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AUTHOR Goldstein, Terri; Chun, Margaret; Winkler, Michael  
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## ABSTRACT

This student handbook on job seeking skills was developed by a project to enhance career services for students with disabilities in higher education. The guide is intended to provide students with basic information on setting career goals and looking for work, including special considerations for job seekers with disabilities. Individual sections cover the following topics: "About Yourself," "About Disability," "About the Job," "About the Resume," "About the Interview," "About the Search," "Marketing Yourself," "About Job Expectations," and "About the ADA" (Americans with Disabilities Act). Each section provides a variety of informational items such as samples (of letters and resumes), possible interview questions, a self evaluation guide, disclosing the disability, decision guidelines, job search resources including Web sites, and principal parts of the ADA. (Contains 14 references.) (DB)

# Student Handbook



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## Job Seeking Skills for People with Disabilities

**Transition  
Resources  
And  
Career  
Services for Students with Disabilities**



Job Seeking Skills for People with Disabilities: A Guide to Success

# Student Handbook



Funding is provided by the U.S. Department  
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and Rehabilitative Services

Transition  
Resources  
And  
Career  
Services for Students with Disabilities

National Center on Deafness



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### **Written and Compiled By:**

***Terri Goldstein***, Ed.D, Project Coordinator

***Margaret Chun***, Project Assistant

***Michael Winkler***, Graduate Assistant

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### **Updated and Compiled By:**

***Juliana Recio***, B.A., Project Coordinator

***Greg Miraglia***, M.A., Placement/Training Specialist

Transition Resources and Career Services for Students with Disabilities (TRACS) creates long term working relationships between employers, service providers, faculty and students. Our main focus is to create a mutually beneficial relationship easing the transition of students with disabilities into higher education and the workplace. TRACS works in concert with CSUN's The Career Center, Students with Disabilities Resources and local community colleges. TRACS targets high school, community college and university students with disabilities and who are deaf and hard of hearing.

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### **Transition Resources and Career Services (TRACS)**

***NATIONAL CENTER ON DEAFNESS***  
California State University, Northridge  
18111 Nordhoff Street  
Northridge, CA 91330-8267  
818-677-2099(Voice/TDD)

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**TABLE OF CONTENTS**

<b><u>ABOUT YOURSELF</u></b> .....	<b>Page 1</b>
Personality Traits	
Personality Inventory	
Interest Survey	
Values	
Personal Values Survey	
Skills	
Good Worker Skills Survey	
Functional Skills Survey	
Technical Skills Survey	
Skills Assessment Questionnaire	
Job Matching Worksheet	
<b><u>ABOUT DISABILITY</u></b> .....	<b>Page 12</b>
Disabilities Considerations	
Disability Assessment	
Deaf/Hard of Hearing	
Blind and Vision Impairments	
Learning Disabilities	
Acquired Brain Disabilities	
Physical Disabilities	
Speech Disabilities	
Assistive Technology	
Solutions for Individuals with Learning Disabilities	
<b><u>ABOUT THE JOB</u></b> .....	<b>Page 29</b>
Identifying Occupations	
Career Exploration Involves Three General Steps	
Occupational Research Grid Career Area	
Information Interviews	
Sample Questions for Information Interviews	
Sample Thank You Note	
Decision Pyramid	
Goal-Setting	
Plan of Action Worksheet	
Common Information Needed for Application	
Explaining Gaps in Employment	
Common Mistakes	
<b><u>ABOUT THE RESUME</u></b> .....	<b>Page 44</b>
Developing Resumes	
Tips for Effective Resume Writing	
Tips for People with Little or No Work Experience	
Resume Worksheet	
Action Verbs	
Types of Resumes	

## **TABLE OF CONTENTS**

Electronic Resume  
Polishing Your Keyword Skills  
Who Should Be My References?  
Common Errors  
Ways to Format Your Contact Information  
(Resume) Chronological – Samples  
(Resume) Functional  
(Resume) Combination  
(Resume) Accounting  
(Resume) Education  
(Resume) Technical  
(Resume) Creative  
(Resume) Liberal Arts  
(Resume) Journalism  
Cover Letters

### **ABOUT THE INTERVIEW.....Page 70**

Preparing for the Interview'  
Tips to Remember Before, During and After the Interview  
Questions Commonly Asked by Employers During the Interviews  
Common Mistakes Made During Interviews  
Sample Questions to Ask Employers  
Salary Negotiation  
Tips for Negotiating Salary  
When and How to Disclose a Disability  
Handling Illegal Questions  
General Guide to Disclosure Timing  
Dressing Professionally

### **ABOUT THE SEARCH.....Page 82**

Job Search Methods  
Six Rules of Successful Networking  
The Hidden Job Market  
Locating Jobs  
Finding Internships  
Career Resource List

### **MARKETING YOURSELF.....Page 96**

What to Do if You Are Terminated  
Steps to Take  
How to Convince Potential Employers that You Are Worth Hiring?  
Who is Your Audience?  
What Benefits Do You Have to Offer an Employer?  
Marketing Your Disability  
Examples of Reframing Your Thought Process and Beliefs

**TABLE OF CONTENTS**

**ABOUT JOB EXPECTATIONS.....Page 101**

Employee Expectations  
Employer Expectations  
Building Work Relationships  
Your First Career Experience  
Getting Along with Your Supervisor  
Resolving Conflict  
Start on the Right Foot  
Leaving a Job on Good Terms  
Sexual Harassment

**ABOUT THE ADA.....Page 110**

Five Parts of the ADA  
Title I, Employment: Three Steps  
Important ADA Definitions  
ADA Employment Opportunity Enhancers  
Types of Reasonable Accommodations  
Possible Issues and Accommodations  
Finding Accommodations  
Filing Complaints  
Telephone Numbers for ADA Information  
Methods of Accommodations  
Examples of Disabilities, Possible Issues and Accommodations  
Guiding Principles for Providing Reasonable Accommodations  
List of Resources  
Disability Assessment

**INDEX.....Page 135**

**REFERENCES.....Page 138**

## **PREFACE**

**By:**

***Juliana Recio, Project Coordinator Transition Resources and Career Services  
for Students with Disabilities (TRACS)***

The original handbook was a compilation of information from different sources designed to provide you with basic information on setting career goals and looking for work, including special considerations for job seekers with disabilities.

This updated book does not offer answers to all career and disability needs.

This book should provide you with information on disability issues and career development. We recommend you use this book as a guide and not replacement for the services of job developers and career counselors.

We strongly encourage you to fill out the following brief evaluation form on line at <http://tracs.csun.edu>. This evaluation allows the TRACS team to obtain feedback on the book. The updated Job Seeking Skills for People with Disabilities a Guide to Success is also available on line at <http://tracs.csun.edu/disabili.htm>.

For information on other TRACS resource materials: National Center on Deafness, Cal State University, Northridge Special Projects Office (818) 677-2099

**Funding is provided by the U.S. Department of Education, Office of Special  
Education & Rehabilitative Services**



### ABOUT YOUR SELF

In order to find a career path that you will find both challenging and satisfying consider these factors about yourself:

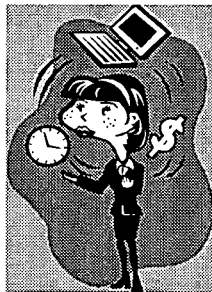
- *Your major*
- *Your hobbies*
- *Your likes and dislikes*
- *Your skills*
- *Your past experience*
- *Your personality*

There are many ways you can assess yourself. However, if you would like a more in-depth self-knowledge, it is recommended that you meet with a career counselor who can provide you with standardized career assessments. With the guidance of the counselor, you can develop a profile of yourself, including career options.

The most common place to find career counselors is at:

- *The college's or university's career center*
- *The State Department of Rehabilitation*
- *Community agencies*
- *State employment offices*

If you cannot get to a career counselor, the following pages contain some brief self-evaluations that may help you to identify some of your skills, interests, and personality traits.



#### **Personality traits:**

Personality traits can be interpreted as both positive and negative depending on the job that you are performing. Let's say that being critical is one of your traits. This could be a plus if you are editor of a publishing company. It would be a negative trait if you were a supervisor trying to gain rapport with an employee.

### ABOUT YOUR SELF

#### Personality inventory:

This self-evaluation on the following page, may help you better understand your personality traits or characteristics. Below is a list of personality traits and their meanings. Read each trait and its meaning, then indicate its strength on the line using the scale:

- 0 = I do not have this trait  
1 = I have this trait to some degree  
2 = I clearly have this trait  
3 = I strongly have this trait

- ☐ **Honest:** I have integrity; I keep my promises
- ☐ **Courteous:** I am thoughtful of others
- ☐ **Responsible:** I am accountable and I follow through with tasks
- ☐ **Compatible:** I work well with others
- ☐ **Loyal:** I show devotion to people and/or things
- ☐ **Enthusiastic:** I show eagerness and a willingness to work with others or things
- ☐ **Open-minded:** I am receptive in the opinions and ideas of others
- ☐ **Self-controlled:** I control my actions and feelings
- ☐ **Influential:** I motivate or encourage others
- ☐ **Initiative:** I start thoughts and/or actions on my own
- ☐ **Adaptive:** I make changes when necessary and accept them from **others**
- ☐ **Industrious:** I am consistently active
- ☐ **Careful:** I give watchful attentions to people and/or things
- ☐ **Self-reliant:** I do things myself and I feel confident about them
- ☐ **Compassionate:** I have sympathy and feelings for others
- ☐ **Dedicated:** I seriously devote my time and energy to causes and/or goals
- ☐ **Competitive:** I strive to win and be my best
- ☐ **Patience:** I am able to wait and I take my time
- ☐ **Perfectionist:** I try to achieve the highest possible degree of excellence
- ☐ **Courage:** I face danger or difficulties in spite of my fears
- ☐ **Decisive:** I make decisions promptly and definitely
- ☐ **Drive:** I have the energy to get things done
- ☐ **Perseverance:** I am persistent
- ☐ **Calmness:** I am serene
- ☐ **Stable:** I am constant in my responses to people and/or things

*\*Check the traits that you marked a 3 that "Strongly Exist"*

### **ABOUT YOUR SELF**

#### **Interests:**

Just because you are interested in something does not mean that you automatically are good at it. It is a known fact that you are most likely to excel at what you like to do. Think of those things you have done in the past where you succeeded (i.e. volunteering at the local hospital, writing a poem that was highly praised). The following survey will help you focus on your interests.

#### **Interest Survey**

#### **Values:**

Identifying your values is one of the most important factors in considering your career choices. It is very important that you have an answer for the following questions:

- 1- Do my values match my interests?*
- 2- Do my values match the work involved in a particular field?*

Your chosen career may not match your values. For instance, the career may involve long hours (no family time) or does not pay a large salary (no out of town vacations).

There are two kinds of values explored here: Work values and personal values. Work values are those factors that you consider important on the job.

