





Purpose

- ▶ *Help careerists compete for training, developmental assignments, and promotion opportunities*
- ▶ *Provide helpful hints*
- ▶ *Promote communication among careerists*



Hints to Help You in the Areas of...



Training and Developmental Assignment Packages:

- ▶ **Utilization Plan**
- ▶ **Nominee's Statement of Interest**

Local Referral System

- ▶ **Resume Development**
- ▶ **DA Form 2302-R**
- ▶ **OF 612**
- ▶ **Resumix**





Ground Rules

- ▶ ***This is an informal communications opportunity***
- ▶ ***Let's not address personal issues or concerns here***
- ▶ ***Let's not address any internal/specific organizational coordination problems. We can address off-line.***
- ▶ ***Take notes — Ask questions***
- ▶ ***Do not use examples discussed today in your career referral or training packages unless they are true for you!***



Agenda

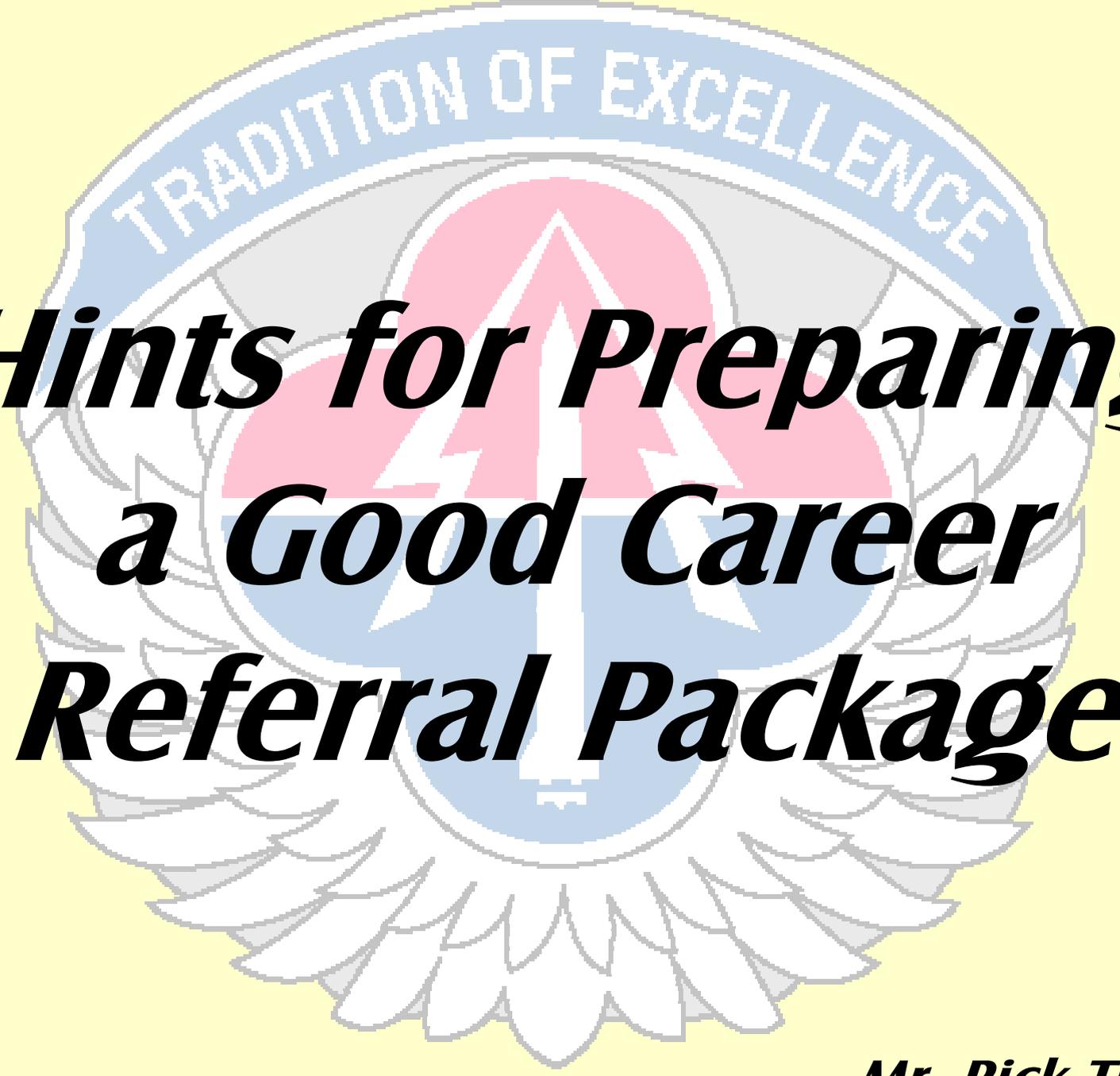
- ▶ *Hints on How to Write About Yourself*
- ▶ *Interviewing Techniques*
- ▶ *How to Give Briefings & Write e-mails*

