



Effective Resume & Cover Letter Development

A Resource Curriculum

Ontario Native Literacy Coalition

© Ontario Native Literacy Coalition, 2023

Written by Marjorie Henhawk, BA

Edit, layout and design by Turtle's Back Publishing

ISBN# 978-1-989431-94-8

All materials created using funding from Literacy and Basic Skills – Support Organization will abide by Creative Common's Attribution 4.0 International License/ (CC BY 4.0). Under this Agreement, intellectual property remains with its creator, but others are free to copy, redistribute, transform, and/ or build upon the material for any purpose, even commercially.



[by.png 12.3 KB • Download](#)

[Creative Common's Attribution 4.0 International License/ \(CC BY 4.0\)](#)

Published by Turtle's Back Publishing, a division of Ontario Native Literacy Coalition

P.O. Box 550, 16 Sunrise Court, Suite 407, Ohsweken ON N0A 1M0

Telephone: 519-445-1539 ~ Toll Free: 1-855-368-3072

TBP_manager@onlc.ca ~ www.onlc.ca



This resource has been developed with funding through the office of Skills for Success.

This *Employment Ontario* project is funded by the Government of Canada and the Government of Ontario and through the Canada-Ontario Job Fund Agreement.

Canada

EMPLOYMENT
ONTARIO

Ontario



The views expressed in the publication are the views of the Recipient and do not necessarily reflect those of the province.
"The Government of Ontario and its agencies are in no way bound by the recommendations contained in this document."

Effective Resume and Cover Letter Development
A Resource Curriculum

Contents

Understanding Skills for Success	1
About the Author	3
Program Description.....	4
Facilitator Information	4
Resource Materials.....	5
Websites.....	5
Resources	5
Competency Task Group & Indicator Level: Ontario Adult Literacy Curriculum Framework.....	2
Introduction to Resumes – The How and Why.....	6
Lesson Plan 1: Realizing your Full Potential.....	7
Lesson Plan 2: Preparing a Resume	8
Lesson Plan 3 - The Final Step - Preparing your Resume.....	17
Lesson Plan 4 - Creating the First Impression – Developing an Effective Cover Letter	18
Lesson Plan 5: Putting It All Together – Clear, Concise, Complete	22
Appendix	23
Lesson 1 – Worksheet 1 – Employability Skills & Attributes for Success.....	24
Lesson 1 – Worksheet 2 – Technical /Transferable Skills Inventory.....	26
Lesson 1 – Worksheet 3 – Using Action and Descriptive Words to Demonstrate Your Abilities.....	30
Lesson Plan 2 – Worksheet 1 – Preparing a Resume.....	32
Sample Job Description	36
Lesson Plan 2 – Exercise 1 – Handout – Pre -screening Form and Rating Scale	37
Lesson Plan 4 – Handout 1 - Creating the First Impression Developing an Effective Cover Letter	38
Lesson Plan 4 – Handout 2 – Sample Cover Letter Format	39
Lesson Plan 4 – Handout 3 – Sample Cover Letter	40

Understanding Skills for Success

What are Skills for Success in Canada?

In May of 2021, the Essential Skills framework underwent an update based on an evolving labour market, the results were the new Skills for Success. The 9 Skills for Success are skills that help you in this new information age that has quickly changed the world. These skills benefit everyone and can help to secure employment, progress in your current employment, or assist in changing to a new employment. These skills also assist everyone adapting to different areas of one's life beyond work such as with social interactions and life skills.

Why Skills for Success?

Skills for Success are the skills needed to participate and thrive in learning, work, and life. **Skills for Success** include foundational skills for building knowledge and are important for effective social interaction. These skills overlap and interact with each other, and with other technical and life skills. They are inclusive and can be adapted to different contexts. **Skills for Success** are for everyone – employers, workers, training providers, governments, and communities.

(Employment and Social Development Canada,
2021 <https://www.canada.ca/en/services/jobs/training/initiatives/skills-success.html>)

Skills for Success development goes beyond work-skills training. It is important that literacy practitioners, employers and others recognize that developing Skills for Success can be very positive for adult learners and employees.

Research indicates that Skills for Success development is associated with:

- Greater independence
- Increased self-respect
- Effective problem solving and communication
- Better overall health and well-being
- Higher learning and earning potential
- An increased ability to use technology
- Flexibility and the capacity to adapt to change

Effective Resume and Cover Letter Development A Resource Curriculum

The Nine Skills for Success are:

Adaptability
Collaboration
Communication
Creativity and Innovation
Digital
Numeracy
Problem Solving
Reading
Writing



Descriptions for the nine skills can be found at:

<https://www.canada.ca/en/services/jobs/training/initiatives/skills-success/understanding-individuals.html>

Competency Task Group & Indicator Level: Ontario Adult Literacy Curriculum Framework

Find and Use Information			Communicate Ideas and Information				Understand and Use Numbers				Use Digital Technology	Manage Learning	Engage with Others
Read continuous text	Interpret documents	Extract info from films, broadcasts & presentations	Interact with others	Write continuous text	Complete and create documents	Express oneself creatively	Manage money	Manage time	Use measures	Manage data			
A1	A2	A3	B1	B2	B3	B4	C1	C2	C3	C4	D	E	F

About the Author



Marjorie Henhawk – Wolf Clan, Mohawk Nation, Six Nations of the Grand River Territory

Marjorie has spent most of her life living on reserve at Six Nations of the Grand River Territory; except for time spent in London pursuing a BA in the Social Sciences at the University of Western. She has devoted the past thirty-five years of her life to working with First Nations youth both on and off reserve with a focus on leadership development, job readiness, career planning, stay-in-school initiatives and cultural teachings.

Awards:

- The Queen's Golden Jubilee Medal at Queen's Park in 2002 from the Lieutenant Governor of Ontario, the Honorable James K. Bartleman
- The Dreamcatcher Award for Exceptional Service in First Nations Communities in 2008 representing Southern Ontario

As an Employment & Training Coach with Grand River Employment and Training, time has been spent helping youth/adults in their journey of discovering their own skills, abilities and aptitudes working towards a gainful career that they enjoy; one that will provide a good lifestyle for them and their families. Marjorie has found it to be a very rewarding career supporting/helping others to look within themselves to be the best they can be; she finds it important for program delivery to be from a First Nations perspective in order to relate to the needs of her community. Her lifetime goal is "to assist members of my First Nations community to realize and strive for their full potential."

Marjorie has also managed her own wholesale/retail business called Traditional Ways. She feels cross cultural sharing is important; through connections with the Ontario Arts Council, various cultural centres, universities and museums, she has facilitated numerous workshops throughout Southern Ontario educating children/youth and adults to create an awareness and appreciation for First Nations culture and traditions.

Effective Resume and Cover Letter Development

A Resource Curriculum

Program Description

This Resource Curriculum will walk through the main parts of a skills-based resume to prepare individuals to identify the key areas for consideration when applying for a job.

Facilitator Information

Guidelines and special notes for the Instructor of this curriculum will be noted throughout each Lesson Plan under **'Facilitator Notes'**; they provide extra comments relevant to each topic to be used at the discretion of each Instructor based on their comfort level and teaching experience. The Facilitator Notes will also include suggestions under **'For Group Discussion'** to encourage discussion/ brainstorming to further engage the learners, often providing real life scenarios that they can more easily relate to. Instructors can improvise as well as they see fit depending on their groups' comprehension and attention level.

PowerPoint Presentations will accompany some of the Lessons as a more effective tool to enhance learning and engage the learner for greater visual impact. Brief captions/phrases will be used to provide clarity and accommodate learning/hearing disabilities as needed, to allow for all to follow along.

Resource Materials will list what supplies are needed for each Lesson; learning materials/handouts are included for each lesson located in the Appendix for a visual reference to allow for learners to follow along with less notetaking. Skills and technical inventory worksheets with checklists are provided to reinforce learning and broaden their awareness of their own skills/aptitudes/work experience that they have developed throughout their lifetime. The Resume worksheets provide a framework that will allow the learner to organize the pertinent information needed for their resume in a more effective format. The worksheets are aligned to build upon for the final resume product. All of these handouts can be copied for each lesson; however, this remains at the discretion of the Instructor.

Debriefing Discussion Points are provided at the end of each lesson to reinforce learning by having each person self reflect/evaluate and comment on what they got out of the lesson and how it will apply to their life.