#### **Work Related Values**

The following list describes a wide variety of values. Please rate the degree of importance that you would assign to each, using the scale below:

- 1- Not important at all*
- 2- Not very important*
- 3- Reasonably important*
- 4- Very important*

- ☐ **Help society-** Contribute to the community and society
- ☐ **Help others-** Help other people in a direct way
- ☐ **Public contact-** Have a lot of day-to-day contact with people
- ☐ **Work with others-** Work as a team
- ☐ **Affiliation-** Membership in a particular organization
- ☐ **Competition-** Match my abilities against others
- ☐ **Make decisions-** Decide courses of action and policies

### **ABOUT YOUR SELF**

- ☐ **Work under pressure-** Enjoy situations where deadlines are common
- ☐ **Power and authority-** Control the activities of other people
- ☐ **Influence people-** Change attitudes or opinions of other people
- ☐ **Work alone-** Work by myself, without much contact with others

## Job Seeking Skills for People with Disabilities: A Guide to Success

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- **Knowledge-** Pursue knowledge, truth, and understanding
- **Intellectual status-** Having intellectual prowess or expertise in a given field
- **Artistic creativity-** Work creatively in art, or fields related to art
- **Creativity-** Create ideas, programs, organizational structures
- **Aesthetics-** Appreciate the beauty of things, people
- **Supervision-** Oversee and be directly responsible for the work done by others
- **Change and variety-** Frequently change task in their content or settings
- **Precision work-** Enjoy situations where there is little room for error
- **Stability-** Work routine largely predictable and not likely to change
- **Security-** Maintain my job and a reasonable financial reward
- **Fast Pace-** High pace of activity, work must be done rapidly
- **Recognition-** Have work recognized in some visible or public way
- **Excitement-** High degree of frequent excitement
- **Adventure-** Work that involves frequent risk-taking
- **Profit, gain-** Accumulate large amounts of money or other material gain
- **Independence-** Work without significant direction from others
- **Moral fulfillment-** Work that contributes significantly to moral standards
- **Location-** Work in a location that matches lifestyle
- **Community-** Involvement in community affairs
- **Physical challenge-** A job with physical demands
- **Time flexibility-** Work according to my own time schedule

Choose 10 of these Work Values, which are the most important to you and check them. Each of these values will be relevant to the career exploration that you will do in later exercises. If you can think of any other work values (desired satisfactions) that are not included in the list above and which are especially important to you, add them to the 10 values you checked.

Personal values are what you consider important to you as a person. Ask yourself what's important to you in your personal life. For example, recognition for yourself or for others may be important to you.

### ABOUT YOUR SELF

#### Personal Values Survey

- |  |   |
|--|---|
| <input type="checkbox"/> Ability to influence        | <input type="checkbox"/> Mental challenge                 |
| <input type="checkbox"/> Achievement                 | <input type="checkbox"/> Music                            |
| <input type="checkbox"/> Adventure                   | <input type="checkbox"/> Neatness and orderliness         |
| <input type="checkbox"/> Art                         | <input type="checkbox"/> Patriotism                       |
| <input type="checkbox"/> Availability to my children | <input type="checkbox"/> Personal appearance              |
| <input type="checkbox"/> Beautiful surroundings      | <input type="checkbox"/> Peace of mind                    |
| <input type="checkbox"/> Community participation     | <input type="checkbox"/> Pets                             |
| <input type="checkbox"/> Companionship               | <input type="checkbox"/> Physical challenge               |
| <input type="checkbox"/> Competitiveness             | <input type="checkbox"/> Pioneering                       |
| <input type="checkbox"/> Creativity                  | <input type="checkbox"/> Power                            |
| <input type="checkbox"/> Dance                       | <input type="checkbox"/> Recognition                      |
| <input type="checkbox"/> Education                   | <input type="checkbox"/> Religion                         |
| <input type="checkbox"/> Ethics                      | <input type="checkbox"/> Reputation                       |
| <input type="checkbox"/> Excitement                  | <input type="checkbox"/> Respect                          |
| <input type="checkbox"/> Exercise                    | <input type="checkbox"/> Security                         |
| <input type="checkbox"/> Family time                 | <input type="checkbox"/> Self-esteem                      |
| <input type="checkbox"/> Financial comfort           | <input type="checkbox"/> Self-improvement                 |
| <input type="checkbox"/> Flexibility                 | <input type="checkbox"/> Self-knowledge                   |
| <input type="checkbox"/> Generosity                  | <input type="checkbox"/> Sense of accomplishment          |
| <input type="checkbox"/> Good family relationships   | <input type="checkbox"/> Sense of control                 |
| <input type="checkbox"/> Happiness                   | <input type="checkbox"/> Social status                    |
| <input type="checkbox"/> Health                      | <input type="checkbox"/> Spiritual development            |
| <input type="checkbox"/> Helping others              | <input type="checkbox"/> Sports                           |
| <input type="checkbox"/> Hobby                       | <input type="checkbox"/> Theater                          |
| <input type="checkbox"/> Honesty                     | <input type="checkbox"/> Time to yourself                 |
| <input type="checkbox"/> Humility                    | <input type="checkbox"/> Tolerant attitudes               |
| <input type="checkbox"/> Independence                | <input type="checkbox"/> Travel                           |
| <input type="checkbox"/> Integrity                   | <input type="checkbox"/> Truth                            |
| <input type="checkbox"/> Intellectual stimulation    | <input type="checkbox"/> Volunteering                     |
| <input type="checkbox"/> Justice                     | <input type="checkbox"/> Wealth                           |
| <input type="checkbox"/> Leisure time                | <input type="checkbox"/> Humans and nature are in balance |
| <input type="checkbox"/> Loving & understanding      | <input type="checkbox"/> World without discrimination     |
| <input type="checkbox"/> Loyalty                     | <input type="checkbox"/> Making the "team"                |
| <input type="checkbox"/> Material possessions        |   |

### ABOUT YOUR SELF

#### Skills

Think of anything that you do better than average. These are the skills you want to present to an employer. Some examples might be: organizing and developing projects, good writing skills or the ability to remember details accurately.

#### **Skills for success:**

Skills can be separated into two different groups: *transferable skills* and *nontransferable skills*. *Transferable skills* are skills that can be used in one job or another. *Nontransferable skills* are generally specific to a certain job or type of work.

#### **Transferable skills:**

There are two categories for transferable skills, worker skills and functional skills.

Look at everything you do in your life. Even skills developed in the home (budgeting, childcare) or hobbies (attention to details, organizing) can be 'transferred' into a work setting.

Good worker skills allow you to be flexible in different jobs.

Examples: Accept responsibilities, be organized and meet deadlines.

Functional skills are general skills useful in a variety of jobs.

Examples: Analyze data, manage people, and operate machinery

The Functional Skills Survey is divided into three broad groups:

**Data-** Researching, comparing, and analyzing skills

**People-** Patience, tolerance, and listening skills

**Things-** Repair, equipment, and machines

All jobs utilize data, people and things, but most jobs emphasize one category over others. For example, computer system analysts work with data, counselors work with people and auto mechanics work with cars.

Note: If you check more items in one column than the other two, this may indicate a new direction in mapping out your future.

# Job Seeking Skills for People with Disabilities: A Guide to Success

## ABOUT YOUR SELF

**Nontransferable Skills:** Technical skills

Technical skills apply to a specific job or occupation. They are nontransferable skills that may or may not be used in other settings.

Examples: **Drawing** – cartoonist  
**Sewing** – tailor

Take a look at the Technical Skills Survey. Don't be discouraged if you can not check any of the sample items.

Take time to fill out the Good Workers Skills Survey on this page, the Functional Skills Survey on page 8, and the Technical Skills Survey on page 9.

### **Good Worker Skills Survey**

*I possess the following skills:*

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Admit mistakes        | <input type="checkbox"/> Hard worker       | <input type="checkbox"/> Accurate information |
| <input type="checkbox"/> Accept supervision    | <input type="checkbox"/> Helpful           | <input type="checkbox"/> Remembers facts      |
| <input type="checkbox"/> Alert                 | <input type="checkbox"/> Honest            | <input type="checkbox"/> Reliable             |
| <input type="checkbox"/> Ambitious             | <input type="checkbox"/> Identify problems | <input type="checkbox"/> Resourceful          |
| <input type="checkbox"/> Ask questions         | <input type="checkbox"/> Imaginative       | <input type="checkbox"/> Responsible          |
| <input type="checkbox"/> Assertive             | <input type="checkbox"/> Independent       | <input type="checkbox"/> Responsive           |
| <input type="checkbox"/> Capable               | <input type="checkbox"/> Industrious       | <input type="checkbox"/> Results oriented     |
| <input type="checkbox"/> Cheerful              | <input type="checkbox"/> Intelligent       | <input type="checkbox"/> Self-confident       |
| <input type="checkbox"/> Complete assignments  | <input type="checkbox"/> Leader            | <input type="checkbox"/> Self-motivated       |
| <input type="checkbox"/> Considerate           | <input type="checkbox"/> Learn quickly     | <input type="checkbox"/> Sense of humor       |
| <input type="checkbox"/> Cooperative           | <input type="checkbox"/> Logical           | <input type="checkbox"/> Sensitive            |
| <input type="checkbox"/> Coordinate activities | <input type="checkbox"/> Loyal             | <input type="checkbox"/> Serious              |
| <input type="checkbox"/> Creative thinker      | <input type="checkbox"/> Manage time well  | <input type="checkbox"/> Set goals            |
| <input type="checkbox"/> Deal with stress      | <input type="checkbox"/> Mature            | <input type="checkbox"/> Set priorities       |
| <input type="checkbox"/> Delegates             | <input type="checkbox"/> Meet deadlines    | <input type="checkbox"/> Sincere              |
| <input type="checkbox"/> Dependable            | <input type="checkbox"/> Methodical        | <input type="checkbox"/> Spontaneous          |
| <input type="checkbox"/> Eager                 | <input type="checkbox"/> Modest            | <input type="checkbox"/> Steady               |
| <input type="checkbox"/> Expressive            | <input type="checkbox"/> Motivated         | <input type="checkbox"/> Strong               |
| <input type="checkbox"/> Alternate solutions   | <input type="checkbox"/> Open-minded       | <input type="checkbox"/> Take responsibility  |
| <input type="checkbox"/> Flexible              | <input type="checkbox"/> Optimistic        | <input type="checkbox"/> Teamwork             |
| <input type="checkbox"/> Follow instructions   | <input type="checkbox"/> Organized         | <input type="checkbox"/> Thrifty              |
| <input type="checkbox"/> Follow through        | <input type="checkbox"/> Original          | <input type="checkbox"/> Trustworthy          |
| <input type="checkbox"/> Friendly              | <input type="checkbox"/> Physical strength | <input type="checkbox"/> Unpretentious        |
| <input type="checkbox"/> Good attendance       | <input type="checkbox"/> Practical         | <input type="checkbox"/> Versatile            |
| <input type="checkbox"/> Good listener         | <input type="checkbox"/> Productive        | <input type="checkbox"/> Well-informed        |
| <input type="checkbox"/> Good natured          | <input type="checkbox"/> Punctual          | <input type="checkbox"/> Well-organized       |
| <input type="checkbox"/> Sense of direction    | <input type="checkbox"/> Realistic         | <input type="checkbox"/> Willingness          |

## ABOUT YOUR SELF

### **Functional Skills Survey**

*I possess these skills...*

**Data**

☐ Analyzing

☐ Calculating

## Job Seeking Skills for People with Disabilities: A Guide to Success

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- \_\_\_ Classifying
- \_\_\_ Collating
- \_\_\_ Comparing
- \_\_\_ Compiling
- \_\_\_ Composing
- \_\_\_ Computing
- \_\_\_ Coordinating
- \_\_\_ Copying
- \_\_\_ Creating
- \_\_\_ Developing Ideas
- \_\_\_ Evaluating
- \_\_\_ Examining
- \_\_\_ Filing
- \_\_\_ Gathering
- \_\_\_ Interpreting
- \_\_\_ Investigating
- \_\_\_ Managing money
- \_\_\_ Observing
- \_\_\_ Organizing
- \_\_\_ Presenting
- \_\_\_ Reading
- \_\_\_ Recording
- \_\_\_ Reporting
- \_\_\_ Researching
- \_\_\_ Sorting
- \_\_\_ Synthesizing
- \_\_\_ Transcribing
- \_\_\_ Writing