Mr. Rick Turner

Mr. William Andrews

Mr. Rick Turner





***Hints for Preparing
a Good Career
Referral Package***

Mr. Rick Turner



Hints for Preparing a Good Career Referral Package



▶ Organize yourself.

- *Read the instructions THOROUGHLY*
- *Compile old appraisals, awards, Resumes, DA form 2302, etc*

▶ Plan your write-up.

- *Outline your thoughts*





Hints for Preparing a Good Career Referral Package



▶ Plan your write-up.

- *Outline the accomplishment.*
- *Compare the outline with the specific criteria for the announcement*
- *Tailor the description to fit the job or training opportunity*

▶ Be specific as to the impact.

- *What was the impact of your accomplishment?*
- *What would the impact have been if you had done nothing?*
- *How far reaching was this accomplishment?*
- *Did it have local impact or was it DA-wide?*



Key Areas to Consider in Your Write-Up



Leadership Ability - *Influence others, provide/establish direction, stimulate performance, take charge under pressure & stress, inspire others, encourage teamwork, maintain esprit de corps*

Ability to Plan, Organize & Direct - *Ability to establish objectives, requirements, priorities, and deadlines to determine course of action, may include the ability to assign work and to monitor work of others*

Ability to Analyze - *Ability to obtain information, define problems, identify relationships, evaluate quality, assess impacts, and make conclusions/recommendations; includes the ability to determine quality of projects, programs, or performance by comparison against standards or objectives*

Ability to Communicate Orally - *Ability to brief, instruct, explain, advise, or persuade*

Ability to Write - *Ability to express ideas in writing (e.g. reports, information papers, memorandum, letters, manuals)*

Ability to Innovate - *Ability to develop policies, procedures, programs, or solutions to problem; includes ability to originate action (self-starter)*

Some Important "Do's"



- ▶ *DO write about accomplishments which have a quantifiable, positive outcome*
- ▶ *Tell exactly what you did*
- ▶ *DO use action verbs and first person voice*
- ▶ *DO cite awards specifically related to the experience (e.g., as a result of my written report I received an outstanding performance rating)*
- ▶ *DO fully explain and spell out acronyms*
- ▶ *DO give your write-up to someone else to critique*
- ▶ *DO take your time*
- ▶ *DO watch your grammar*

Bottom line: Take your time and submit a strong, defensible package! Competition is extremely tough!

Some Important "Do Nots"



- ▶ ***DO NOT use the phrase "I was responsible for or I helped."***
- ▶ ***DO NOT requote the Job Announcement Requirement***
- ▶ ***DO NOT be vague. Tell who, what, when, where, why and how.***
- ▶ ***DO NOT assume supervisors/selecting officials know how qualified or proficient you are just because you have been doing the job.***
- ▶ ***DO NOT repeat a job description in your resume***
- ▶ ***DO NOT use passive, third person voice.***



Mr. William Andrews

Interviewing Techniques



- ▶ **Communication survey**
 - *Word: 7%*
 - *Tone of voice: 38%*
 - *Body language: 55%*
- ▶ **Opinions formed within the first 45 seconds**
- ▶ **Rehearsing words not enough**
- ▶ **Traditional interview: hypothetical**
- ▶ **Behavioral interview: factual**



Interviewing Techniques



▶ Before the interview.