A Resume Pre-screening Exercise allows the learner to take on the role of the Employer; to pre-screen a number of resumes within a given time to show how crucial it is to target one's resume package (resume, cover letter and references) to a specific job. This activity has proven to be very effective in showing learners that they must demonstrate how they would be the perfect candidate for the job that they are interested in.

A number of Resume samples have been provided to show how different formats can be used to accommodate the needs of the learner.

Effective Resume and Cover Letter Development

A Resource Curriculum

Resource Materials

- ½" binder with 30 plastic pages, a pen and a highlighter

Websites

- Nationtalk: <https://nationtalk.ca/jobs>
- Grand River Employment & Training: <https://greatsn.com/job-board/>
- Ontario Public Service Careers: <https://www.gojobs.gov.on.ca/Search.aspx>
- Government of Canada: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page2440?fromMenu=true&toggleLanguage=en>
- Job Bank: <https://www.jobbank.gc.ca/browsejobs/province/ON>

Resources

- The Pathfinder – How to Write a Masterpiece of a Resume, Simon & Schuster; Touchstone (January 3, 2012)
- 30 Minute Resume Makeover – Reve up your resume in half an hour; Louise Kursmark; JIST Publishing 2008
- Career Planning: <https://www.on.jobbank.gc.ca/career-planning>
- Jobscan: <https://www.jobscan.co/>
- Jobseeker: <https://www.jobseeker.com/>

Effective Resume and Cover Letter Development

A Resource Curriculum

Introduction to Resumes – The How and Why

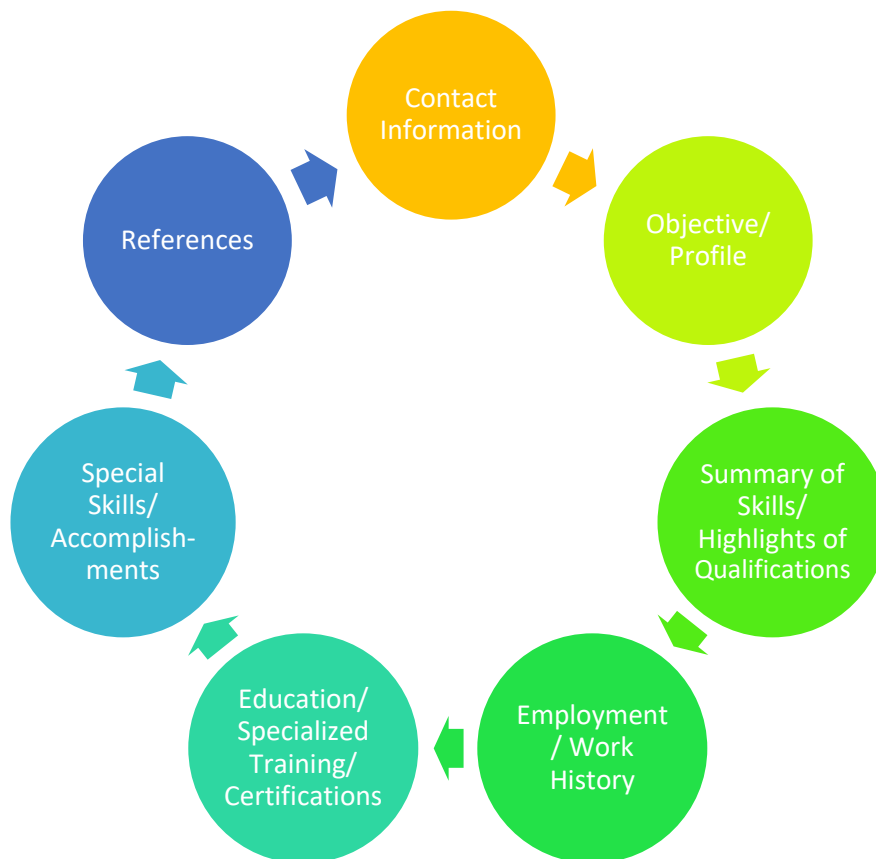
Your resume is a powerful tool as it presents a first impression to the employer. It is your personal advertisement highlighting your job skills and their value to the future employer so it is important that you make sure you have everything covered!

“By the time they have read the first lines, you either have caught their interest or your resume has failed...your resume will be quickly scanned, not read; 10-20 seconds is all the time you have to persuade a perspective employer to read further...”

The Pathfinder – How to Write a Masterpiece
of a Resume, Simon & Schuster

There are various types of resume formats such as chronological, functional and technical; however, the **skills-based resume** builds a more professional style of resume. It allows you to target skill sets relevant to a specific job in a more effective format by grouping skills into categories with headings but still includes your work history/education/specialized training.

Skills-Based Resume Format



Lesson Plan 1: Realizing your Full Potential

Lesson Time: 1 hour

Rationale

All too often, learners tend to underestimate the multitude of skills that they have developed throughout their lifetime. It could be from their home life growing up, developing special interests and aptitudes, experiences, and skills from different jobs/work placements as well as specialized learning, whether it be from post secondary, trades or occupational skills training. This lesson will focus on the learner looking deep within themselves to develop an inventory of personal values/work ethics, transferable and technical skills that will ultimately help them to build more confidence in what they have to offer. This process will also help them become more focused on more specific career goal(s), once they have created an awareness of all of their capabilities.

Facilitator Notes

- Review the Power Point with the learners.
- Walk the learners through the 3 sets of worksheets one at a time; get them to highlight the skills they feel they have mastered OR have experience with.
- Encourage the learners to think seriously about the diverse skills they have which could in fact give them the confidence to explore more career options.
- This lesson can be a big confidence builder; commend your learners on being able to identify their wealth of knowledge and skills which will be used in Lesson Plan 2 to enhance their resume.
- Hands up for those who are amazed that they have more skills than they realized.
- Have a discussion at the end of the activity to debrief on what the learner has observed through the exercise (discussion questions noted below).

Resource Materials -see Appendix

- Lesson Plan 1 - PowerPoint - You've Got More Skills Than You Think!
- Lesson Plan 1 - Worksheet 1 - Employability Skills & Attributes for Success
- Lesson Plan 1 - Worksheet 2 - Technical & Transferable Skills Inventory
- Lesson Plan 1 - Worksheet 3 - Using Action & Descriptive Words to Demonstrate Your Abilities

For Group Discussion

- *What are 2 things that you have learned about yourself after completing the worksheets?*
- *How does your life experience enhance your potential?*
- *Why is it important to review all aspects of your work and life experience when thinking about your resume preparation?*
- *When was the last time you took stock of your own skills and attributes and what has surprised you the most out of this exercise?*

Lesson Plan 2: Preparing a Resume

Lesson Time: 1.5 hours

Rationale

Developing a resume is often a frustrating and intimidating process for many people; many tend to stick with the same resume format year after year without considering the updates in technology, hiring processes and the challenge of making your resume stand out among the rest. Lesson 2 will now build upon what they learned in Lesson 1 that created a much greater awareness of the inventory of skills/aptitudes and experiences that they have built up throughout their life's journey. The Resume Pre-screening Exercise allows the learners to play the role of an Employer; they will learn and understand first hand how important it is to target their resume in line with the job they are seeking.

Resource Materials

- Lesson Plan 2 - PowerPoint Presentation – Preparing a Resume
- Lesson Plan 2 - Worksheet 1 - Preparing a Resume
- Pen
- Flipchart and markers

Facilitator Notes

- The notes below (Steps 1 – 7) **are for the Instructor only to prompt discussion and highlight key items to be aware of when preparing a resume** - use the accompanying PowerPoint presentation 'Lesson 2: Preparing a Resume' to walk through each step with the learners.
- The learners are to be provided with 'Lesson Plan 2 - Worksheet 1 - Preparing a Resume' so they can follow along and make notes as needed.
- Some sections have a 'For Group Discussion' to go over the do's and don'ts of resume writing.
- **It's important to let learners know that various Employment Agencies, co-op instructors and educators have their own opinions as to what should go into a resume and what is more effective. This whole Resource Curriculum provides a guideline only; it will be at the learner's discretion to decide on what format they use to market their skills/experience to a potential employer.**
- To add more clarification, there are resume samples that are to be reviewed as well in the Appendix at the end of this session.

Effective Resume and Cover Letter Development

A Resource Curriculum

Step 1 – Personal Information

Your name should stand out (bold face, larger text); include all crucial information on how to contact you. Make sure it is appropriate! Some key things to consider:

- No nick names – use your legal name
- Make sure you clear your answering machine, have a proper message/background music
- If you have text only, leave an alternate number, not all Employers will text you
- Make sure you have a proper and valid email.