### **People**

\_\_\_ Advising

- \_\_\_ Caring for
- \_\_\_ Confronting others
- \_\_\_ Consulting
- \_\_\_ Coordinating
- \_\_\_ Counseling
- \_\_\_ Directing
- \_\_\_ Empathizing
- \_\_\_ Entertaining
- \_\_\_ Guiding
- \_\_\_ Helping
- \_\_\_ Influencing others
- \_\_\_ Informing
- \_\_\_ Instructing
- \_\_\_ Interpreting
- \_\_\_ Leading
- \_\_\_ Listening
- \_\_\_ Managing
- \_\_\_ Motivating
- \_\_\_ Negotiating
- \_\_\_ Persuading
- \_\_\_ Serving
- \_\_\_ Speaking
- \_\_\_ Supervising
- \_\_\_ Supporting
- \_\_\_ Taking instructions
- \_\_\_ Teaching
- \_\_\_ Training
- \_\_\_ Treating
- \_\_\_ Handling

### **Things**

- \_\_\_ Loading
- \_\_\_ Manipulating
- \_\_\_ Monitoring
- \_\_\_ Moving
- \_\_\_ Operating/Controlling
- \_\_\_ Precision working
- \_\_\_ Preparing
- \_\_\_ Pushing
- \_\_\_ Regulating
- \_\_\_ Remodeling
- \_\_\_ Repairing
- \_\_\_ Setting up
- \_\_\_ Stacking
- \_\_\_ Tending
- \_\_\_ Adjusting
- \_\_\_ Assembling
- \_\_\_ Building
- \_\_\_ Calibrating
- \_\_\_ Carrying
- \_\_\_ Crafting
- \_\_\_ Cutting
- \_\_\_ Demonstrating
- \_\_\_ Designing
- \_\_\_ Disassembling
- \_\_\_ Driving/Operating
- \_\_\_ Finishing/Refining



### ABOUT YOUR SELF

#### Technical Skills Survey

*I possess these skills...*

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Acupuncture          | <input type="checkbox"/> Framing                | <input type="checkbox"/> Real estate           |
| <input type="checkbox"/> Appraising           | <input type="checkbox"/> Glazing                | <input type="checkbox"/> Reference             |
| <input type="checkbox"/> Acting               | <input type="checkbox"/> Hairstyling            | <input type="checkbox"/> Roofing               |
| <input type="checkbox"/> Auto body repair     | <input type="checkbox"/> Harvesting             | <input type="checkbox"/> Sailing               |
| <input type="checkbox"/> Auto engine tune-up  | <input type="checkbox"/> Horse breeding         | <input type="checkbox"/> Sculpting             |
| <input type="checkbox"/> Basketball           | <input type="checkbox"/> Housekeeping           | <input type="checkbox"/> Set design            |
| <input type="checkbox"/> Blueprint reading    | <input type="checkbox"/> Hunting                | <input type="checkbox"/> Sewing                |
| <input type="checkbox"/> Book binding         | <input type="checkbox"/> Intelligence gathering | <input type="checkbox"/> Sharp shooting        |
| <input type="checkbox"/> Bricklaying          | <input type="checkbox"/> Jewelry making         | <input type="checkbox"/> Sheet-metal           |
| <input type="checkbox"/> Bridge designing     | <input type="checkbox"/> Landscaping            | <input type="checkbox"/> Ship fitting          |
| <input type="checkbox"/> Building inspection  | <input type="checkbox"/> Legal research         | <input type="checkbox"/> Shoe repair           |
| <input type="checkbox"/> Cabinet making       | <input type="checkbox"/> Line installation      | <input type="checkbox"/> Solar heater          |
| <input type="checkbox"/> Cake decorating      | <input type="checkbox"/> Manicuring             | <input type="checkbox"/> Spacecraft designing  |
| <input type="checkbox"/> Carpet installation  | <input type="checkbox"/> Meat inspection        | <input type="checkbox"/> Spinal adjustment     |
| <input type="checkbox"/> Chimney cleaning     | <input type="checkbox"/> Medicine dispensing    | <input type="checkbox"/> Surveying             |
| <input type="checkbox"/> Choreography         | <input type="checkbox"/> Metalworking skills    | <input type="checkbox"/> Tax preparation       |
| <input type="checkbox"/> Color analyzing      | <input type="checkbox"/> Mild processing        | <input type="checkbox"/> Teeth cleaning        |
| <input type="checkbox"/> Computer programming | <input type="checkbox"/> Millwright skills      | <input type="checkbox"/> Telegraph operation   |
| <input type="checkbox"/> Cooking              | <input type="checkbox"/> Mine cutting           | <input type="checkbox"/> Tile setting          |
| <input type="checkbox"/> Cost estimation      | <input type="checkbox"/> Motion Film directing  | <input type="checkbox"/> Timber cutting        |
| <input type="checkbox"/> Costume design       | <input type="checkbox"/> Navigating             | <input type="checkbox"/> Tool making           |
| <input type="checkbox"/> Drawing              | <input type="checkbox"/> Orthodontic            | <input type="checkbox"/> Typesetting           |
| <input type="checkbox"/> EEG procedures       | <input type="checkbox"/> Pattern making         | <input type="checkbox"/> Upholstery            |
| <input type="checkbox"/> Electric skill       | <input type="checkbox"/> Pet-grooming           | <input type="checkbox"/> Musical Instruments   |
| <input type="checkbox"/> Elevator repair      | <input type="checkbox"/> Photography            | <input type="checkbox"/> Warehousing           |
| <input type="checkbox"/> Embalming            | <input type="checkbox"/> Plastering             | <input type="checkbox"/> Weaving               |
| <input type="checkbox"/> Eyeglass fitting     | <input type="checkbox"/> Plumbing               | <input type="checkbox"/> Welding               |
| <input type="checkbox"/> Equipment repair     | <input type="checkbox"/> Poultry cutting        | <input type="checkbox"/> Window dressing       |
| <input type="checkbox"/> Fire fighting        | <input type="checkbox"/> Precision assembling   | <input type="checkbox"/> Window washing        |
| <input type="checkbox"/> First-aid skills     | <input type="checkbox"/> Printing operation     | <input type="checkbox"/> Writing advertisement |
| <input type="checkbox"/> Fishing              | <input type="checkbox"/> Proofreading           | <input type="checkbox"/> X-ray machine         |
| <input type="checkbox"/> Flower arranging     | <input type="checkbox"/> Radar operation        |  |
| <input type="checkbox"/> Flying               | <input type="checkbox"/> Radio announcing       |  |
| <input type="checkbox"/> Food-packing         |   |  |

Count the skills you have marked on these surveys and if you have more than 5; narrow your list down to first 5 skills. Pick those that you feel most confident using or enjoy the most and write them in the space that follows.

### ABOUT YOUR SELF

#### Skills Assessment Questionnaire

The *Skills Assessment Questionnaire* that follows contains 16 items. Think about each skill and decide whether this is a skill you possess and if you would like to use on a job. After figuring out your skills, you will then be able to see which jobs match your strengths and interests.

**Continuous:** On some jobs you do the same things many times a day and you work at a steady pace. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Precise:** On some jobs there is little room for error so you must be very exact in your work. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Using facts:** On some jobs you use factual (true) information to decide what to do. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Working with others:** On some jobs you must deal with many different people to get your work done. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Persuading:** On some jobs you talk with people to try to influence other people's actions or ideas. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Decision-making:** On some jobs you are responsible for making major decisions about projects, plans, and other people's duties. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Change:** On some jobs you must move often from one task to another and use several different skills. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Creative:** On some jobs you must express feelings and ideas in artistic ways. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Eye-hand coordination:** On some jobs you need to be very good at handling objects quickly as you see them. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

### ABOUT YOUR SELF

**Working with fingers:** On some jobs you need to be able to do very precise work with your fingers. You need to work with small things very quickly and carefully. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Checking accuracy:** On some jobs you need to be very accurate at reading or copying written materials. You have to be very good at things like proofreading numbers and words. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

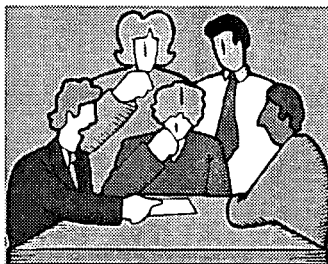
**Use of words:** On some jobs you need to be able to read and understand instructions easily. You have to express yourself very clearly in writing, or when talking with people. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Use of numbers:** On some jobs you need to be able to work very quickly and accurately with numbers or measurements. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Catching on to things:** On some jobs you need the ability to understand procedures and the reasoning behind them. You have to be very good at figuring out complicated things quickly and easily. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Seeing detail:** On some jobs you need to be able to tell slight differences in shapes of objects and lengths of lines. You have to be able to see detail in objects, pictures, or drawings. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO

**Physical activity:** Jobs require different amounts of physical activity. On some jobs you need to be very active, often handling 25-pound objects and sometimes more. Is this type of work for you? \_\_\_\_ YES \_\_\_\_ NO



### ABOUT DISABILITY

#### Disability Considerations

When considering special jobs, it is important for job seekers with disabilities to review both the requirements of the job and primary functions of the job

#### Disability assessment:

To help clarify your disability and related '*functional limitations*,' read the following list of requirements, and check any areas that are very difficult to perform. This assessment will be useful during your career exploration.

Areas	Functions
<i>Balancing</i>	Maintain equilibrium while standing, crouching, walking, or running on narrow, or slippery surfaces
<i>Climbing</i>	Ascend or descend stairs, ramps, ladders, scaffolding, poles, and ropes using feet, legs, hands and arms
<i>Color Vision</i>	Identify and distinguish colors and shades
<i>Crawling</i>	Move about on hands and knees or hands and feet
<i>Crouching</i>	Bend body downward & forward by bending legs & spine
<i>Depth perception</i>	Three-dimensional vision
<i>Feeling</i>	Perceive size, shape, temperature, or texture of objects and materials by touching or handling, particularly with fingertips
<i>Field of vision</i>	Area that can be seen up and down and to right and left while eyes are fixed on given point
<i>Fingering</i>	Picking, pinching, or otherwise working primarily with fingers
<i>Form Perception</i>	Perceive objects in graphic material. Effectively make comparisons of shapes, shadings, widths and lengths of lines
<i>Endurance</i>	Work prolonged hours (6-8 hours)
<i>Hand dexterity</i>	Move fingers rapidly and accurately to work with small objects
<i>Handling</i>	Hold, grasp, turn, or otherwise work with hands and fingers
<i>Hearing</i>	Perceive sounds
<i>Intellectual</i>	General learning ability. "Catch on" or understand instructions, facts, and underlying principles. Reason and make judgments
<i>Lifting</i>	<i>Sedentary</i> - 10 pounds maximum and occasional lifting carrying ledgers or small objects. Although a sedentary job is one that involves sitting, certain amounts of walking and standing are often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only

## Job Seeking Skills for People with Disabilities: A Guide to Success

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	<p>occasionally and other sedentary criteria are met.</p> <p><i>Light</i>- 20 pounds maximum with frequent lifting/carrying objects weighing up to 10 pounds. Even though weight lifted may be only negligible amount, a job is in this category when it requires walking or standing to significant degree, or when it involved sitting most of the time with degree of pushing and pulling of arm and/or leg controls.</p> <p><i>Medium</i>- 50 pounds maximum with frequent lifting/ carrying objects weighing up to 25 pounds.</p> <p><i>Heavy</i>- 100 pounds maximum with frequent lifting/carrying objects weighing up to 50 pounds.</p> <p><i>Very Heavy</i>- In excess of 100 pounds with frequent lifting/carrying objects weighing 50 pounds or more</p>
<i>Manual dexterity</i>	Move hands easily placing & turning
<i>Motor Coordination</i>	Coordinate eyes and hands or fingers to perform tasks rapidly and accurately
<i>Numerical aptitude</i>	Perform arithmetic operations quickly and accurately
<i>Reaching</i>	Extend hands and arms in any direction.
<i>Speech</i>	Present words clearly and effectively
<i>Stooping</i>	Bend body downward and forward by bending spine at waist
<i>Walking</i>	Ability to walk distance with little effort
<i>Verbal aptitude</i>	Understand the meaning of words and ideas
<i>Vision</i>	Adjustment of lens of eye to bring object into sharp focus. Especially important when doing near-point work