- *Dress and personal grooming.*
- *Homework on agency and interviewer.*
- *Who are the customers?*
- *Best appointment time.*
- *Be on time for interview!*



Interviewing Techniques



▶ During the interview

- *Good eye contact*
- *Professional, friendly, and enthusiastic*
- *Body language of interviewer*
- *Sit or stand still where you are*
- *When you don't know answer (Saying you'll get back with an answer, should not be said too many times) – Be prepared*
- *Don't interrupt the speaker*

Interviewing Techniques



▶ Typical Questions:

- *Why did you apply for this position?*
- *What do you bring to this position?*
- *What is your greatest strength?*
- *What is your greatest weakness?*
- *Tell me about yourself?*
- *What is your greatest accomplishment?*
- *Where do you see yourself in 5 years?*
- *What is your leadership philosophy?*
- *If faced with this situation, what would you do?*

Interviewing Techniques



▶ Questions you don't have to answer:

- *Political or religious beliefs*
- *Marital status, national origin*
- *Provision for child care*
- *Race, height, weight*
- *Mental or physical disability*



Interviewing Techniques



- ▶ Ask your questions
- ▶ Talking too much or not enough
- ▶ Job travel requirements (*if you have to*)
- ▶ Pay, benefits, and hours (*don't ask*)
- ▶ Tell them you want the job and how you can make a difference
- ▶ Shake hands (*firmly*)





Interviewing Techniques



- ▶ **After the interview, send thank you note**
- ▶ **Go visit someone who was on the interview panel ask how you can improve**
- ▶ **If you are not selected:**
 - *Do you lack qualifications?*
 - *Did you make interview errors?*
 - *What areas can I improve in?*
 - *What are sources of training and expanded experience?*
- ▶ **Never give up! Keep trying**





***How to Give
Briefings/Speeches***

Mr. Rick Turner



Things to Remember When Preparing a Briefing



▶ Before the briefing

- *Know your audience. Who will be there, from where?*
- *Invite the right people*
- *Determine the briefing purpose and what you want from the briefing (i.e. Decision, effective communication of project status)*
- *Determine how the briefing recipient likes to receive briefings (i.e. formal, stand-up, hard copy deskside)*
- *Develop a briefing outline and assure you use it, or change it during briefing development. Outline should have a purpose and summary/recommendation section*
- *Lay out the briefing on a large conference table*



Things to Remember When Preparing a Briefing

▶ Be Prepared

- *Practice over and over again*
- *Use backup charts*
- *Scope out the briefing location. Go see the actual room if possible*
- *Carry your own viewgraphs, disk, or other medium with you.*
- *Number the charts. General rule, two charts for every five minutes – includes questions*

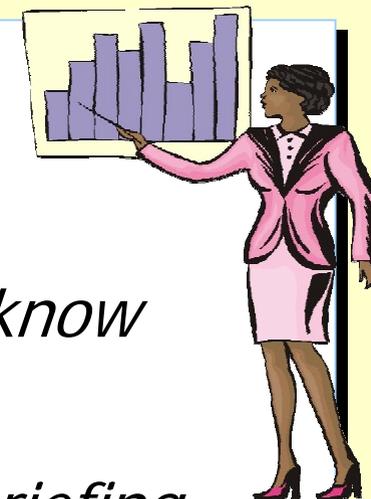




Things to Remember When Giving the Briefing

▶ During the Briefing

- *NEVER* chew gum or rattle coins
- *Always* introduce yourself and let the audience know where you are from
- *Always* tell your audience the purpose of your briefing
- *Always* maintain eye contact with the audience, especially the senior person receiving the briefing
- *Relax*, you know the subject matter better than anyone or you have invited the Subject Matter Experts (SMEs)
- *Address questions in a positive way. Admit if you do not know an answer and commit to getting back to the person who asked the question*





