment, MCS should be contacted immediately for advice, support, and information. MCS is available to assist students in all matters. If preferred, a student may wish to discuss the situation with Dalhousie's Human Rights and Equity Services (902-494-6672 [www.dal.ca/dalrespect](http://www.dal.ca/dalrespect)).

## **INTERNSHIP EMPLOYER RESPONSIBILITIES**

### **INTERNSHIP Employers/Supervisors**

- Develop job description for approval by MCS
- Provide supervision of the student during the work term
- Create a positive and productive work term experience for the student
- Meet with a Career and Recruitment Specialist for a mid term review during the work term
- Monitor a student's performance and contact a Career and Recruitment Specialist if work-related challenges occur. Complete an Employer Final Evaluation of the student

### **Remuneration and Benefits**

The remuneration, benefits, and working conditions during a work term are determined by, and are the responsibility of, the employer. MCS suggests a salary comparable with that paid to employees performing similar functions.

### **Monitoring and Developing Performance**

Employers are required to monitor a student's performance and to provide coaching/mentoring to the student. The employer is to contact Management Career Services immediately if work-related challenges occur.

### **Mid-Term Review**

Employers must be available to meet with a Career and Recruitment Specialist mid-way through the work term to complete a mid term review in person or by telephone.

### **Employer Evaluation Forms**

Towards the end of a student's work term, employers will be asked to complete a Final Evaluation of the student's performance. Employers are required to complete this form, and whenever possible, discuss with the student. A positive evaluation of performance indicates a successful work term. Students who receive an unsatisfactory evaluation will receive a failing grade.

Students may review employer evaluations by booking an appointment with their Career & Recruitment Specialist.

## **myCAREER**

myCareer is an integrated career and co-op system for students, employers and staff. As well as posting co-op and internship job opportunities it is also used to track and monitor all students' work term histories. While the majority of job postings are in the Halifax Regional Municipality (HRM) and the Greater Toronto Area (GTA) students are encouraged to consider work terms in other areas of Canada, as well as abroad. For students to obtain access to internship job postings, the following must be done:

- Attend mandatory internship orientation
- Sign the Bachelor of Management Internship Program Agreement
- Provide an example of a good resume and cover letter to demonstrate the ability to create a targeted job application
- Register and successfully complete the Internship Prep Course
- If an International Student, have a valid Co-op Work Permit

### **Applying to Jobs Through myCareer**

- Employers submit job descriptions to MCS which are reviewed and approved by a Career & Recruitment Specialist prior to it appearing on myCareer
- Students access myCareer through MyDal
- Students apply for specific job postings using a resume, cover letter and other requested documents
- Students can apply to job postings until the deadline date/ time
- Students must submit applications via the myCareer system, rather than through an alternate route unless it is specifically stated in the job posting that students should apply through other methods.
- After the deadline for a specific job posting has passed, the employer may access the packet of applications directly through myCareer. Students cannot modify their documents after a job posting has closed.

### Interview Process

- Interviews are set up in two ways: Employer contacts student directly / Interview is setup in myCareer system
- Students are informed of interview selection either by the employer directly or by accessing the Application tab of myCareer.
- Students selected for an interview through myCareer must accept or reject the interview in myCareer. Acceptance or rejection must be done within 24 hours prior to the interview time. Failure to accept or reject interview offers by the 24 hour deadline will result in student being removed from the interview schedule.
- When a student has signed up for an interview and then decides to withdraw from that interview, the student must immediately notify MCS they are withdrawing and must decline the interview in myCareer.
- Students who miss two confirmed interviews without notifying MCS prior to the interview will be ineligible to continue participating in the myCareer internship job posting process for the remainder of that term.