### **ABOUT DISABILITY**

#### **Deaf / Hard of Hearing**

- Rarely is a person completely deaf: Usable hearing varies greatly
- Not everyone benefits from hearing aids: They only amplify, not make sound clearer
- The life activity most affected is communication
- Versatility is valuable. Communication takes many forms: pen and paper, typing on a computer monitor, learn some "survival signs"
- Severity of loss may be different at various frequencies
- People who are deaf or hard of hearing have different education levels
- A person who uses American Sign Language (ASL) may not be proficient in English and vice versa
- Someone not proficient in English is not stupid or illiterate
- Deafness may or may not involve a cultural component

#### **Attention getters:**

- Varies depending on the person & the situation
- Calling their name may be quite appropriate if the person has residual hearing
- Lightly tap on the shoulder or lightly placing a hand on the shoulder.  
Heavy touch / rapid tapping indicates urgency
- Ask someone closer to tap them on the shoulder
- Wave your hand and arm in the air
- Hit your foot on the floor repeatedly or pound lightly on a table
- Large groups: flash lights at a slow and steady pace.  
Rapid flashing indicates an emergency

#### **Lip reading:**

- Not all deaf people know sign language, or choose to use interpreters
- Not everyone is a good lip reader
- Lip reading skill has no correlation to intelligence
- Not an exact skill: Only 25-30% of spoken English is visible in the lips
- Enunciate clearly: Do not yell or over enunciate
- Remove objects from your mouth: cigarettes, pipes, gum
- Keep hands or other objects from covering your mouth: Beard or mustache may interfere
- Sit with a light source in front, not behind you

### ABOUT DISABILITY

#### **Speech:**

- Many people who are deaf or hard of hearing are easily understood
- Others cannot monitor volume/tone of their voice
- May initially be hard to understand
- Ask them to repeat it or to write it down
- Ask in a respectful manner, not a condescending manner
- Deaf people, like hearing people, vary in their communication skills

#### **Sign Language:**

- For many, *American Sign Language (ASL)* is the first language acquired and used
- ASL is a recognized language with a unique syntax, grammar and structure  
ASL is not signed English
- Some use sign language that is not pure ASL: they may combine some vocabulary of ASL with some grammar and syntax of English
- American Sign Language is used in the U.S. & parts of Canada  
Sign languages are regional, not international

#### **Sign Language interpreters:**



- The need for an interpreter depends on the situation, the type of communication the people involved
- Interpreters are a conduit for communication; they do not add information or alter the message
- Communicate directly with the person who is deaf, not the interpreter

### **ABOUT DISABILITY**

- Many deaf people have the ability to speak, others do not. This is a personal issue involving many factors
  - Some people prefer to speak for themselves, even with an interpreter
- Do not avoid using words or phrases like "hear" or "sounds good"

#### **Function of the interpreter:**

- Facilitate direct communication for all parties
- Improve communication accuracy and avoid misunderstandings
- Decrease frustrations
- Raise the "comfort level" of those interacting
- Encourage more complete communication, so individuals feel free to ask questions and offer more in-depth explanations
- Save time
- Clarify non-verbal communication

#### **How to work with a Sign Language interpreter:**

- Maintain eye contact with the deaf person, not the interpreter
- Position so the deaf person can watch the interpreter and speaker
- Address the deaf person directly, avoid phrases such as, "ask her..." or "tell him..."
- The interpreter is bound by a Code of Ethics requiring them to interpret everything : signed or spoken
- In serious situations, use of a deaf person's close friend or family may be inappropriate because they are not neutral communicators

#### **To request a Sign Language interpreter:**

*To find an agency in your area contact:*

- State unemployment office
- State department of rehabilitation
- Community based organizations
- Registry of Interpreters for the Deaf

**Note:** Most agencies request 3-5 days notice. Have the following information ready:

1. Date and time of meeting
2. Name of contact person and company

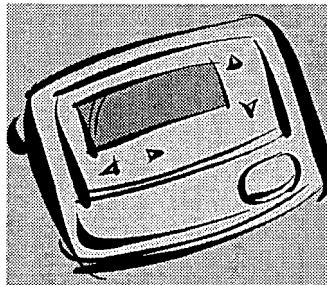


### **ABOUT DISABILITY**

3. Addresses of company, including room number, zip code & nearest cross streets. Parking location and fees, if any.
4. Telephone number, including extension & area code
5. State what the events is (meeting, job interview, etc.) & request any special circumstances: ASL interpreter, signed English, oral, etc.

#### **Phone calls:**

- Relay services establish communication between hearing people who use voice phones & hearing or speech impaired people who use Telecommunication Devices for Deaf (TDDs)
- Call the relay voice number & give the operator the deaf person's TDD number
- The relay operator will be using both the telephone & the TDD while relaying communications between the deaf person & the hearing person
- Speak at an appropriate pace since the operator will be typing
- Say "GA" or (GO Ahead) to let the deaf person know it is their turn to speak
- Be patient & recognize that typing takes longer than talking
- Use voice carryover (VCO) through the relay service
- Use the videoconference (i.e., Envision)
- Interactive pagers (i.e. Wyndtell, Skytel)
- Instant Messaging and Chat (i.e., AOL IM, Yahoo IM)



### ABOUT DISABILITY

#### **Blindness and Vision Impairments**

- Few people are completely blind. Most people fall in the mid-range on a continuum from sighted to blind. Amount of usable sight varies from person to person
- Visual acuity may change under differing light conditions

#### **Definition of vision impairments:**

Measured by how much and how clearly objects can be seen

- Legal Blindness: 0%-10% of normal vision in both eyes (20/200 or less), and/or 20% or less of normal peripheral vision in both eyes
- Low vision or partially sighted: Visual acuity and/or field of vision is less normal, or having a visual limitation in only one eye
- Vision limited to a narrow angle in the center is called tunnel vision
- Other vision impairments: Include learning disabilities which interfere with the perception of visual or written information

#### **Blindness:**

- The term "*Blindness*" should be reserved for a complete loss of functional sight
- Only a small minority of people are totally blind
- Major challenge is the mass of printed material encountered on a daily basis
- By the time the person reaches employment, they often have developed various methods of dealing with visual materials. Ask the person for their accommodation needs.

#### **Options that make written materials available:**

1. Recorded onto *AUDIO CASSETTES*
2. large print (*18 point type*)
3. Transcribed into *BRAILLE*
4. *VOICE SYNTHESIZER* used with computers, calculators, typewriters and clocks to read information aloud
5. Computer speech software

#### **Misconceptions of people with low vision:**

1. Sometimes viewed as "*faking it*"  
The disability is not visible  
Most do not use white canes for travel
2. Reactions from others concerning handwritten communications  
Letters must be written large

### ABOUT DISABILITY

Frequently writing is not neat, almost child-like in appearance

#### **Interaction considerations:**

- Announce your presence and who you are in a normal tone of voice
- When you are leaving, say so
- Offer assistance in filling out forms; be prepared to read written information aloud
- Do not raise voice when conversing
- Do not stop talking when a blind person is approaching- They rely on your voice for orientation
- Use *descriptive words* for directions: straight, forward, left
- Avoid vague terms such as "over there"
- Do not avoid the terms "see" or "look" when speaking
- When walking, let the person take your arm from behind just above the elbow
- Provide visual cues and obstacles
- Introduce others in a room by name & location
- *Guide dogs* are working animals: **NEVER** pet or touch without permission



### **ABOUT DISABILITY**

#### **Learning Disabilities**

- Learning Disabilities (LD) are hidden disabilities
- Most people with LD have average to above average intelligence
- LD is an information processing, storage, or retrieval problem, not an intelligence problem
- Any stage of the biochemical process of learning may contain a defect while the other stages remain unaffected
- LD is actually quite common. People with LD are found throughout the work force: entry level positions to CEOs
- With technology, people with LD can be successful in all areas of employment
- Learning disabilities are individualized; any generalizations about specific signs or symptoms are of limited value

#### **What are learning disabilities?**

Includes specific deficits in one or more of the following:

- Oral comprehension
- Nonverbal reasoning
- Expressive language
- Coordination
- Academic skills
- Integration of information
- Sustaining attention
- Visual/Spatial perception
- Organizing
- Social judgment

#### **Examples of learning deficits:**

- Difficulty with reading
- Difficulty with mathematics
- Problems working with hands
- Difficulty in receiving & processing information accurately from:
  - The sense of hearing
  - The sense of sight
- Deficits in social skills
- Problems with directionality

### **ABOUT DISABILITY**

#### **Adjustments for people with learning disabilities:**

##### **Reading:**

- Use verbal instructions
- Have co-workers explain important office communications
- Allow telephone call instead of writing letters
- Allow extra time for reading

##### **Writing:**

- Allow dictation
- Assign someone to proofread written materials
- Provide a computer with spelling & grammar checks

##### **Listening:**

- Provide quiet surroundings
- Furnish written instructions and demonstrate tasks
- Speak clearly in short, simple sentences
- Encourage note taking

##### **Social Skills:**

- Be direct. Say what you mean; avoid sarcasm
- Don't expect hints to convey a message
- Help the person learn the "hidden rules" & politics of the workplace

##### **Training:**

- Some people with learning disabilities have difficulty in learning new tasks
- Some may need to use all of their senses to learn tasks
- Trainers may demonstrate, as well as provide verbal and written instructions
- Allow adequate time for supervised practice
- Watch that tasks are done properly
- Allow time for questions & assure the person that they can ask further questions if they encounter a problem

### **ABOUT DISABILITY**

#### **Acquired Brain Disabilities**

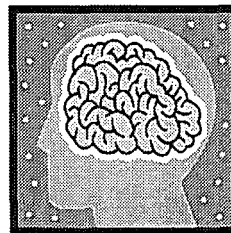
- Results from an external cause: accident, illness, or drugs
- Reduces the brain's ability to function
- Two most common causes: Traumatic Brain Injury (TBI) and stroke
- Any function of the brain may be involved: perception, language, memory, problem-solving, abstract reasoning, or motor skills
- Brain injury results in three major types of impairments:
  - Physical problems (paralysis)
  - Cognitive impairments (thinking and comprehending)
  - Behavior disorders
- Great variability in effects on different individuals

#### **Injuries may result in the following impairments:**

- Memory
- Spatial reasoning
- Speed of thinking
- Psycho-social behaviors
- Sensory and physical abilities
- Cognitive/ perceptual communication
- Executive functions (goal setting, planning, etc.)