Things to Remember When Giving the Briefing



▶ During the Briefing (cont'd):

- *Never hesitate to ask your SMEs for help*
- *Do not rush. Watch the briefing recipient closely. Let him/her set the pace*
- *If interrupted for any reason, maintain your composure. If the briefing recipient has to leave the room, ask him/her if you should wait*
- *Take action items. Make sure you let the audience know you have a note taker*
- *Always close by saying: "Are there any questions." Let them know you are finished*

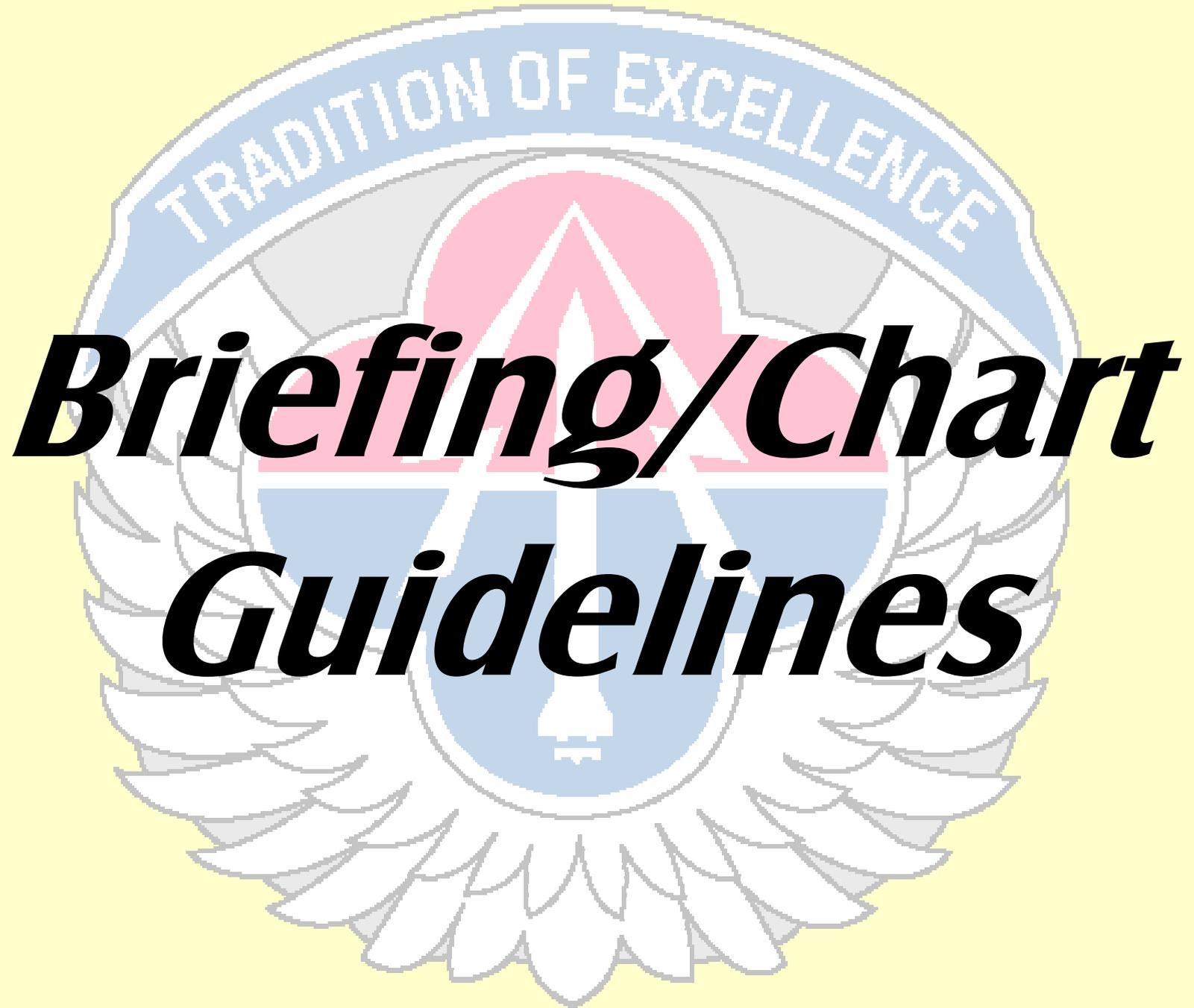


Things to Remember After the Briefing



▶ After the Briefing

- *Follow up on action items assigned*
- *If changes were directed by briefing recipient, make them quickly and get them back to him/her*
- *Thank those who helped you prepare and make you a successful briefer*



SAMPLE



Title of Briefing

presented by:

Name of Briefer

Title, Organization

Date of briefing



Briefing Guidelines

- **Cover Sheet / Title Page**
- **Overview – tell audience what your briefing is about**
- **Body of briefing**
- **Summary – summarize what you said**