For Group Discussion

- *Leaving a voice message: How do you think an Employer would feel when they call to set an interview with you, and they hear ‘Leave a message, if you are important enough, I’ll call you back’?*
 - *Answer – this may send the wrong message to the Employer by sounding sarcastic with attitude. You may want to revise it to something more appropriate such as ‘Please leave a message and I will return your call as soon as possible’.*
- *Your email: What would an Employer think if you had the email ‘LittleHottie@gmail.com’?*
 - *Answer – It will most likely turn off an employer. If you feel that the email you use may be inappropriate, maybe create an email that is used just for applying for work.*

Step 2 – Objective/Profile

You need to be specific when applying for work – you can use an objective/profile that clearly states what position/career field you are interested in. For example, “Hardworking, responsible individual with a positive work ethic seeking full time employment as a Heavy Equipment Operator.” An effective profile however allows for a more complete picture of what you have to offer. For example, “Hardworking, responsible individual with 20 years’ experience and a positive work ethic seeking full time employment as a Heavy Equipment Operator. Safety-minded; well versed in all aspects of health and safety training relevant to various industrial work environments. Class DZ Driver’s License; able to provide a clean Driver’s Abstract upon request, physically fit and capable of manual labor.”

You want to catch the Employer’s eye with a Personal Profile or Work Objective; using power words will get their attention. The employer needs to know what kind of work you are applying for. If you are applying to 2-3 different positions – create 3 different resumes targeting each position.

For Group Discussion

- *What jobs would you find at a local Elementary school? Have learners brainstorm using a flipchart – they normally come up with 10-12 positions.*
 - *Answer - Receptionist, Teacher, Teacher’s Assistant, Principal, Vice-Principal, Janitor, Maintenance/Groundskeeper, Nurse, Librarian, IT Teacher, Counsellor, etc.*

Effective Resume and Cover Letter Development

A Resource Curriculum

- *Scenario: Say someone drops off a resume at the School office with no Work Objective or Cover Letter indicating what job they are applying for – how does Human Resources know what job that person is interested in?*
 - *Answer - If you don't specify which job you are interested in, the Employer won't know either!*

Step 3 – Summary of Skills/Highlights

What makes you an ideal candidate? The summary highlights your qualifications and consists of several concise statements focusing the employers' attention to the most important qualities/achievements/abilities you have to offer, especially those directly related to the job for which you are applying.

The employer wants to know why they should hire you; they want to know 'what can this person do for me?' Use 5-6 concise, dynamic statements directly related to the type of skills/experience that the job requires. Use phrases that provide an impressive summary that will catch their eye. This can include special accomplishments, awards or superior performance commendations. The Employer will then want to investigate your skills further with an interview. See examples:

- Commended on my strong multitasking abilities in managing a busy office environment effectively; excellent time management and organizational skills.
- Fluent in the Cayuga language; strong dedication to learning and preserving Ogwehon:we language, culture and teachings.
- Mechanically/technically inclined with good troubleshooting/problem solving capabilities.
- Advocacy and community outreach; familiar with local agencies/community resources.
- Ability to establish and maintain effective communication with clients, customers, fellow employees and all levels of management.

A Profile tends to be more effective stating the field of work you are seeking along with 4-5 words/phrases outlining skills/experience specifically related to the job. Use some key words/phrases from the job description; target your resume based on the skills/experience that the Employer is looking for in this section at the beginning of your resume. For example:

'Highly motivated professional with 6 years of experience working with special needs children in a day care setting seeking full-time employment as an Educational Assistant. Effective team member with exceptional interpersonal skills and the ability to develop a good rapport with children and their families. Experience working with children with Autism, ADHD, FAS and AD; strongly dedicated to providing a motivational and enjoyable learning environment for every child.'

Effective Resume and Cover Letter Development

A Resource Curriculum

Sample titles in this section (other than that noted above) could be 'Professional Skills', 'Highlights of Qualifications', or 'Summary of Skills'.

Step 4 – Employment or Work Experience/History

You want to keep the title, position and address brief and include the position title – name of company, city, province, and dates that you were in the position. **Less is best!** Use 2 letters for province (standard); specific dates (e.g. day/month) are not needed if more than 2 years at a job. For example:

- **ECE Assistant** - Stoneridge Childrens Centre, Six Nations, ON (2014-2020)

List your last 4-5 jobs but primarily the ones that have skills/experience related to the position that you are interested in OR those jobs that have transferable skills relevant to the said position. Starting with the most recent, list all your work experience including co-op placements. Include the name of the company, location (city), position (in bold face), dates and briefly describe what you did, skills developed, operation of equipment, etc.

Similar Job Placements

Employment with a Trade Union and placement agencies can be included however; condense to a few lines instead of trying to remember all the dates/places over the years that you worked for them. Document an overall time span, major projects/companies and add some skills and experience.

For example:

Manufacturing Laborer

April 2016-

May 2020

Randstad Employment Agency – Brantford, ON

- Major companies – Proctor & Gamble, Ferrero, D&C Enterprises, Maple Leaf Ltd.
- Familiar with all aspects of manufacturing – production line assembly, shipping and receiving, quality control, experience driving a Forklift, Health and Safety training updated annually

Industrial Sandblaster & Painter

2010

– 2022

Local 205 – I.U.P.A.T. – Ancaster, ON

- Major companies/projects – Burlington Skyway - Heist & Cleaver; Toronto Skydome – Algoma Contractors; Guelph Water Treatment Plant – Alberechie Special Coatings
- Removal of paint/rust/other materials utilizing specialized high pressure equipment that sprays abrasive materials, normally sand; application of various specialized coatings, e.g. paint, rubber

Effective Resume and Cover Letter Development

A Resource Curriculum

Step 5 – Education & Specialized Training

Starting with the most recent, list your education including degrees/licenses, certificates and training (go back 7-8 years if relevant to the job you want). If you are a recent post-secondary graduate within the past 2-3 years, list some courses so that the Employer is aware of your knowledge base/topics covered. Note your high school diploma but do not include your elementary education. The name of the education/training should be in bold face. Be sure to include all credentials - High school, Post Secondary and Training/Certifications. Formatting is simple with the name of certificate, training provider, and date. For example:

- **Standard First Aid & CPR Certificate** - Canadian Red Cross (2020)
- **Personal Support Worker Certificate** - Fanshawe College (2020)
- **MIG - Flat and Horizontal** - Standard CWB Certification (2020)

Often times when people have outdated Certificates – they tend to leave them out especially if they are expired BUT it may look like you have no extra training at all. Training could be included up to 8 yrs prior BUT indicate the year and a note that it needs updating. This will show the Employer that this person is well versed in many aspects of workplace Health & Safety. For example:

- **Standard First Aid & CPR Certification** - Canadian Red Cross (2015 *needs updating)
- **Working at Heights** - Paramount Safety (2014 * needs updating)

For Group Discussion

- *As an Employer, what would you think if a person applying for a Construction Labourer job only has 2 Health & Safety certificates listed on his resume when in fact he has 9 (7 are outdated.)*
 - *Answer: the Employer may not consider the person due to lack of safety training when in fact that person is well trained but just needs some of it updated.*

Step 6 – Special Skills & Accomplishments

Most employers are interested in any type of community involvement or special accomplishments that you might have; they want to know that there is more to you than just work, that you know how to balance your life with different experiences. This could include professional affiliations, personal accomplishments/awards, volunteering at community events and even special interests. For example:

- Volunteer – Native Horizons Treatment Centre – Assist with Grief support meetings/trips/fund raising
- Secretary – JC Hill School Home & School Association (2015-2019)
- Mascot – Six Nations Fire Department at various community events
- Coach – Six Nations Minor Hockey – Bantam League (2015-2020)
- Enjoy playing sports, attending socials and travelling with my family

Effective Resume and Cover Letter Development

A Resource Curriculum

- Special interest in genealogy and researching the Clan systems of Ogwehon:we people

Step 7 - References

A reference is someone who knows you, someone who is familiar with your personal credibility and work ethic, your personality and capabilities; their opinion of you can help potential employers form a picture of what you are like to work with and what your skills and strengths are like. A reference can be from a former employer, teacher, sports coach or a counsellor; anyone who can comment on your reputation as an effective worker and team player, ultimately helping an employer decide why/if you're the best person for the job. Please note:

- Three references are best; someone who knows your character except for family members/ relatives
- You should contact each person and update their contact info (phone number & email) *ongoing
- Add a separate page to your resume with the title of REFERENCES and then list them, use the same heading as your resume. For example:

Wilson D. Henry

519-754-2225 wdhenry007@hotmail.com

234 First Line Rd., Hagersville, ON N0A 1H0

REFERENCE LISTING

1) James Tucker, Site Supervisor

We Build Construction, Woodstock, ON

(519) 654-2098 (cell)

Jtucker242@webuildconstruction.com

2) Scott Duffy, Store Manager

Canadian Tire, Caledonia, ON

(905) 526-2956 (cell) (905) 765-3678 x 345 (work)

Hockeydad.007@gmail.com

3) Adrian Potrowski (Personal, hockey coach)

(519) 356-9876 (cell)

adpotrowski@aol.ca

Effective Resume and Cover Letter Development

A Resource Curriculum

Lesson Plan 2 - Exercise 1 - Resume Pre-screening Activity

Now that the learners are aware of what goes into an effective resume package, this exercise will involve them with taking on the role of the Employer to decide who gets an interview. Through the resume pre-screening process, the learners will decide from the 5 applicants which 2 will qualify for an interview and advise the Instructor. They will become much more aware of the importance of taking the extra time to target their resume for each job that they apply for.