#### **Similar to learning disability deficits with:**

- Attention
- Impulse control
- Skill integration
- Abstract reasoning
- Memory
- Organization
- Generalization
- Social judgment



### **ABOUT DISABILITY**

#### **Interaction considerations:**

- Many techniques are similar to those used for learning disabilities
- Other considerations helpful in interactions:
- Avoid over stimulation
- Be consistent
- Stay calm
- Give step-by-step directions
- Do not talk down to the person
- Avoid arguments and stressful situations
- Allow adequate response time
- Remember to praise
- Incorporate frequent repetition of information: emphasize use of memory cues

#### **Physical Disabilities**

##### **A broad range of disabilities including:**

- Orthopedic
- Cardiovascular
- Neuromuscular
- Pulmonary

Often employ assistive devices (see page 26) such as wheelchairs, crutches, canes, and artificial limbs to obtain mobility. Disability may either be congenital or a result of injury, muscular dystrophy, multiple sclerosis, cerebral palsy, amputation, heart disease, pulmonary disease or other acquired factors

Some people may have hidden disabilities, which include pulmonary disease, respiratory disorders, epilepsy and other conditions

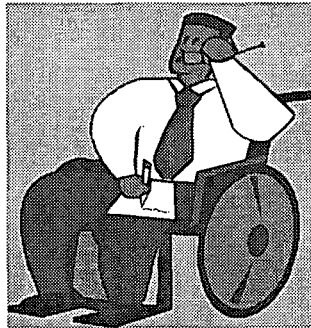
##### **Access issues:**

- Inability to access building/room
- Decreased eye-hand coordination
- Impaired verbal communication
- Decreased physical stamina/endurance

### ABOUT DISABILITY

#### Interaction considerations:

- Appropriate to use terms such as "walking" or "running"
- Ask if you can help; Accept a "no thank you" graciously
- Do not take the door out of a person's hand, they may be using it for balance



#### Speech Disabilities

- Vary in type and degree
- May include difficulty with:
  - Voice strength
  - Fluency
  - Aphasia which may alter the articulation of certain words
  - Voicelessness
- Occurrence may be congenital, or due to an injury or illness

#### Interaction considerations:

- Patience is the key
- Don't pretend you understand if you don't
- Encourage self-expression, but do not pressure a person to speak
- Allow the person to complete what they are saying
- Ask if writing may be easier
- Allow the use of assistive devices
- Anxiety can aggravate a speech disability
- Do not insist that they talk in a group discussion
- Allow one-on-one communication



### ABOUT DISABILITY

- If you do not understand their speech, ask them to repeat
- Allow communication boards, symbols, & cards for commonly used words
- Consider exchange of non-essential job duties requiring speaking

#### **About self-advocacy:**

It is important that individuals with disabilities become *active* participants in planning their future careers. Self-advocates speak up and ask for what they want because no one else knows how they think and feel.

*Self-advocacy* does not mean to be adversarial, it means putting your self in charge. It is not up to someone else to change the situation. You make the difference.



**Practicing self-advocacy helps you to move from being inactive to being pro-active!**

### ABOUT DISABILITY

#### **Assistive Technology**

##### **Solutions for individuals with mobility related disabilities:**

**Ergonomic table and chair:** This motorized table is height adjustable to accommodate individuals who use wheelchairs. It can, also be helpful for people who need to alternate between standing and sitting to accommodate a back injury or related disability. The table can be raised and lowered by pressing soft touch buttons. Electric motors perform the work of raising and lowering the table. Often, people who have the greatest need for adjusting table height, are unable to manually rotate a crank by hand to raise and lower a non-motorized table. Without the ability to independently change the height of the table, the person is often unable get their legs under the table to achieve a position which allows for typing, moving the mouse and viewing the monitor. The ergonomic chair accommodates individuals with physical disabilities that require specialized seat positioning and support.

**Ergonomic wrist rest and mouse pad:** This equipment can provide support for people with mobility impairments and repetitive motion injuries.

**Speech recognition technology:** This technology allows the person to control the computer using spoken commands, and to dictate documents by voice. This technology has proven to be one of the fastest means of entering data for many users who have difficulty in manipulating a standard keyboard and mouse. Speech dictation has also proven beneficial to users who have difficulty with spelling, and who easily lose their train of thought while typing individual letters. This technology can be combined with text to speech capability. This allows people with visual and learning disabilities to have the computer read back their words.

##### **Solutions for individuals with visual disabilities:**

**Large computer monitors:** Nineteen19-inch computer monitors provide larger images of text and graphics, without cropping and limiting the field of view of all objects on the screen. When used in conjunction with screen enlargement software, the increased surface area of a large monitor minimizes the amount of cropping of the user's field of view. Large monitors have benefited people with low vision and visual tracking/processing difficulties, a population that includes many students with learning disabilities. These individuals experience difficulty with reading text and discerning graphics, which are, displayed on standard computer monitors and within college textbooks. This poses a significant barrier to accessing information.

### ABOUT DISABILITY

These people have greatly benefited from the use of large screen computer monitor and computer screen-enlargement software. The large computer monitor allows for increased size of images and text, without severely reducing the viewable area of a text document.

**Anti-glare filter:** This screen fits over the front of a computer monitor and reduces glare. It often prolongs the time people with visual disabilities and light sensitivity can work on the computer. It also makes it easier for individuals with visual tracking difficulties to follow lines of text. Some people with low vision, put their faces very close to the screen in order to read. The also filter reduces their exposure to electromagnetic energy.

**Optical scanning and auditory read back technology:** This technology enables the user to scan printed text based materials into a computer where the information is converted into a format which can be read aloud by the computer. The process of conversion is optical character recognition. This technology has proven to be the primary means of information access to academic text for students with visual and reading difficulties. Some programs the text and any accompanying pictures and graphics. The graphics provide additional information and can increase the level of comprehension of complex materials for individuals with learning disabilities.

**Screen enlargement software:** This technology increases the size of text and graphics viewed on a computer monitor. A large monitor by itself does not provide the level of magnification achievable through the use of screen enlargement software. This software allows for the enlargement of text and graphics up to 16 times standard size. The color of the text and background may be adjusted to optimally accommodate the visual needs of the user. The object size and color can be modified to accommodate for the needs of users with low vision, light sensitivity and color blindness. The color of the text and background can be altered in a screen enlarger to best suit the vision needs of the student. A scanner can be combined with screen enlargement software to allow the user to scan a document and view it as an enlarged image on the computer display.

**Screen reading software:** These software programs speak all text, menus and image descriptions, which appears on the computer screen for most computer applications. This technology is useful for users who do not see the computer screen, as well as users who learn most efficiently by hearing information. A software speech synthesizer provides the voice output. This software converts computer text into artificially generated human speech.

### ABOUT DISABILITY

This software requires the computer to have a sound card or internal sound system.

**Keyboard Labels:** Large keyboard labels displaying white letters on black background help people with low vision. The high contrast color combination makes it easy to identify the letters and numbers.

#### **Solutions for individuals with learning disabilities:**

**Talking word processor software:** Programs that allow people to compose review and edit papers by having the text read aloud in a synthetic voice while each word is highlighted. Some of these programs have talking dictionary and thesaurus features, as well as talking spell checkers. These programs provide essential information to users who learn most efficiently by receiving information by seeing and hearing.

**Word prediction and writing assistance software:** Software that provides increased speed of data entry for individuals with mobility disabilities by enabling the student to compose phrases by typing a few keystrokes. Word prediction features are also helpful for students who have disabilities, which negatively impact spelling and writing, and may aid in the development of writing skills.

**Outline and thought assistance software:** This program helps students who have difficulty organizing their thoughts. A student can create a C~ graphical representation of their project ideas and draw lines between objects to indicate relationships. When the picture is complete, the program can convert the graphical representation into a traditional outline for a report.



### ABOUT THE JOB

#### Identifying Occupations

Now that you are better aware of yourself and your work related values, you can use the information to help you identify different occupational possibilities, research those areas, set goals, and develop an action plan to achieve your goals.

**Career exploration involves three general steps:**

1. Developing a list of possible occupations
2. Researching occupations
3. Goal setting and developing an action plan

#### **1. Developing a list of occupations:**

The Summary Worksheet indicates twenty-three career areas, also known as career clusters. These occupations, or career clusters, are then subdivided into job families.

For example, 'legal services' is a career cluster. Types of legal services, such as criminal, corporate and real estate, are job families for legal services.

Each job family has entry-level, skilled, technical, paraprofessional and professional occupations in what is sometimes referred to as a "career ladder."

Note: Your first choice may not be the right choice. Giving up your first career choice is okay-generally the second or third choice often proves to be more gratifying.

#### **Writing out your list:**

On a separate sheet of paper, write down the career areas you identified on the Summary Worksheet. Eliminate any areas that you are not interested in exploring.

Using the general occupational information and other library resources on the "Career Resource List" on page 90 and the "Occupational Research Grid" on page 32, find information for each career area that lists related job titles (job families).

### ABOUT THE JOB

For each career area, write down related jobs. Eliminate any jobs that you are sure you do not want to pursue. It is a good idea to write down the reasons why you do not want to explore that occupation.

Put check marks next to those occupations that seem the most interesting. For each one, write down reasons why the occupation seems interesting.

From this list, select two to five occupations to research that are interest you the most.

#### **Example of using a job family to identify related careers:**

Suppose your target career choice is to become a pilot and you have a several visual impairment. No matter how much you want to become a pilot, you will encounter significant obstacles in pursuing this career.

However, don't limit yourself. Write down a list of occupations in the aviation job family of the transportation career cluster, asking yourself if you are able to perform the job with or without reasonable accommodations.

#### **Can I be a:**

<i>Pilot?</i>	<i>Unlikely</i>
<i>Air traffic controller?</i>	<i>Unlikely</i>
<i>Flight attendant?</i>	<i>Maybe</i>
<i>Airport ground equipment supervisor?</i>	<i>Possibly</i>
<i>Aircraft mechanic?</i>	<i>Possibly</i>
<i>Reservation agent?</i>	<i>Yes</i>
<i>Airport manager?</i>	<i>Yes</i>
<i>Aircraft company manager?</i>	<i>Yes</i>
<i>Aviation academy president?</i>	<i>Yes</i>

Look over those occupations marked "yes". If you can find an occupational match in the group, you might still be able to pursue an alternate career in aviation.

#### **Research occupations:**

By now you have a list of several promising occupations. The next step is to do more in-depth research about these fields.

## **ABOUT THE JOB**

### **Primary research methods:**

- Library research
- Information interviews
- Job shadowing
- Volunteering
- Internships

### **Library research:**

Career information and resources can be found in any college, university career center, or library.

### **What information should I gather?**

To assist with your library research, copy the following list on a separate sheet of paper.