SAMPLE



Format of Effective Briefing Charts

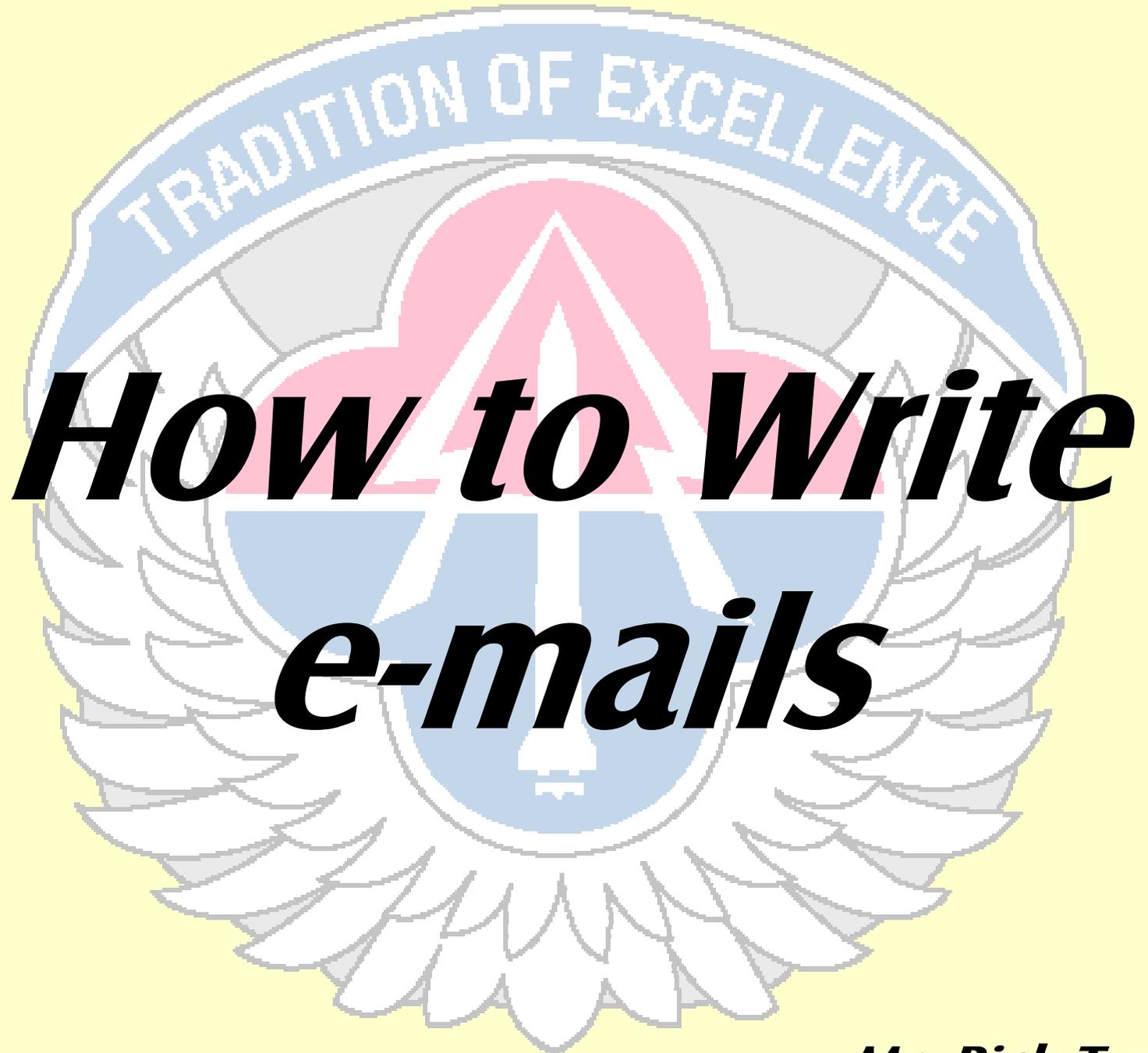
A/O Date

- **AMC Logo on the left**
- **AMCOM logo on the right**
- **Center the chart title**
- **Include POC, office symbol, phone no.**
- **Pages should be numbered**
- **Pages should be marked with classification at the top & bottom of chart**
- **Include "as of" date on charts with numerical data (i.e. dollars, manhours, etc)**



Graphics Guidelines

- **Dark text against light background**
- **Light text against dark background**
- **Lower case is easier to read than upper case**
- **Use common fonts - 28 / 32 point**
- **Limit colors: 2 – 3 colors on each slide**
- **Limit number of images**
- **If you have access to graphic support, utilize it**



Mr. Rick Turner

Things to Remember When Preparing an e-mail



- ▶ *e-mail is public domain. What you write can be traced to you---make it accurate, factual, professional, and considerate of others*
- ▶ *Only say in e-mail what you would say directly to the face of the addressees*
- ▶ *Do not copy furnish anyone who does not have a need to receive the e-mail*
- ▶ *Refrain from putting multiple people on the "TO" line. It adds to confusion as to "who has the action".*
- ▶ *Don't use the "Reply to All" to raise issue with the sender of an e-mail.*
- ▶ *When appropriate your chain of command should be CC'd on e-mails going outside the Directorate, the Center and the Command level*