Copies Needed

- Lesson Plan 2 – Exercise 1 - Sample Job Description – Seasons Children and Youth Centre
- Lesson Plan 2 – Exercise 1 - Pre-screening Form and Rating Scale
- Lesson Plan 3 – Exercise 1 - 5 Resume Package submissions (resume/cover letter and references stapled together) in a file folder for each group

Instructions

- 1) Review the sample job description so that learners are aware of what goes into one; stress the importance of following the application procedure properly and submitting their resume package (advise the learners that this includes a resume/cover letter and reference listing) in a timely manner.
- 2) Give them the scenario that there are 48 applicants applying for the one job – for the Afterschool Activities Co-ordinator at the Seasons Children & Youth Centre.
- 3) Advise them that they will have 5 resume packages out of the pile of applicants; in teams, they are going to pre-screen them and decide who gets an interview, which will be the 2 that score the highest.
- 4) Review the Resume Pre-screening Form and Rating Scale before they start.
 - *Ask them how many points they will give if someone did not specify that they have updated First Aid & CPR Certification (one criteria on the pre-screening form.)*
NOTE: IF someone leaves out relevant info needed, they could lose a lot of points in the pre-screening process; the applicant will most likely get 0 points for this criteria as the Employer will not 'assume' that they have it. It then becomes very evident that if you leave out crucial info needed, it all adds up and you will get pre-screened out and not qualify for an interview.
- 5) Advise them that they have 20 minutes to review all 5 resume packages however, note that realistically most Employers will only take 30 -60 seconds to review the submission from one applicant to decide who gets an interview in the Resume Pre Screening process.
- 6) Divide the group into teams of 2-3 learners (each team creates a team name); give each team a folder with the set of the 5 sample resumes and they go off into their groups to go through the process.
- 7) Check in with each group at the on-set to ensure they understand the process; periodically check in to advise them of the time remaining. Gather them back together for discussion.

Effective Resume and Cover Letter Development
A Resource Curriculum

- 8) The Instructor will make a chart on the flip chart and record the group scores for comparison.
See example:

Team Name	Top scoring resume & points	Second scoring resume & points
The GREAT Ones	Resume #5 – 14 points	Resume #1 – 12 points
Wonder Women	Resume #5 – 13 points	Resume #1 – 13 points
REAL Rez Guys	Resume #1 – 16 points	Resume #5 – 12 points

For Group Discussion

- *Did you enjoy doing this activity? Why?*
- *For the top 2 candidates you chose to interview, what aspects of their resume package put them at the top of your list?*
 - *Clean and presentable, no errors, proper formatting, correct information, all information provided in job description, summary of skills and work experience are highlighted that complements the position, etc.*
- *There was a section for bonus points in the rating scale chart - if you have given extra bonus points, what were they for?*
 - *Presentation, having all appropriate documents (cover letter, resume, 3 references), provided all appropriate information, etc.*
- *For the bottom 2 candidates, what aspects of their resume package put them at the bottom of the list?*
 - *Errors, lack of formatting, poor font (unreadable), missing information (i.e. contact information, references), skills/experience did not reflect what the job description was asking for, etc.*
- *What did you learn about the resume pre-screening process?*
- *How do you feel this will impact you and your future job searching and resume development, how do you adjust your resume?*

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 2 - Exercise 2 - Reviewing the Sample Resumes

Copies Needed

- Lesson Plan 2 –Exercise 2 - 5 resume samples copied for each learner

Instructions

Learners will view 5 different resumes which illustrate a good skills based format which we have found normally to be the best type of format which allows the learner to present their strongest points upfront and target their resume specific to what the Employer is looking for. Please review the following:

- 1) **Resume Sample #1** - Student resume; normally limited work experience, this resume shows how more skills/aptitudes/experience have been used – big confidence builder
- 2) **Resume Samples #2 & #3** - Both resumes are the same person BUT its very much evident how with a bit of formatting, elaboration of skills targeting a specific job, you can see how the updated version is much more effective
- 3) **Resume Sample #4** -Recent graduate resume – greater elaboration of courses taken specific to desired job including hours/skills learned on placement – more effective
- 4) **Sample Resume #5** - Using a Resume Template – Templates do add color, special effects and professionalism; but check and see if it allows for a Profile and puts the Highlights of Skills at the beginning of the resume which is Important, especially with resume pre-screening!
NOTE: Some colleges/universities give bonus points for creativity especially when applying for a job involving graphics design, media, technology, communications or the arts.
- 5) **Sample Resume #6** – Union/placement agency – This format allows for the learner to document all their work experience/skills without having to think back to specific dates, etc. Same format could be used for a Placement Agency situation as well.

Lesson Plan 3 - The Final Step - Preparing your Resume

Lesson Time: 2 hours

Rationale

The learners, at this point should be much more prepared and confident to utilize all that they have learned to develop a good effective resume that targets the job that they are seeking. They have completed a number of self-assessments that can be used to highlight and create an awareness of their personal work ethics/values, skills, attributes and work experience that they have to offer. They have reviewed all sections of a resume and learned the how's and why's of effectively putting their best foot forward. They now have a better understanding of the importance of targeting their resume after completing the Resume Pre-screening Exercise. The learners are now ready for the final step of applying all they have learned, seeking out a job description that they want to apply for, and they are ready to complete the Resume Worksheets with the goal of targeting that specific job. Once done, they will choose the best resume format, sit down at the computer, and put it altogether OR edit their old resume to a more updated effect.

Resource Materials

- All their Worksheets from Lesson 1 (completed by learner)
- Lesson 2 - Worksheet 1 - Preparing Your Resume (completed by learner)
- Pen
- Classroom with access to computers/printer/the Internet

Facilitator Notes

- Have the learners review the websites listed below and find a job description that interests them OR is in line with their immediate career goal. Have them print out a copy of the job description; advise them to be specific in demonstrating how they would be a perfect fit for the job as they complete the 'Preparing your Resume' worksheets from Lesson 2.
- These worksheets will help the learners gather and organize the information needed to prepare their resume; they also need their assessments/skills work sheets from Lesson 1.
- Point out to them that they only have a small space to make a lasting impression – so make it good!

Websites

- Nationtalk: <https://nationtalk.ca/jobs>
- Six Nations Council Jobs <https://www.sixnations.ca/jobs>
- Ontario Public Service Careers: <https://www.gojobs.gov.on.ca/Search.aspx>
- Government of Canada: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page2440?fromMenu=true&toggleLanguage=en>
- Job Bank: <https://www.jobbank.gc.ca/browsejobs/province/ON>

Lesson Plan 4 - Creating the First Impression – Developing an Effective Cover Letter

Lesson Time: 1 hour

Rationale

People often make the development of a cover letter harder than it really is; learners are basically introducing themselves, how they heard about the job and briefly stating why they feel they would be a good candidate for the job they are seeking. Employers often request other pertinent information as well in the cover letter; learners need to cover everything and create a good impression of what they have to offer.