### Job Offer Process

- Offers of employment are usually extended by MCS to students on behalf of employers. Students are given 24 hours from the time the offer is sent by MCS to accept or reject the job offer (this time period may be adjusted at the discretion of a Career & Recruitment Specialist). If the job offer is not accepted within the time permitted, it is considered a rejection and the employer is contacted to obtain another student to job offer.
- Employers are usually aware of the process and will not extend a job offer directly to student; however, if this does occur the student should ask the employer to contact MCS.
- Students who refuse two posted job offers will be ineligible to continue participating in the myCareer internship job posting process for the remainder of that term.
- Students should carefully consider the implications of refusing job offers. A refusal may jeopardize future job prospects with that employer. If no other job offers are received, it will also mean the work term cannot be completed.
- Where a student receives a conditional offer from an employer requiring a security clearance, the student must make a decision to accept or reject the position within 24 hours of job offer and the student will be required to not pursue other interviews or accept another position provided the employer completes the security clearance within 7 days.
- In instances where the employer's security clearance process takes more than 7 days, the student may conditionally accept the offer and they will be permitted to continue their work term search and will be able to accept an alternative position should an unconditional job offer be made prior to the initial employer's security clearance procedure being completed. In this instance, the employer conducting the security clearance will be immediately informed by MCS so that all efforts to employ another student (and conduct another security clearance) can take place in a timely manner. Upon the successful completion of a security clearance which has taken more than 7 days, if the student has not accepted another unconditional job offer, the student will be informed that their work term search is concluded and their work term is secured with the original employer. The student will not be allowed to accept another work term position for that work term without the prior written consent of MCS.

To avoid refusing a position, a student must:

- Read all job descriptions very carefully, checking for relevance and keeping in mind previous work and future goals.
- Research the company and position well in advance to allow time for reflection and apply for jobs of genuine interest.
- Know the geographical location of the job and be able to relocate if necessary.
- Advise MCS office after doing an interview if the student wants to withdraw.

Upon accepting a position verbally or in writing a student cannot seek or accept internship employment from any other employer for that work term without the prior written consent of MCS. Consent will only be considered in instances when the following conditions are met:

- The employer of a student with an approved self-developed job provides to MCS complete support of the student accepting an alternate job opportunity.
- The new job meets all work term requirements, including the full number of weeks required for that particular student's work term, (the weeks worked with the initial employer will not be counted towards the work term requirements).

MCS administers the process outlined above but cannot guarantee every student an internship position.

### THE WORK TERM REPORT

#### Purpose of Work Term Report

Students are required to submit a work term report in order to receive academic credit for their internship. The purpose of the work term report is to encourage the development of written skills and give students an opportunity to explore and reflect on the work environment. A faculty member evaluates work term reports and will handle questions concerning the work term report. Detailed work term report requirements will be posted on the course website via Brightspace. Work term reports cannot be accepted from students not registered for the appropriate work term courses.

#### Deadlines

Specific deadlines for the report are set by the instructor and will be posted on Brightspace for the specific work term course.

## Frequently asked questions

Questions:	Resource:	Answers:
Who should I talk to if I have questions about choosing a major, dropping a course, or if I am in academic difficulty?	Undergraduate Advising Office (UAO), Suite 2086, Kenneth C. Rowe Management Building	All questions and concerns regarding the academic component of your degree should be referred to the Undergraduate Advising Office.
What is myCareer?	Management Career Services (MCS), Suite 2100, Kenneth C. Rowe Management Building	myCareer is an online management system designed to assist students with their internship and career activities. It is an integrated and central resource which allows students to perform multiple functions, including: Review and apply for internship job postings (Management Career Services section), part-time, full-time, graduate job and volunteer opportunities (Career Services section); review and sign-up for recruiting sessions, workshops and events; schedule advising appointments with MCS staff; create or update your Co-Curricular Record (CCR section).  Visit <a href="http://www.dal.ca/mcs">www.dal.ca/mcs</a> to access our Student myCareer User Guide.
I have found my own Internship job. What do I do now?	MCS	All work term opportunities that are not advertised on myCareer must be approved by Management Career Services as being suitable for a work term. Follow Checklist 2B on page 42.
What does Registering for an internship mean?	UAO	You must register for the internship courses as you do for all other courses. Once your internship has been approved by MCS, contact your Academic Advisor in the UAO for assistance to register for MGMT 4896 (first Internship term), MGMT 4897 (second Internship term) and MGMT 4898 (if doing a third Internship term).
What is the internship report and where do I find information and instructions?	Faculty Member	Internship reports are the academic component of the internship. A internship report must be completed. If you do not pass your internship report, you will not pass your internship. A member of the faculty provides instruction for the report and the marking. Instructions can be found online under the appropriate course number at the beginning of your first internship term.
What is the minimum number of weeks that I must work for my internship?	MCS	You must work for at least 32 weeks and the job must be full time hours of at least 35 hours per week.
Can I still take courses while on my internship?	UAO	Yes, but the limit is only one class per academic term. The reason for this is students must be focused on their internship in order to achieve the skills they need.