- Occupational title
- Source of information and publishing date
- Qualification requirements (degrees, licenses, physical requirements)
- Responsibilities and activities
- Work environment (type of industry, physical surroundings, and degree of privacy, stress factors.)
- Accessibility factors (typical locations, physical settings)
- Rewards and benefits (salary, perks, advancements)
- Employment outlook



## ABOUT THE JOB

### Occupational Research Grid Career Area

Career Fields:		Recreation	Social Service	Law Enforcement	Legal Services	Social Science	Education	Museum/Library Science	Physical Sciences	Life Sciences	Health Practitioners	Tech. Health Specialty	Engineering	Computer Science	Math	Finance	Human Resources	Sales/Marketing	P.R./Advertising	Writing	Language	Broadcasting/Production	Visual Arts/Design	Performing Arts
Occupational Outlook Handbook	Admin. & Mgmt.	.					.		.	.			.	.	.	.	.	.	.					
	Engineer, Architect									.			.	.	.	.	.	.	.				.	.
	Computer /Math, Life Phys. Sciences								.	.			.	.	.	.	.	.	.					
	Lawyer, /Service	.	.		.																			
	Teachers, Counselor		.				.	.													.			
	Health Diag.										.	.												
	Communi cations																	.	.	.	.	.	.	.
	Visual & Perf. Arts																					.	.	.
	Health Tech.								.															
	Other Tech.	.						.				.		.								.	.	.
	Marketing & Sales															.	.	.	.					
	Admin. Support Service			.							.	.				.	.							
Encyclopedia of Careers																								
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## ABOUT THE JOB

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## Job Seeking Skills for People with Disabilities: A Guide to Success

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<b>Business</b>	*														*		*	*						
<b>Communication s/Journalism</b>																*	*	*			*	*		
<b>Computer Sci.</b>						*				*	*				*		*		*					
<b>Economics</b>					*	*					*	*			*									
<b>English</b>		*		*	*	*								*		*	*	*						
<b>History</b>		*		*	*	*												*			*			
<b>Math</b>										*	*	*			*									
<b>Poli. Sci. &amp; Gov.</b>		*	*	*	*	*									*	*	*	*			*			
<b>Psychology</b>	*	*			*	*									*	*	*						*	

### Information interviews:

These types of interviews give you the opportunity to meet with professionals in fields you find interesting. You can ask the questions and get the information you need to make sound career decisions, allowing you to:

- Learn about the advantages/disadvantages of the field
- Experience the work environment
- Ask relevant questions
- Obtain suggestions on getting that first career level job

A typical information interview will last approximately 30-40 minutes. This type of meeting is for information only, it is *not* to be used as an employment interview. However, in order for you to receive full benefit from your visit, you are urged to prepare for it as you would an interview:

- Review all available materials related to the field
- Prepare a list of relevant questions (See "Sample Questions for Information Interviews")
- Be prepared to discuss your interests and abilities as they relate to this field.
- Bring a resume
- The day before your interview confirm your appointment
- Arrive and leave on time
- Follow the visit with a brief Thank You note

### **ABOUT THE JOB**

#### **Where to find information on who to contact for informational interviews:**

Check with a counselor at your campus career center, a vocational rehabilitation counselor, or a career counselor. Ask your teachers, professors, advisors, and classmates for referrals to the appropriate people. Talk to people in your own personal and professional network for referrals. Use business directories found in most libraries or the yellow pages to locate employers that interest you.

#### **Sample questions for information interviews:**

These are some of the questions to ask during an information:

##### **Preparation:**

- What educational background is the most appropriate?
- Is additional education (beyond a bachelor's degree and training or certification) necessary for advancement?
- Are special skills (i.e. computer programming, report writing, graphics), which would be necessary?
- Do you know of summer and part-time employment opportunities or internships in this field?

##### **Job Description:**

- How did you get involved in this field?
- What are your responsibilities on this job?
- What are your biggest challenges on the job?
- What do you most enjoy about your work?
- What do you least enjoy about your work?
- What is the current salary range in this profession?

##### **Career Path:**

- What are the usual entry-level positions in this field?
- Describe the typical career path for this profession
- Are there requirements for travel or relocation?
- What are the opportunities for advancement?
- Describe the training programs commonly used by employers?
- What opportunities are there for professional development
- What significant challenges does this profession face?
- What trends do you see taking place in this profession?

### **ABOUT THE JOB**

Write down this information after the interview, while it is still fresh in your mind so you will be able to refer to it later.

- Date of interview
- Name of contact
- Contact's title
- Company Name
- Company address
- Phone number/fax number/email
- Name of secretary/assistant
- Topics discussed (especially occupational/job titles suggested)
- Unique information or insights
- Additional contact leads (name/title/company/phone number)
- Do you have permission to use these contacts' name when calling?
- Date thank-you note was sent
- Dates of follow-up contact
- Follow up every interview by writing a thank you note ~



***Keep an information interview record for each interview!***

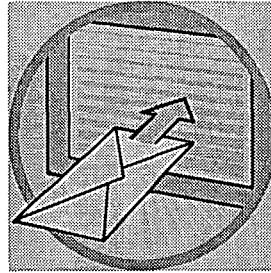
**ABOUT THE JOB**

**Sample Thank You Note**

*Your Name*  
*Your address*  
*Your telephone/TDD*  
*Your e-mail address*

*Date*

*Name of Contact*  
*Title*  
*Name of Company*  
*Address*  
*City, State Zip Code*



*Dear Mr./Ms:*

Thank you again for taking the time out of your busy schedule to talk to me about Name of company and the field of Your field of work. I found our time together to be most informative. Now more than ever, I am confident about my decision to work in this field.

I will keep you informed of my progress and, as discussed, will contact you again closer to my graduation regarding potential job vacancies.

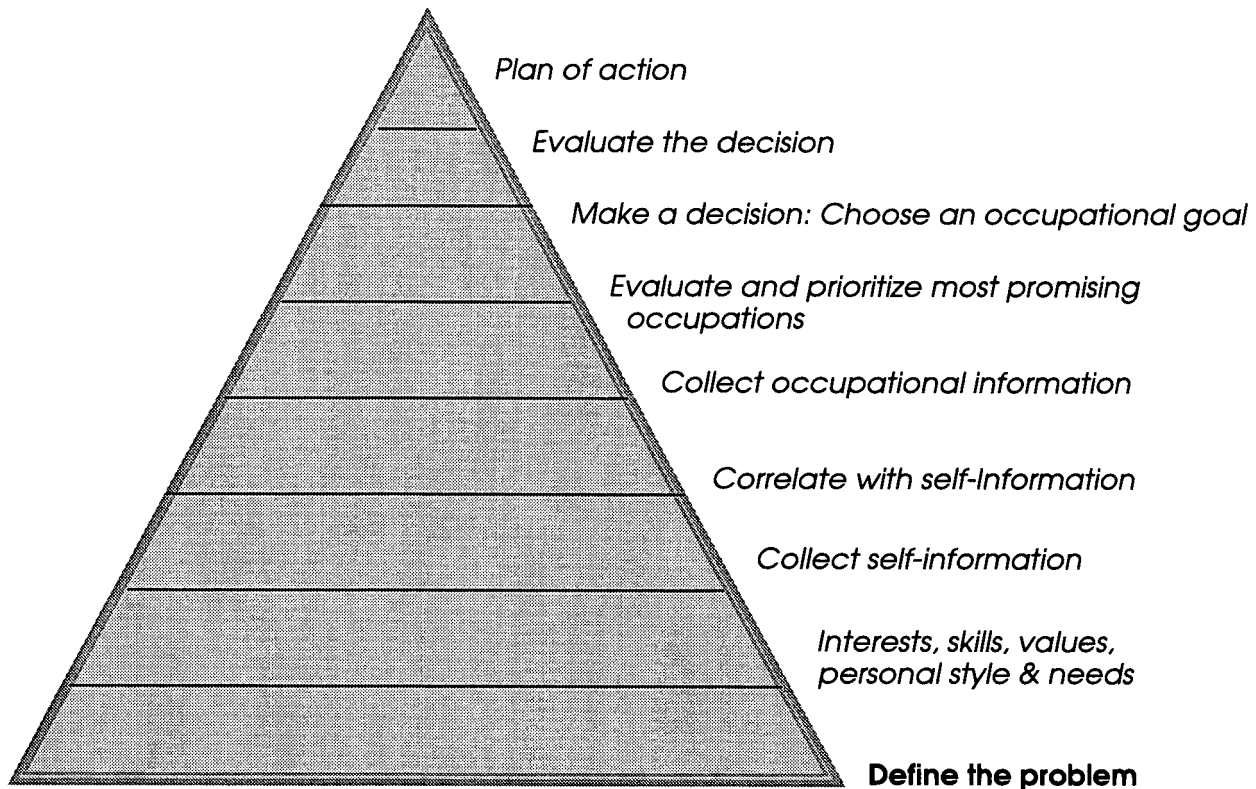
I truly appreciate your assistance.

Sincerely,

Your signature  
Your name

### ABOUT THE JOB

#### Decision Pyramid



**Identify questions relating to:**

1. Making Informed decisions
2. Choosing an occupation

#### **Goal-setting:**

Implementing a career decision involves both *short-term and long-term goals*. Short-term goals are goals for the near future, the steps to take to reach your long-term goal. Long-term goals include your occupational goal. These goals will have to be continually reevaluated and revised throughout your career; they will change as you change.

Studies have shown that writing down goals and plan of action increases the likelihood that the goals will be achieved. The following format can be used to both long-term and short-term goals.

**ABOUT THE JOB**

**Plan of Action Worksheet**

**Describe your goal(s) clearly:**

Goal # 1: \_\_\_\_\_

Goal # 2: \_\_\_\_\_

Goal # 3: \_\_\_\_\_

**What are the requirements for reaching your goal (resources, skills, contacts, etc.)?**

Requirements: \_\_\_\_\_

Requirements: \_\_\_\_\_

Requirements: \_\_\_\_\_

**Develop an action plan:** This includes necessary steps and target deadlines (these steps may be the short-term goals needed to reach a long-term goal).

**Action plan:**

Anticipate obstacles and how to deal with them:

Obstacle # 1: \_\_\_\_\_

Obstacle # 2: \_\_\_\_\_

Obstacle #3: \_\_\_\_\_

### ABOUT THE JOB

#### Self Presentation

You now have goals in mind to pursue, short and long term goals. The next step is to develop a presentation 'package' that will become your presentation tool.

Presenting yourself well to employers mean *at all times*:

- On paper through applications and resumes
- On the telephone prior to and during interviews
- By dressing appropriately

Learning to use these presentation tools by developing a marketing strategy will be discussed later in the "*Marketing Yourself*" section of this book. Right now we will focus on developing your self-presentation skills.

#### Completing job applications:

Employers use applications for finding additional information and for screening out applicants who do not demonstrate the qualification employers are looking for.

Often, your application is how employers form their first impression of you. If you show employers that you have the skills and abilities they need, you will likely be invited in to discuss your qualifications in person.

Like always, *appearance counts*. Think of your application as an extension of yourself and an example of the kind of work you will do for the employer.

#### Your application should be:

- Neat
- Accurate
- Complete
- Submitted on time

#### Common information needed for applications:

- Social Security number
- Driver's License number
- Work experience history with dates and contact information
- School and training history

### ABOUT THE JOB

#### **Filling out the application:**

- Read over all questions first
- Follow directions carefully
- Answer all questions completely
- Leave no blank spaces
- Print N/A on questions that do not apply to you
- Print or type – use black ink and bring your own pen
- Write neatly and completely
- Use action verbs
- Check your spelling
- Carry a pen and ruler
- If filling it out at home, make additional copies for your records
- Check your appearance, even when you are just picking up the application
- Bring a professional copy of your resume

#### **How to handle difficult questions:**

Problem questions may be addressed by writing "Can discuss at time of interview."

#### **Avoid writing "fired," write instead:**

- "seasonal employment;"
- "moved;"
- "laid off;" or
- "can discuss at interview."

#### **If you have too little experience:**

- Use volunteer, hobbies, chores, and other life experiences
- Use classroom and other educational and training experiences

#### **Explaining gaps in employment:**

When completing a job application, is it important to account for the past *ten years* if possible. The following is a list that might give you ideas for discussing gaps in employment on an application, or in person during the interview.

- Returned to or began school
- Worked part-time

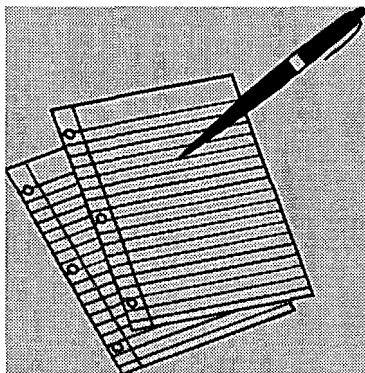


### ABOUT THE JOB

- Self-employed
- Raised children
- Traveled
- Received career counseling
- Use flexible dates such as 2000 to 2001

#### **Common mistakes:**

- Completing the application in pencil
- Not writing neatly
- Writing, "open" under position desired, or not being specific
- Listing an unrealistic amount under "salary desired" instead of "open" or "negotiable"
- Not enough information on the former employment section
- Failing to sign the application when completed
- Making errors or omissions, spelling mistakes, incomplete information
- Failing to relate skills to position desired



### ABOUT THE RESUME

#### General Outline for Cover Letters

This is a generally accepted outline for a cover letter and not the only format for a cover letter.