- ▶ *If you need a decision or action that day, then put "URGENT" on the subject line (the ! by itself should not be used)*
- ▶ *Use keywords that indicate a schedule action (e.g. Meeting, VTC, Calendar, Schedule)*
- ▶ *Refrain from using "BCC", especially to Center level and above*
- ▶ *Don't use ALL CAPITAL letters when typing e-mails*
- ▶ *Refrain from using BOLD type (only use when necessary)*





Things to Remember When Preparing an e-mail to Senior Personnel



(i.e. CG, DC, IMMC Director)

- ▶ *These folks receive more than 100 business related e-mails per day—they are extremely busy. Make you salient points right up front.*
- ▶ *Be short and to the point*
- ▶ *Reference why you are sending the e-mail to them (i.e. a previous e-mail, meeting, phone conversation, etc)*
- ▶ *If the e-mail you are sending is intended for his/her release to another person, make sure it is suitable to forward with little to no editing required*
- ▶ *Respond to the issue within one day, even if it is an interim response*
- ▶ *Take responsibility for mistakes made. Don't make excuses. Tell him/her what happened, why and what corrective actions are being taken.*
- ▶ *Make sure your response is properly coordinated and any open issues identified to him/her in your cover e-mail*
- ▶ *Copy furnish all appropriate personnel in your chain of command*