## **Copy of Bachelor of Management Internship Program Agreement**

I understand that in order to receive academic credit for the optional internship:

1. **I must be registered for MGMT 4896 and 4897 via Dal Online;**
2. **I must fully participate in the Internship Prep Seminar MGMT 4895, and the Internship Orientation;**
3. **I am responsible for finding suitable internship employment.** Support in the job search is provided by Management Career Services (MCS) and some job opportunities are posted through myCareer. All jobs, including self-developed jobs must be approved by a Career and Recruitment Specialist within MCS;
4. **The internship be completed during the designated semesters, with one employer. The internship must total no less than 32 weeks and I must work a minimum of 35 hours per week;**
5. **I must meet the Internship Eligibility requirements as outlined in the Bachelor of Management Internship Handbook;**
6. **I must receive a satisfactory performance evaluation from my employer.** This requires that I:
  - a. successfully perform all tasks assigned to me in the course of completing my internship employment,
  - b. meet all the standards and conditions of employment,
  - c. abide by the work schedule established by my employer,
  - d. represent myself and the university professionally at all times.
7. **I must communicate with a Career & Recruitment Specialist during my internship to discuss my performance and work experience;**
8. **I must submit a satisfactory report at the end of the internship.** Report guidelines and policies are provided in advance of the internship by the report instructor.

I understand that I may receive a **grade of F** for the internship if:

1. **I am fired** from my job for just cause or **I quit my job** without just cause;
2. **I do not receive a satisfactory performance evaluation from my employer;**
3. **I do not submit a satisfactory internship report** by the published deadline.

I understand that:

1. **withdrawal from the internship course is not permitted** after I have accepted an internship position;
2. **once I accept a position in accordance with the terms of the offer, whether verbally or in writing**, for either MCS arranged or self-developed employment, I must **not seek or accept** internship employment from **any other employer** without the prior written consent of MCS;
3. in the event that I **do not meet the requirements for internship eligibility**, MCS will **share this information with the employer** with whom I have accepted employment;
4. **when employers request a transcript/record of my grades I must provide a PDF document containing my complete list of grades obtained from Dal Online with no changes.** I understand that if changes are found it will be reported as a Code of Conduct issue to the Vice Provost, Student Affairs;
5. Providing **untruthful statements** concerning an internship (including, but not limited to, job duties, number of hours per week, start and end dates for the internship) may be reported to the Faculty of Management's Academic Integrity Officer as a **breach of academic integrity standards**.

**I authorize MCS to release my academic record to prospective employers to whom I have applied for employment when required as part of the job application package for that position.**

I understand not abiding to the responsibilities listed below may have the consequence of losing access to internship job postings on myCareer.

1. I must **attend confirmed interviews** or **decline interview offers at least 24 hours in advance of scheduled interview;**
2. I must make a **prompt decision** (maximum 24 hours from time of offer) when offered an employment position which has been arranged by MCS so that other students may be offered the position if I decline;
3. **I will only apply to myCareer posted jobs using the application method outlined in the job posting** and I will not share access or information pertaining to job postings with anyone.

Name (please print): \_\_\_\_\_ Student Number: B00 \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Career and Recruitment Specialist Signature: \_\_\_\_\_