*Date*

*Name of Contact Person:*

*Title*

*Company Name*

*Street Address*

*City, State, Zip*

*Dear Mr./Ms. (Last Name):*

**Opening Paragraph:** Name the job for which you are applying. Tell how you learned about it. Mention the name of the person (if any) who referred you to the organization and vacancy – preferably a colleague of the contact person.

**Body Paragraph(s):** Critical content section. Emphasize skills or abilities you have that relate to the job for which you are applying. If you have had relevant work experience or related education, be sure to point it out, but do not restate your entire resume. Explain why you are interested in working for this particular employer and specify your reasons for desiring this type of work. Be sure to communicate confidence. Remember that the reader will view your letter as an example of your writing skills.

**Closing Paragraph:** Push for an interview. You may refer the reader to your enclosed resume and whatever media you are using to illustrate your training, interests, and experience. Assert yourself by telling the contact person you will call him/her on a designated date, or within a specified time period, to set up an interview. Alternatively, state that you are available for a personal interview at his/her convenience.

Sincerely,

*Your signature*

*Your name typed*

*Your address*

*Your phone number and email address*

*Enclosure(s)*

**ABOUT THE RESUME**

**Sample Cover Letter**

*Your name*  
12345 Highland St. #230  
Northridge, CA 91326  
(818) 366-6666

*Date*

*Herbert Singer*  
*Director*  
*Greater Medical Group*  
*11111 Septima Blvd.*  
*Mission Hills, CA 93333*

*Dear Mr. Singer:*

I am writing to apply for your Accounts Manager position currently advertised in The Career Center at California State University, Northridge (CSUN). Enclosed is my resume for your review. This is a position that would fit well with my education, interests, and experience.

Through my coursework as an Economics major at CSUN I have developed an understanding of statistical analysis, as well as excellent research and report writing skills. In addition, I am familiar with the use of most office equipment and office procedures. At home, I complete all class assignments on an IBM PC compatible with Windows, and can learn new programs quickly and efficiently. Both the United Artists Theatre and my personal computer afford me the opportunity to develop and maintain databases.

I am a highly motivated self-starter who works well with others. I would like to meet with you at your earliest convenience to discuss my qualifications in further detail, as well as the contributions I can make to Greater Medical Group.

Thank you for your consideration. I look forward to meeting with you soon.

Sincerely,

---

*Annabelle Applicant*  
*Address*  
*Phone, Email address*

*Enclosure: Resume*

### **ABOUT THE RESUME**

#### **Developing Resumes**

A resume should be a one page concise piece of self-advertising focused on a specific position or job objective. Good resumes are well organized with a focused employment objective.

The resume is designed to give the employer enough information to convince them you have the basic qualifications for the position, so they will want to meet with you in a job interview.

#### **Your resume should include:**

**Identifying data:** Your name, address, phone number and e-mail address

**Objective:** A clear statement (usually 2 to 4 words) identifying the position you are seeking. Be specific. Mention the exact job title if possible.

**Education:** List your most current degree/credential first. Include the institution attended. You may list relevant courses.

**Honors:** Include GPA if 3.0 or higher, graduation with honors, awards, honor societies, dean's list and other achievements.

**Experience:** Include work-related activities. Describe not only job responsibilities, but also what you created, accomplished or achieved.

**Professional Development:** Include completed exams or special courses in your field or plans to take such courses, (i.e. CPA, civil engineering, computer training).

**Special Skills:** Include skills applicable to your career field, (i.e. computer language, fluency in foreign languages, public speaking, and performing arts).

**Activities/Interests:** Include activities that demonstrate leadership abilities or co-operation in working with others.

**Disclosing a disability:** In most situations, people should not disclose their disability in their resumes. Employer questions and concerns can be more effectively addressed during interviews.

### ABOUT THE RESUME

#### **Tips for effective resume writing:**

- Limit resumes to one page
- Prepare a draft of your resume
- Prioritize your resume by listing information your reader will look for first
- Begin with your most qualifying experience: If work experience is limited, begin with educational experience
- Use action words to describe work duties
- Emphasize specific accomplishments over duties and responsibilities
- Use specific examples that can be measured. For example, "supervised eight employees" or "conducted workshops on ... " instead of "has leadership abilities."
- Use the complete page, but keep space between sections consistent
- Use bullets, bold type, capital letters, and/or underlining in a consistent way
- Be consistent in capitalization and punctuation
- Design your resume to fit the position for which you are applying. One generic resume will not work for all job openings
- Print resume on white or neutral color preferable on 20 to 24 lb. bond 8 1/2" x 11"
- Send originals, not photocopies
- Do not include names of references
- Have others look at your resume to proofread and provide feedback
- Get your resume reproduced professionally (this can be done inexpensively at a copy shop)
- Send references either a copy of your resume , always make sure you get permission before you use someone as a reference

#### **Do you use a TDD (Text Telephone)?**

For job seekers who use a *TDD* or *TTY (Text Telephone)*, it is a personal decision whether or not to put your TDD phone number on your resume.

#### **"Why is the TDD number an issue?"**

If you use your TDD phone number on your resume, you should also include the number for the relay service in your state. This will help hearing employers to contact you. Consider including a number for voice messages.

When you list activities or terms on your resume such as attendance at a school for the deaf or involvement with clubs and/or organizations you maybe unintentionally disclosing your speech disability or deafness.

### **ABOUT THE RESUME**

Some employers may not know how to use the relay service, or what it means. Even if they do, they may allow their fears or stereotypes to interfere and not make the effort to call a TDD number, using the relay.

#### **So what can you do?**

- Use the voice phone number of a friend or family member for messages (always get permission before using someone's number).
- Some state employment offices *Employment Development Department* in California (EDD) offer free message services for TDD users.
- Give your TDD number and the State Relay Service Voice number

#### **Tips for people with little or no work experience:**

Use other experiences from school or the community:

- Working on the school paper or yearbook
- Volunteer
- Serving on student academic, church, club, or other committees
- Coaching sports or tutoring academics
- Achieving recognition for an essay or project
- Teacher's assistant
- Babysitting

Think about the tasks listed above and how you might be able to apply skills on a job you have used in a specific task such as working on the school paper, which requires researching, editing, writing, and possibly selling ads and using computers, or babysitting which requires skill in supervision, planning activities, and conflict resolution.

#### **Developing a rough draft:**

The first step to writing an effective resume is to develop a rough draft. Using the *Resume Worksheet*, write in the information requested. While working, keep the following points in mind:

- Choose a format that presents you to the employer in the best possible way. There are several different types of resumes to choose from. A discussion of each is included on the next pages.

### **ABOUT THE RESUME**

- Select information you want to include. Remember to prioritize categories by placing the most important items toward the top of your resume.
- Write, rewrite and edit your final copy. Remember to show qualifications for the position through your experiences, skills, and capabilities.
- List your experiences on the job, then translate them into brief action oriented sentences. Use the *List of Actions Verbs* on page 13 to help you.

For example:

- Filed documents
- Maintained office records
- Used a cash register
- Supervised project staff



Resume Worksheet

ABOUT THE RESUME

*Name (Bold)*

\_\_\_\_\_

*Address:*

\_\_\_\_\_

*Phone Number or TDD*

\_\_\_\_\_

*E-mail/Fax*

\_\_\_\_\_

**Objective:**

\_\_\_\_\_

**Education:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Employment:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Professional Development:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Special Skills:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Activities/Interests:**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

**Honors:**

- \_\_\_\_\_



## ABOUT THE RESUME

### Action Verbs

#### Management Skills

administered  
analyzed  
assigned  
attained  
chaired  
consolidated  
contracted  
coordinated  
delegated  
developed  
directed  
established  
evaluated  
executed  
facilitated  
founded  
improved  
increased  
initiated  
organized  
oversaw  
planned  
prioritized  
produced  
recommended  
reviewed  
scheduled  
strengthened  
supervised

#### Communication Skills

addressed  
arbitrated  
arranged  
authored  
collaborated  
convinced  
corresponded  
developed  
directed drafted  
edited  
enlisted  
formulated

influenced  
interpreted  
lectured  
mediated  
moderated  
negotiated  
persuaded  
promoted  
publicized  
reconciled  
recruited  
spoke  
translated

#### Research Skills

clarified  
collected  
critiqued  
diagnosed  
evaluated  
examined  
extracted  
identified  
inspected  
interpreted  
interviewed  
investigated  
organized  
reviewed  
summarized  
surveyed  
systematized

#### Business Skills

built  
calculated  
computed  
designed  
devised  
engineered  
fabricated  
maintained  
operated  
overhauled  
programmed  
remodeled

repaired  
solved  
upgraded

#### Teaching Skills

adapted  
advised  
clarified  
coached  
communicated  
coordinated  
demystified  
developed  
enabled  
encouraged  
evaluated  
explained  
facilitated  
guided  
informed  
instructed  
persuaded  
set goals  
stimulated  
trained

#### Financial Skills

administered  
allocated  
analyzed  
appraised  
audited  
balanced  
budgeted  
calculated  
computed  
developed  
directed  
established  
fashioned  
founded  
illustrated  
initiated  
instituted  
integrated  
introduced

invented  
originated  
performed  
planned  
revitalized  
shaped

#### Helping Skills

assessed  
assisted  
clarified  
coached  
counseled  
demonstrated  
diagnosed  
educated  
expedited  
facilitated  
familiarized  
guided  
motivated  
referred  
rehabilitated  
represente  
d

#### Clerical Skills

approved  
arranged  
catalogued  
classified  
collected  
compiled  
dispatched  
executed  
generated  
implemented  
inspected  
monitored  
operated  
organized  
prepared  
processed  
purchased  
recorded  
retrieved

## ABOUT THE RESUME

### Types of Resumes

#### 1- Chronological:

Employment is listed starting from the current job and ending with the earliest. Highlights the name of employer, job title, dates of employment and a brief description of accomplishments and duties.

##### Advantages:

- Most widely used
- The format that most interviewers are familiar with
- Easiest to prepare because format is structured
- Can highlight a steady employment history

##### Disadvantages:

- Reveals employment gaps
- Can place emphasis on unrelated or undesirable jobs in applicant's past experience
- Unless carefully constructed, could bury important information
- Does not highlight areas of skills and accomplishments

#### 2- Functional:

Used by those who have acquired a variety of skills and achievements in different positions. Allows the applicant to highlight selected skills. The information is listed from the most important to least important.

##### Advantages:

- Highlights selected areas which relate most to the job
- Can de-emphasize certain areas on a spotty employment record
- Is organized and concise

##### Disadvantages:

- Can be difficult to write, requires extensive background work and knowledge of employer's needs
- Need work experience and/or skills that relate to the job
- Format does not connect skills/achievements to specific work situations in the case of multiple positions

## ABOUT THE RESUME

#### 3- Combination:

Combines the functional and chronological formats. This format allows you to highlight major skills. Displays a continuous record of related work experience.

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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This style usually lists functional/skills followed by a listing of employers and dates of employment.