Resource Materials

- Power Point – Lesson 4 - Effective Cover Letter Development
- Lesson 4 – Handout 1 - Creating the First Impression – Developing an Effective Cover Letter
- Lesson 4 – Handout 2 - Sample Cover Letter Format
- Lesson 4 – Handout 3 - Sample Cover Letter - Firefighter
- Learners will need copy of their Resume as well as the Job Description of the job that they are applying for - for reference

Facilitators Notes

- Overview of PowerPoint Presentation 'Lesson Plan 4: Creating the First Impression – Developing an Effective Cover Letter'.
- Each time you send out a resume, you should include a cover letter that introduces you to your perspective employer. As with the resume, a cover letter should be tailored to the position you are applying for; it should not repeat the contents of your resume. It needs to provide an overview where you highlight the key attributes about you and your skills/experience and express your enthusiasm for why you want this job. A good cover letter is normally 3-4 paragraphs that is concise and to the point.
 - 1) Use the same header as your resume OR put your address in the top left corner.
 - 2) Dear xxxxx (if you know their name) or Human Resources or Hiring Committee can be used in the salutation if not indicated.
 - 3) Advise them how/where you heard about the job opening in the first paragraph; state the job title and a brief statement on how/why you feel you'd be a good candidate for the job.

Effective Resume and Cover Letter Development

A Resource Curriculum

- 4) The second paragraph is the most important; you need to capture your 'spirit and passion 'of why you really want to work with this company. Maybe you feel very strongly about a certain issue/situation that is prevalent within the community, whether it be from personal or paid work experience (your dedication could set you aside from other applicants, especially if it is something that is unique.) For Example, "Based on my own personal life experience; I am a dedicated, caring individual who feels strongly about supporting children and their families through the hardships and frustrations that families go through when faced with obstacles in raising a child with a disability."
- 5) It is important for you to refer to the job description for specific info that is requested by the Employer; this could make or break you in the Resume Pre-screening process; make sure you include a reference to everything they are asking for in your cover letter, e.g. your Status Card number, verification that you are providing copies of your Class G Driver's License/copies of your educational certificates/transcripts, etc.
- 6) You could also add comments e.g. "Past employers have commended me on my exemplary communication skills and my ability to establish a good working relationship with local agencies in securing work placements for young people in our community".
- 7) Wrap up the cover letter requesting to meet with the Employer to discuss your qualifications further with an interview.
- 8) Remember – clear, concise, and complete; try stay as brief and focused as possible, space it out so that it is neat and tidy, your cover letter **creates the first impression of YOU!**

Effective Resume and Cover Letter Development
A Resource Curriculum

Sample Format

Your Address OR same header as your resume

Current Date

Name of Contact, Job Title **See Job Description (sometimes there is a Job Order # that they want noted as well)*
Company
Address

Human Resources:

Paragraph 1: Why are you writing, state what job you are interested in and how you heard about it and a general statement about why you feel you would be a good candidate for the job.

Paragraph 2: Start out by making a reference to your enclosed resume; target the job, highlight your qualifications and any related experience/specialized training/skills that would qualify you for the position.

Paragraph 3: Review the job description and include a brief bulleted listing of how you meet their criteria, so they don't have to look all through your resume package for the relevant info.
**During the pre-screening process-this could be crucial! For example, "Able to provide a clean Criminal Reference Check upon hire" or "First Aid & CPR Certified (needs updating).*

Final Paragraph: Point directly to the next step (the interview); include your contact number/email, and thank them for their time in reviewing your application.

Yours Sincerely,

Your Name
Enclosure(s) **Resume and references (as applicable)*

Effective Resume and Cover Letter Development
A Resource Curriculum

JEREMY WEBER

905-546-0987 Jweber007@aol.com

2348 Ainsley Rd., Hamilton, ON N4T 3R4

02 06 2023

Human Resources Co-ordinator
Brantford Fire Department
78 George Street, Brantford ON H6T 3T7

Brantford Fire Department - Human Resources

Please consider me a candidate for the position of Fire Fighter that was advertised on the Brant Job Board over the past week; I am confident if given the chance to demonstrate my skills and abilities, that you will definitely find me to be an asset to the Brantford Fire Department. Enclosed is a copy of my resume for your reference.

I have 4 years of extensive experience in Fire services, safety and prevention as well as emergency services as a First Responder. I attained my Fire Fighting Certificate and completed First Round Competencies - Ontario Fire College – Hazmat Operations Certificate, First Responder CPR/AED Level HCP, R/T Operations and have recently passed the MacMaster University Firefighting Physical Fitness Test. I possess a high level of integrity and a positive work ethic; I have been commended on my ability to communicate effectively with both co-workers and the public. I do believe that throughout my life's journey, my growth, personal healing and personal experiences have helped me to learn how to deal with the challenges of working in traumatic situations in a professional and competent manner. I welcome the opportunity to prove myself as a Fire Fighter with your department.

Please note the following:

- Able to pass a Criminal Reference Check including Vulnerable Sector
- Copy of DZ Class Driver's License *able to provide a Clean Driver's Abstract
- Copy of First Aid/CPR Certification (in process of updating)
- Copies of all other relevant Certifications as needed

Thank you for taking the time to review my application; I can be reached at the above noted contacts if you require further information. I look forward to meeting with you to discuss my qualifications.

Sincerely,

Jeremy Weber

Effective Resume and Cover Letter Development
A Resource Curriculum

Enclosure(s)

Lesson Plan 5: Putting It All Together – Clear, Concise, Complete

Lesson Time: 2 hours

Rationale

It may take 4-5 drafts; get someone else to review both your resume and cover letter. You want to make sure there are no spelling errors and/or grammar mistakes, have correct information, and minimal use of abbreviations.

Resource Material

- Lesson Plan 5 - Power Point – Clear, Concise, Complete
- Learners will need a copy of their completed 'Preparing a Resume' worksheet for reference

Facilitators Notes

- Overview of PowerPoint Presentation 'Lesson 4: Clear, Concise, Complete'

CLEAR	CONCISE	COMPLETE
Make it uncluttered, neat and tidy	To the point - what do you have to offer?	Make sure you cover everything!
Proper spacing - even margins, enough white space, balanced	Less is best - use short descriptive statements; no use of 'I statements' - keep it positive	Name should stand out - use your legal name, no nicknames
Headings - bold, underline where applicable, bullets	Type - clean and presentable - no watermarks	Include all contact information including address, email, and phone number
Font - Ariel, Calibri, Times New Roman; font size of 11 or 12	Edit, edit and edit - absolutely NO mistakes	Profile/Summary of skills - use of Power Words to TARGET the job you are seeking

Effective Resume and Cover Letter Development
A Resource Curriculum

Appendix

Lesson Plan 1

- Lesson Plan 1 – PowerPoint Presentation – You’ve Got More Skills Than You Think!
(Available on USB stick)
- Lesson Plan 1 - Worksheet 1 - Employability Skills & Attributes for Success
- Lesson Plan 1 - Worksheet 2 - Technical & Transferable Skills Inventory
- Lesson Plan 1 - Worksheet 3 - Using Action & Descriptive Words to Demonstrate Your Abilities

Lesson Plan 2

- Lesson Plan 2 - PowerPoint Presentation – Preparing a Resume (Available on USB stick)
- Lesson Plan 2 - Worksheet 1 - Preparing a Resume
- Lesson Plan 2 – Sample Job Description – Seasons Children and Youth Centre
- Lesson Plan 2 – Exercise 1 – Handouts - Pre-screening Form and Rating Scale
- Lesson Plan 2 – Exercise 1 – Handouts - 5 Resume Package submissions (resume/cover letter and references stapled together) in a file folder for each group
(Available on USB stick)
 - Resume Pkg #1 – Spring Breeze
 - Resume Pkg #2 – Summer Reign
 - Resume Pkg #3 – Fallon Leaves
 - Resume Pkg #4 – Winter Snowfall
 - Resume Pkg #5 – Erica Smithson
- Lesson Plan 2 – Exercise 2 – Handouts - 5 resume samples copied for each learner
(Available on USB stick)
 - Resume Sample #1 – Student
 - Resume Sample #2 – Poor – Automotive
 - Resume Sample #3 – Effective – Automotive
 - Resume Sample #4 – Recent Grad
 - Resume Sample #5 – Use of Template
 - Resume Sample #6 – Union/Placement Agency

Lesson Plan 4

- Lesson Plan 4 – PowerPoint Presentation – Creating a First Impression – Developing an Effective Cover Letter (Available on USB stick)
- Lesson Plan 4 – Handout 1 - Creating the First Impression – Developing an Effective Cover Letter
- Lesson Plan 4 – Handout 2 - Sample Cover letter Format
- Lesson Plan 4 – Handout 3 – Sample Cover Letter

Lesson Plan 5

Effective Resume and Cover Letter Development
A Resource Curriculum

- Lesson Plan 5 – PowerPoint Presentation – Putting it all Together – Clear, Concise, Complete (Available on USB stick)

Lesson 1 – Worksheet 1 – Employability Skills & Attributes for Success

Instructions: Take a few minutes to think back on your life/work experience and highlight the skills and attributes that you can relate to.

Self-Management Skills

- | | |
|--|--|
| ✓ Strong multi-tasking abilities | ✓ Always open to learning new skills |
| ✓ Highly organized with excellent time management skills | ✓ Perseverance; able to keep on task |
| ✓ Work neatly and accurately | ✓ Reliable; work well independently |
| | ✓ Strong resiliency to get back on track |

Critical Thinking/Problem Solving

- | | |
|---|---|
| ✓ Meticulous; good attention to detail | ✓ Able to work under pressure/handle stress |
| ✓ Tactful and decisive, good problem solver | ✓ Able to assess/analyze a situation |
| ✓ Strong mediation/negotiating skills | ✓ Respectful of constructive criticism |

Interpersonal Communication Skills

- | | |
|---|---|
| ✓ Excellent interpersonal skills | ✓ Effective team member |
| ✓ Personable; enjoy working with people | ✓ Enthusiastic worker; ability to motivate and encourage others |
| ✓ Friendly and outgoing | ✓ Effective written and oral skills |
| ✓ Caring, sensitive and people oriented | |

Social Competencies

- | | |
|---|---|
| ✓ Demonstrated leadership capabilities | ✓ Work best in a challenging environment |
| ✓ Resourceful, creative and innovative | ✓ Advocacy and community outreach experience; referrals as needed |
| ✓ Willing to take the initiative | ✓ Professional demeanor; always treat others with respect and dignity |
| ✓ Ability to think 'out of the box' | |
| ✓ Flexible worker; adapt easily to change | |

Personal Values/Integrity

- | | |
|-------------------------------------|--|
| ✓ Positive work ethic | ✓ Dedicated, conscientious worker |
| ✓ Always take pride in my work | ✓ Dependable; high level of commitment |
| ✓ High level of integrity | ✓ Hard working and responsible |
| ✓ Honest and trustworthy | ✓ Punctual; always on time |
| ✓ Confident in my working abilities | ✓ Attentive with good listening skills |

Technical/Task Related Skills

- | | |
|--|--|
| ✓ Quick learner; catch onto concepts quickly | ✓ Good mathematical skills; precise and analytical |
| ✓ Technically inclined; natural ability to figure things out | ✓ Goal oriented; dedicated to task completion |
| ✓ Good computer proficiency | ✓ Experience with event management |
| ✓ Use of hand/power tools as needed | ✓ Extensive networking capabilities |
| ✓ Knowledge of maintaining/operating equipment and machinery | |

Effective Resume and Cover Letter Development
A Resource Curriculum

- ✓ Facilitated group/individual counselling sessions

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson 1 – Worksheet 2 – Technical /Transferable Skills Inventory

Instructions: Take a few minutes to think back on your life/work experience and highlight the skills and attributes that are most related to you.

Health Care

- | | |
|-------------------------------|---------------------------------------|
| ✓ Caring for the elderly | ✓ Caring for the sick |
| ✓ Caring for the mentally ill | ✓ Caring for people with disabilities |

How did you care for them?

- | | |
|--------------------------------|------------------------|
| ✓ Bathing/grooming | ✓ Exercising/escorting |
| ✓ Dressing | ✓ Talking/visiting |
| ✓ Feeding | ✓ House cleaning |
| ✓ Preparing special diet/meals | ✓ Laundry |

Food

- | | |
|---|---|
| ✓ Bartending | ✓ Clearing/setting tables for large numbers of people (over 10) |
| ✓ Catering | ✓ Washing dishes for large numbers of people (over 10) |
| ✓ Cooking/baking/basic food preparation | ✓ Operating commercial food/preparation/ |
| ✓ Preparing meals for large numbers of people (over 10) | |
| ✓ Serving food to large numbers of people (over 10) | |

Child Care

- | | |
|---|---|
| ✓ Caring for babies (-1 year) | ✓ Responsible for overall hygiene (bathing, grooming) |
| ✓ Caring for children/youth (specify age range) | ✓ Responsible for preparing meals and clean up afterwards |
| ✓ Supervising indoor/outdoor play/recreation/ trips/outings | ✓ Trusted to provide a safe environment at all times |

Office Work

- | | |
|-----------------------------------|---|
| ✓ Typing/data entry (specify wpm) | ✓ Taking/transcribing minutes |
| ✓ Relay telephone messages/emails | ✓ Supply chain management/tracking shipments/supplies |
| ✓ Operating multi-line telephone | ✓ Records management/file classification |
| ✓ Bookkeeping/accounting | ✓ Computer literacy (specify programs) |
| ✓ Reception duties | |

Effective Resume and Cover Letter Development
A Resource Curriculum

Sales

- ✓ Operating a cash register – cash, debit/credit transactions
- ✓ Customer service
- ✓ Inventory control – shipping/receiving/ pricing merchandise
- ✓ Promotions/advertising
- ✓ Able to deal with irate customers
- ✓ Selling products/services – retail/wholesale

Construction and Repair

- ✓ Basic carpentry
- ✓ Painting – interior/ exterior
- ✓ Build a deck
- ✓ Demolition – interior/ exterior
- ✓ Roofing
- ✓ Framing
- ✓ Basic plumbing
- ✓ Window/door installation
- ✓ Insulation
- ✓ Tile work
- ✓ Bricklaying/masonry
- ✓ Interior trim
- ✓ Concrete
- ✓ Heating/cooling systems
- ✓ Build scaffold systems
- ✓ Restoration – interior/ exterior
- ✓ Blueprint reading
- ✓ Basic electrical

Use of machinery and tools

- ✓ Jig saw
- ✓ Skill saw
- ✓ Band saw
- ✓ Sander/planer
- ✓ Nail gun
- ✓ Sawsall

Transportation and Operating Equipment

- ✓ Car license (Class G)
- ✓ Van license (Class F)
- ✓ Bus license (Class B)
- ✓ Tractor trailer (Class A/Z)
- ✓ Heavy equipment (Class D)
- ✓ Farm equipment
- ✓ Motorcycle license
- ✓ Driving a taxi
- ✓ Using a forklift
- ✓ Operating a crane
- ✓ Using elevated platforms
- ✓ Operating a back-hoe

Indoor/Outdoor Maintenance

- ✓ Window washing
- ✓ Floor mopping/waxing
- ✓ Cleaning carpets/rugs
- ✓ General household cleaning
- ✓ Planting/caring for gardens
- ✓ Mowing/weed-eating the lawn
- ✓ Pruning trees/shrubbery

Repairing Equipment, Appliances & Machinery

- ✓ Basic auto maintenance/repair
- ✓ Repair small/large appliances
- ✓ Repair small motors
- ✓ Repair radios/tv's/monitors

Effective Resume and Cover Letter Development

A Resource Curriculum

Program Management and Supervision

- | | |
|--|--|
| ✓ Supervised other staff | ✓ Developed good rapport with co-workers and management team |
| ✓ Organized/facilitated program activities | ✓ Responsible for overall functioning of the department |
| ✓ Trained/taught new workers | ✓ Directed the work of other people |
| ✓ Completed reports/forms | ✓ Maintained accurate records of employee hours/submitted to payroll |
| ✓ Developed work plans | |
| ✓ Documented program activities | |
| ✓ Interviewed/hired new workers | |
| ✓ Planned/monitored expenses | |

Community Involvement

- | | |
|--------------------------|---------------------------|
| ✓ Boy Scouts/Girl Scouts | ✓ School organizations |
| ✓ Children/youth groups | ✓ Community events/groups |
| ✓ Church group | ✓ Political campaign |
| ✓ Sports teams | |

Specialized Training/Certificates

- | | |
|----------------------------------|----------------------|
| ✓ WHMIS | ✓ Program Management |
| ✓ Standard First Aid and CPR | ✓ Other – specify |
| ✓ Mental Health First Aid | _____ |
| ✓ Alternative Dispute Resolution | _____ |

Business Entrepreneurship Involvement

Earned money from own business venture? If, so what is the nature of your business? Do you sell your products wholesale or retail? Did you have to develop a business plan?

Personal Interests

- | | | |
|----------------------------|---------------------|-------------------------|
| ✓ Sewing | ✓ Animal care | ✓ Strength training |
| ✓ Crafts | ✓ Weight training | ✓ Sports |
| ✓ Cultural activities | ✓ Nutrition | ✓ Public speaking |
| ✓ Teaching | ✓ Reiki | ✓ Camping |
| ✓ Music/singing | ✓ Martial arts | ✓ Cooking/baking |
| ✓ Dance | ✓ Canoeing/kayaking | ✓ Traditional medicines |
| ✓ Photography/ videography | ✓ Jog/run | ✓ Reading/writing |
| ✓ Hair dressing/cutting | ✓ Hiking | ✓ Gardening |
| | ✓ Yoga | ✓ Rock climbing |

Effective Resume and Cover Letter Development
A Resource Curriculum

Additional Considerations

Are there any other skills not mentioned?

What are three things that you think you do the best?

Are there new skills that you would like to develop?

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson 1 – Worksheet 3 – Using Action and Descriptive Words to Demonstrate Your Abilities

It is important that you target your resume to the type of job you are seeking. Illustrate your skills in terms of what the job requires (as outlined in the job description). Use action words to more effectively demonstrate your expertise.

Key Action Word	Describe work related duties	Demonstrate the value of what you did
Developed	A new computerized inventory system	Increased efficiency in organizing and monitoring incoming stock
Operated	A school bus for 15 years for a local elementary school	Ensured children's safety to/from school; maintained an accident-free driving record
Created	New forms to match receipts with purchase orders	Significantly improved efficiency in the warehouse
Supervised	Children in a day care setting	Ensured safety of children and maintained a positive learning environment
Co-ordinated	The construction of a new Treatment Centre	Worked within budget meeting all deadlines providing a much needed facility for community members

Key Action words - Verbs

Administered	Counselled	Managed	Prepared	Scheduled
Arranged	Created	Mediated	Processed	Solved
Assembled	Developed	Monitored	Produced	Summarized
Assisted	Facilitated	Motivated	Promoted	Supervised
Attained	Illustrated	Negotiated	Recommended	Supplied
Balanced	Improved	Observed	Reconciled	Taught
Budgeted	Increased	Obtained	Reorganized	Trained
Collected	Initiated	Operated	Repaired	Translated
Compiled	Lead	Organized	Reported	Utilized
Constructed	Maintained	Performed	Researched	Wrote
Co-ordinated	Marketed	Planned	Reviewed	

Key Action Words - Adjectives

Accurate	Confident	Efficient	Independent	Professional
Adaptable	Conscientious	Energetic	Innovative	Punctual
Analytical	Creative	Exceptional	Open-minded	Resilient
Artistic	Dependable	Flexible	Optimistic	Resourceful
Capable	Determined	Friendly	Organized	Respectful
Caring	Diligent	Helpful	Patient	Thorough
Competent	Effective	Imaginative	Productive	Versatile

Effective Resume and Cover Letter Development
A Resource Curriculum

Instructions: Using the information above and the list of key action and descriptive words, pick out 4-5 words that best describe your abilities and complete the chart below.

Key Action Word	Describe work related duties	Demonstrate the value of what you did

OTHER SAMPLE WORDING:

Make sure you get their attention! Combine action words into short, dynamic statements.

- Confident and decisive; good judgement in dealing with stressful situations
- Safety-minded; health and safety training relevant to various industrial work environments
- Co-operative team member with good interpersonal communication skills
- Innovative, creative and resourceful; skills adaptable to a variety of work environments
- Honest and responsible; trusted to reconcile/manage large amounts of money
- Demonstrated leadership capabilities; hired, trained and supervised work teams
- Exceptional organizational and time management skills; strong multi-tasking abilities

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 2 – Worksheet 1 – Preparing a Resume

STEP 3: Summary of Skills/Highlights of Qualifications

What makes you an ideal candidate? The summary highlights your qualifications and consists of several concise statements focusing the employers' attention to the most important qualities/achievements/abilities you have to offer, especially those directly related to the job for which you are applying.

The employer wants to know why they should hire you; they want to know 'what can this person do for me?' Use 5-6 concise, dynamic statements directly related to the type of skills/experience that the job requires. Use phrases that provide an impressive summary that will catch their eye. This can include a special accomplishment, awards or superior performance commendations. They will then want to investigate your skills further with an interview. See examples:

- Six years combined education and professional work experience in a managerial capacity
- Commended on my strong multitasking abilities in managing a busy office environment effectively, excellent time management and organizational skills
- Demonstrated accuracy, attention to detail and ability to work well in team environment
- Mechanically/technically inclined with good troubleshooting/problem solving capabilities
- Advocacy and community outreach; familiar with local agencies/community resources
- Ability to establish and maintain effective communication with all levels of management, employees, clients and customers.

Summary Statement(s): Brief statements of the most important highlights

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

Effective Resume and Cover Letter Development
A Resource Curriculum

STEP 4: Employment OR Work Experience/History

List your last 4-5 jobs but primarily the ones that have skills/experience related to the vacancy that you are interested in OR those jobs that have transferable skills relevant to the said position. Starting with the most recent, list all your work experience including co-op placements. Include the name of the company, location (city), position (in bold face), dates, and briefly describe what you did, skills developed, operation of equipment, etc.

Company/Agency	Position/Title	Dates	Duties/Responsibilities

STEP 5: Education and Specialized Training

Starting with most recent, list your most recent education including degrees/licenses, certificates and training (go back 7-8 years if relevant to the job you want). If you are a recent post-secondary graduate within 2-3 years, list some courses so that the employer is aware of your knowledge base/topics covered. Note your high school diploma but do not include your Elementary education. The name of the education/training should be in bold face. Include Health & Safety certifications (even if expired – add needs updating after the date). It is better to include them then having the employer think that you have no knowledge of Workplace Health & Safety at all. For example:

- **SafeTALK Training Certificate** – Six Nations Mental Health (2022)
- **Lateral Violence in the Workplace** – Ganohkwasra (2021)
- **Standard First Aid & CPR – Level C** – Canadian Red Cross (2016 *needs updating)
- **Bachelor of Social Work** – Western University (2015)

Effective Resume and Cover Letter Development
A Resource Curriculum

Diploma/Certificate	Institution	Date

STEP 6: Special Skills and Accomplishments

Most employers are interested in any type of community involvement or special accomplishments that you might have; they want to know that there is more to you than just work, that you know how to balance your life with different experiences. This could include professional affiliations, personal accomplishments/awards, volunteering at community events and even special interests. For example:

- Volunteer – Native Horizons Treatment Centre – Assist with Grief support meetings/trips/fund raising
- Secretary – JC Hill School Home & School Association (2015-2019)
- Mascot – Six Nations Fire Department at various community events
- Coach – Six Nations Minor Hockey – Bantam League (2015-2020)
- Enjoy playing sports, attending socials and travelling with my family
- Special interest in genealogy and researching the Clan systems of Ojwehono people

Skills and accomplishments:

- 1) _____
- 2) _____
- 3) _____
- 4) _____
- 5) _____

Effective Resume and Cover Letter Development
A Resource Curriculum

STEP 7: References

A reference is someone who knows you, someone who is familiar with your personal credibility and work ethic, your personality and capabilities; their opinion of you can help potential employers form a picture of what you're like to work with and what your skills and strengths are. A reference can be from a former employer, teacher, sports coach or a counsellor; anyone who can comment on your reputation as an effective worker and team player, ultimately helping an employer decide why/if you're the best person for the job. Please note:

- Three references are best; someone who knows your character except for family members/relatives
- You should contact each person and update their contact info (phone number & email) *ongoing
- Add a separate page to your resume with the title of REFERENCES and then list them, see sample

For example:

James Tucker, Site Supervisor
We Build Construction, Woodstock, ON
(519) 654-2098 (cell)
Jtucker242@webuildconstruction.com

Name and Job Title	Company/Agency	Full Address	Phone/Email

Effective Resume and Cover Letter Development
A Resource Curriculum

Sample Job Description

Seasons Child and Youth Centre

6543 Wyoming Crescent, Burlington, ON M0W 2J7

Phone: (905) 345-7890

Email: seasonschildandyouthcentre@abc.ca

Job Description

Position Title: Afterschool Activities Coordinator

Length of Contract: 52 Weeks Contract starting November 1, 2022 (Probationary period 3 months)

Location: Seasons Child and Youth Centre

Salary: \$40,000 - \$45,000; Depending on Experience (D.O.E.)

Mandatory Requirements:

- Post-secondary education - Social Sciences, Recreation and Leisure, and/or related studies
- Previous experience in program administration/staff management
- Previous experience being responsible for money and budgeting
- Previous work/volunteer experience working with children/youth
- Access to a reliable vehicle, a valid Class G Driver's License
- Knowledge of the programs and services of the Burlington Regional Indian Centre
- First Aid and CPR certification (updated)
- Excellent communication skills - both written and oral
- Knowledge of First Nation's values and traditions
- Knowledge of computers (e.g. MS Word, PowerPoint, Excel, Publisher, use of data bases)
- Willing to work flexible hours

Duties/Responsibilities:

- Responsible for the overall planning and coordination of activities
- Responsible for hiring/training/overall supervision of program staff
- Maintaining accountability of all program funding
- Presentation as a team leader; positive role model at all times
- Complete all reports/records/forms accurately/completely; to be submitted on time
- Practice effective problem solving techniques; supporting youth to choose better behaviors
- Encourage children/youth to welcome new experiences/adventures
- Maintain a safe and secure cultural learning environment at all times

To Apply:

Send resume and cover letter with three (3) references via email or in person to the following address on/before September 30, 2022 by 4pm. Indicate on the envelope that you are applying for the Afterschool Activities Coordinator position.

Ms. Monica Davis, Executive Director
Seasons Child and Youth Centre
6543 Wyoming Crescent
Burlington, ON M0W 2J7

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 2 – Exercise 1 – Handout – Pre -screening Form and Rating Scale

Afterschool Activities Coordinator – Seasons Children and Youth Centre

Instructions: You have 20 minutes to **1) read the job description** and **2) review 5 resume packages** and **3) complete the rating scale chart below**. Once the 20 minutes is complete you will have a group discussion with your instructor to identify which 2 candidates will qualify for an interview (2 highest scores) and why. Please note, a good resume includes a cover letter, resume and a list of 3 references as indicated in the job description.

Rating Scale: 0 – Very Bad 1 – Not Bad 2 - Good 3 – Excellent

Criteria	Resume #1 Spring Breeze	Resume #2 Summer Reign	Resume #3 Fallon Leaves	Resume #4 Winter Snowfall	Resume #5 Erica Smithson
Post secondary education					
Experience handling money/budgets					
Relevant work experience					
Access to vehicle and Class G license					
Knowledge of First Nations values and traditions					
Cover letter and 3 references included					
No errors; use of proper punctuation and grammar					
Updated First Aid & CPR Certification					
Bonus Points (1-3)					
Total Points /27					

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 4 – Handout 1 - Creating the First Impression Developing an Effective Cover Letter

Each time you send out a resume, you should include a cover letter that introduces you to your perspective employer. As with the resume, a cover letter should be tailored to the position you are applying for; it should not repeat the contents of your resume. It needs to provide an overview where you highlight the key attributes about you and your skills/experience and express your enthusiasm for why you want this job. A good cover letter is normally 4-5 paragraphs that is concise and to the point.

- 10) Use the same header as your resume OR put your address in the top left corner.
- 11) Dear xxxxx (if you know their name) or Human Resources or Hiring Committee can be used in the salutation if not indicated.
- 12) Advise them how/where you heard about the job opening in the first paragraph; state the job title and a brief statement on how/why you feel you'd be a good candidate for the job.
- 4) The second paragraph is the most important; you need to capture your 'spirit and passion' of why you really want to work with this company. Maybe you feel very strongly about a certain issue/situation that is prevalent within the community, whether it be from personal or paid work experience (your dedication could set you aside from other applicants, especially if it is something that is unique.) For Example,
"Based on my own personal life experience; I am a dedicated, caring individual who feel strongly about supporting children and their families through the hardships and frustrations that families go through when faced with obstacles in raising a child with a disability."
- 5) It is important for you to refer to the job description for specific info that is requested by the Employer: this could make or break you in the Resume Pre-screening process; make sure you include a reference to everything they are asking for in your cover letter, e.g. your Status Card number, verification that you are providing copies of your Class G Driver's License/copies of your educational certificates/transcripts, etc.
- 6) You could also add comments e.g. "Past employers have commended me on my exemplary communication skills and my ability to establish a good working relationship with local agencies in securing work placements for young people in our community".
- 7) Wrap up the cover letter requesting to meet with the Employer to discuss your qualifications further with an interview.
- 8) Remember – clear, concise and complete; try stay as brief and focused as possible, space it out so that it is neat and tidy, your cover letter **creates the first impression of YOU!**



Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 4 – Handout 2 – Sample Cover Letter Format

Your Address OR same header as your resume

Current Date

Name of Contact, Job Title
Company
Address

**See Job Description - sometimes there is a Job Order # that they want noted as well*

Human Resources:

Paragraph 1: Why are you writing, state what job you are interested in and how you heard about it and a general statement about why you feel you would be a good candidate for the job.

Paragraph 2: Start out by making a reference to your enclosed resume; target the job, highlight your qualifications and any related experience/specialized training/skills that would qualify you for the position.

Paragraph 3: Review the job description and include a brief bulleted listing of how you meet their criteria, so they don't have to look all through your resume package for the relevant info.
**During the pre-screening process-this could be crucial! For example, "Able to provide a clean Criminal Reference Check upon hire" or "First Aid & CPR Certified (needs updating).*

Final Paragraph: Point directly to the next step (the interview); include your contact number/email, and thank them for their time in reviewing your application.

Yours Sincerely,

Your Name
Enclosure(s)

Effective Resume and Cover Letter Development
A Resource Curriculum

Lesson Plan 4 – Handout 3 – Sample Cover Letter

JEREMY WEBER

905-546-0987 Jweber007@aol.com

2348 Ainsley Rd., Hamilton, ON N4T 3R4

02 06 2023

Human Resources Co-ordinator
Brantford Fire Department
78 George Street, Brantford ON H6T 3T7

Brantford Fire Department - Human Resources

Please consider me a candidate for the position of Fire Fighter that was advertised on the Brant Job Board over the past week; I am confident if given the chance to demonstrate my skills and abilities, that you will definitely find me to be an asset to the Brantford Fire Department. Enclosed is a copy of my resume for your reference.

I have 4 years of extensive experience in Fire services, safety and prevention as well as emergency services as a First Responder. I attained my Fire Fighting Certificate and completed First Round Competencies - Ontario Fire College – Hazmat Operations Certificate, First Responder CPR/AED Level HCP, R/T Operations and have recently passed the MacMaster University Firefighting Physical Fitness Test. I possess a high level of integrity and a positive work ethic; I have been commended on my ability to communicate effectively with both co-workers and the public. I do believe that throughout my life's journey, my growth, personal healing and personal experiences have helped me to learn how to deal with the challenges of working in traumatic situations in a professional and competent manner. I welcome the opportunity to prove myself as a Fire Fighter with your department.

Please note the following:

- Able to pass a Criminal Reference Check including Vulnerable Sector
- Copy of DZ Class Driver's License *able to provide a Clean Driver's Abstract
- Copy of First Aid/CPR Certification (in process of updating)
- Copies of all other relevant Certifications as needed

Thank you for taking the time to review my application; I can be reached at the above noted contacts if you require further information. I look forward to meeting with you to discuss my qualifications.

Sincerely,

Jeremy Weber

Enclosure(s)

This Resource Curriculum walks through the main parts of a skills-based resume to prepare individuals to identify the key areas for consideration when applying for a job.

Learning materials/handouts are included for each lesson for a visual reference to allow for learners to follow along with less notetaking. Skills and technical inventory worksheets with checklists are provided to reinforce learning and broaden their awareness of their own skills/aptitudes/work experience that they have developed throughout their lifetime. The Resume worksheets provide a framework that will allow the learner to organize the pertinent information needed for their resume in a more effective format.

PowerPoint Presentations accompany some of the Lessons as a more effective tool to enhance learning and engage the learner for greater visual impact. Brief captions/phrases will be used to provide clarity and accommodate learning/hearing disabilities as needed, to allow for all to follow along.

Turtle's Back Publishing, a division of
Ontario Native Literacy Coalition
P.O. Box 550
16 Sunrise Court, Suite 407, Ohsweken ON N0A 1M0
Telephone: 519-445-1539 ~ Toll Free: 1-855-368-3072
TBP_manager@onlc.ca ~ www.onlc.ca



Canada

EMPLOYMENT
ONTARIO

Ontario



9781989431948