### Advantages:

- Can be individualized
- Spotlights specific experience, achievements/skills
- Is clear, concise, and organized

### Disadvantages:

- No standard format
- Need strong related work experience and/or skills
- Some interviewers are not familiar with this format

### **4- Accounting:**

For those seeking a position as an accountant. Usually follows the chronological format. The following data is of particular importance:

1. Overall grade point average and GPA in major if 3.0 or above
2. List of specific accounting courses completed with the grades earned plus courses in progress
3. "Professional development" should always list any CPA review courses, plans to take the examination and any other special training in accounting and/or computers

### **5- Education:**

For applicants seeking a position in education (teachers, administrators, support services, such as counselors, nurses, and librarians). Includes specific information such as:

1. **Education and Credentials:** Credential(s) listed with the most recent first, when and where received, followed by previous credentials attained.

### **ABOUT THE RESUME**

Degree(s) listed with the most recent first, when and where received, and your major, Honors are optional.

2. **Professional file:** Include where the file is located and how it may be obtained.
3. **Related Experiences:** May include fieldwork, internships, and student teaching assignments. It should relate to the desired position. List most recent experiences first, beginning with student teaching if no previous teaching experiences. Include your title, where and when employed.

## Job Seeking Skills for People with Disabilities: A Guide to Success

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Use action verbs when describing responsibilities. Include grade levels, subjects, and other pertinent information such as call ethnicity.

### 6- Technical:

Emphasis on positions related to engineering, computer science, math and physics. The following information is sought:

- Career objective or field of interest should represent your current employment objective. Be as specific as you can.
- Graduation date or anticipated graduation time
- Grade Point Average – *if 3.0 or higher* – in field or overall coursework
- Major courses and/or special projects
- Applicable work experience
- Type of work desired: full-time, part-time, summer
- Date available to start work
- Citizenship or visa status is optional

*Some of the above information can be listed in a cover letter instead of on your resume*

### 7- Creative:

Used by those seeking positions in artistic/entertainment fields. Emphasis on effective use of visual images and color.

Experience is usually described using nouns, i.e. design, layout, or production.

Portfolio and references should be prepared and available on request.

### **ABOUT THE RESUME**

*Never let devices/images become so large or powerful that they detract from your professional qualifications. Don't make your resume 'cute,' you want the company to take you seriously.*

#### **Electronic Resumes**

When submitting your resume for employment, whether with a big corporation or a personnel search firm, the chances are growing that scanning technology will be used to read it. The technology responsible for computer readable resumes operates on the principal of labeling. At the center of the technology are key words. Call them buzzwords. Call them descriptors. Call them skill words, or job words.

#### **A sample job order may require:**

- Five years' experience as a salesperson
- College graduate
- A direct marketer to ethnic communities
- Heavy travel
- Self-starter
- Team leader

Supplied with these specifications, a computer checks the database for resumes that include these words. The secret is to fill your resume with as many labels as possible. The ultimate key words come from each employer for each position. You can only make reasonable assumptions about what a specific employer will ask for. You will need to maintain a log of key words that apply to your occupation and industry. Jot down the words as you come across them in trade magazines, class notes, newspaper ads, etc.

#### **Sampling of key words:**

##### **Advertising / communications**

Booth development	Image campaign	Promotional materials
Sales promotion	Cable television	

##### **Civil Engineer**

ASCE	Concrete design	Preliminary stress analysis
Hydrology Trans Analysis		

### **ABOUT THE RESUME**

#### **Computer Specialist**

Analogue computer      Compaq      Mainframes  
Unix

#### **Banker**

RTC      ATM      Bank Reconciliation  
Commercial Loan Operations      Customer Conversion

#### **Compensation Specialist**

Equity Review      Incentive Plan      Job Classification  
Salary Structure

#### **Economist**

Economic Forecast      Industrial Policy      Minority Economic Impact

#### **Real Estate Agent**

Asset Management      Commercial Leasing      Real Estate Appraisal  
Statistician      Biostatistics      Standard Deviation  
Stat Regression

#### **Polishing your keyword skills:**

Looking up information in the Yellow Pages or a library file uses the same skill to necessary to write good keywords. Choose nouns that indicate your accomplishments rather than verbs that focus on duties. Even a resume with very strong content, one, which includes all the keywords that describe your occupational credentials, can be overlooked. Consequently, the key words in an electronic resume should be organized into two sections.

### **ABOUT THE RESUME**

*The first section is a keyword preface; the second is the main body* of the resume. The key word preface or summary appears directly beneath your name and contact information at the top of your resume. It is an inventory of your most important assets. It runs about *20 to 30 items* and each item is capitalized and ends with a period. Cover three points in selecting your items:

- Your skills, abilities and competencies
- Your experience using those skills, abilities and competencies; and
- Your accomplishments in using those skills, abilities and competencies on the job

A keyword summary for a programmer/analyst might include the following: Oracle, Visual Basic, C++.

*Marilyn Moats Kennedy, an author of career planning books and managing partner at Career Strategies, says: " it is important to alter your resume to fit a particular job. One of the biggest mistakes people make is that they do not pick up on the keywords in job postings and advertisements and include them in their resumes." Also, electronically transmitted cover letters should include keywords.*

*Written by Roseanne Lidle Bensley, Placement and Career Services, New Mexico State University. Portions of this article are adapted from The Electronic Resume by Joyce Lain Kennedy and Thomas J. Morrow, © 1994, John Wiley & Sons, Inc Publishers.*

#### **Who should be my references?**

Using the list below, try to think of at least three people who would be good references for you. Start by choosing people from category #1 if possible, then move to category #2, and so on until you have three names.

**Write their names on paper and fill in the following information:**

- Full Name
- Title
- Phone Number (Fax Number or Email Address)
- Company
- Address/City/State/Zip

*Provide them with a courtesy copy of your resume.*

**NEVER USE A REFERENCE WITHOUT GETTING PRIOR PERMISSION!**

### **ABOUT THE RESUME**

Be sure to tell them what kind(s) of position(s) you are applying for, and how your relationship with them can assist you in getting the position. For example: "This job requires budget management, so could you please talk to them about when I did your bookkeeping?"

- Past employers, supervisors and/or colleagues from work.
- Colleagues and/or associates from professional associations.
- Teachers, preferably from your major or field.
- Friends from the community (i.e. from clubs, hobbies, church, etc.) Try to choose people in prominent positions. For example, your pastor/priest, someone in your club who is an executive.
- Family

#### **Common errors:**

- Overstating one's qualifications
- Using the word "Resume" in heading
- Listing references on the resume (wait for employer to request them)
- Making handwritten corrections
- Putting a date on the resume
- Using a nickname or initials
- Using abbreviations or acronyms (spell words out)
- Using "I" instead of action verbs
- Using the category of "work experience." If you don't have a long job history, this can work against you if you have done mostly volunteer work. Use "Professional Experience" or "Related Employment Experience".

### **Letters of Recommendation**

Letters of recommendation, also known as letters of reference, are letters written by your references to an employer about you and your skills. These letters are sometimes required when submitting resumes or applications for specific positions.

Often, references will ask that you write a draft of the letter and give it to them to be typed onto their letterhead paper. While this is sometimes a difficult task, it gives you some control to ensure that your references discuss the points you want them to make. For example, if you are applying for a job that requires use of a specific computer program, you can be sure to mention the use of that program in the letter you write.



### **ABOUT THE RESUME**

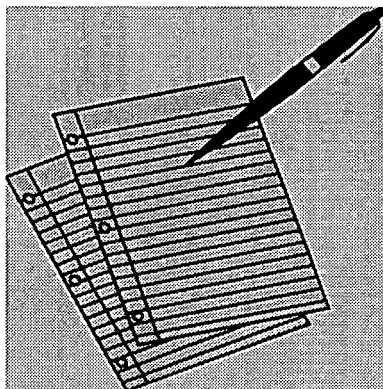
While there is no set format for a letter of recommendation, the following outline may be useful if you need to develop one for yourself. Remember to use strong action orientated words to describe yourself. Use the list of *Action Verbs*.

**Paragraph one:** Writing as if you are your reference, state your first and last name, how you two are acquainted, and for how long.

**Paragraph two:** Discuss activities that demonstrate skills and abilities related to the job or career fields you are interested in pursuing. Mention specific activities whenever possible.

**Paragraph three:** Discuss your personal qualities, such as 'diligent,' 'hard worker,' or 'quick learner.' This is also where you state that you would be a valuable asset to any company.

***\*\*You should get a letter of recommendation from each internship or job that you leave under good circumstances before you leave the job.***



### ABOUT THE RESUME

#### **Ways to format your contact information:**

The following are some ways to format your contact information. People in creative fields have more room to use creativity in formatting.

##### **Name**

Address

City, State, Zip Code

(Area Code) Phone/Fax/Email

##### **Name**

Address City State, Zip Code

(Area Code) Phone/Fax/Email

##### **Name**

Address City State, Zip Code

(Area Code) Phone/Fax/Email

##### **Name**

Address

City, State, Zip Code

(Area Code) Phone

**Name** Address \_ City \_ State \_ Zip Code \_ (Area Code) Phone

##### **Name**

- Address City State Zip Code (Area Code)Phone

Note: For other ideas see *Sample Resumes* from page 59 to page

**ABOUT THE RESUME**

**1- Chronological (Sample 1)**

**ROBIN A. JOBSEEKER**

18013 Future Drive  
Northridge, CA 91330

818-555-2738  
Willing to Travel/Relocate

**EDUCATION:**      **B.A. Degree – Biology, January 20xx**  
California State University, Northridge

**Science Courses with  
Laboratories:**

- Medical Microbiology
- Medical Mycology
- Cellular Physiology
- Genetics

- Human Physiology
- Chemistry
- Human Anatomy
- Cell Biology

**Business Courses**

- Marketing

- Business Law

**HONORS:**      GPA: 3.2    Dean's List: 2 semesters

**ACTIVITIES:**      Vice President, CSUN Biology Club  
Sigma Alpha Epsilon Fraternity

**RELEVANT  
EXPERIENCE:**

**Customer Service Representative**

Bel Air Surgical Supply, Van Nuys, California

- Provide customers and 30+ outside sales personnel with product/service information
- Open new accounts and coordinate customer relations
- Prepare sales statistics and graphs

3/xx

to present

**Sales Associate**

Sears, Roebuck and Company, Northridge, California

11/xx

to 2/xx

- Demonstrated and sold a variety of floor merchandise
- Provided customer service in high volume catalog sales department
- Supervised and trained two employees
- Opened new accounts and conducted credit checks
- Received "Employee of the Month" award

**Manager/Trainer**

- Six Flags Magic Mountain, Valencia, California
- Managed three general merchandise stores
- Supervised and scheduled 40+ employees
- Trained employees to work in games and retail areas

5/xx

to 9/xx

**ABOUT THE RESUME**

**1- Chronological (Sample 2)**

**TODD LURR**

456 Pleasant St.  
Northridge, CA 91330  
213-885-2381 • Fax 818-123-4567

### OBJECTIVE

School-Age Program Director

### EDUCATION

B.A. Degree – Child Development, May 20xx  
California State University, Northridge  
Major Grade Point Average – 3.7

### PROFESSIONAL EXPERIENCE

PROGRAM SPECIALIST, LATCHKEY DIVISION

5/xx to Present

Los Angeles Unified School District, CA

- Supervise 16 site directors and their assistants
- Train all employees and provide in-service workshops
- Interview and hire prospective employees
- Responsible for monthly state reimbursement
- Supervise student matriculation

TEACHER ASSISTANT

1/xx to 5/xx

CSUN Preschool Laboratory, Northridge, CA

- Planned and supervised a variety of developmentally appropriate activities for 24 preschool children
- Participated in weekly staff meetings
- Completed child assessments

AFTER-SCHOOL COUNSELOR/COORDINATOR

3/xx to 12/xx

Canyon Kids School and Camp, Woodland Hills, CA

- Developed and conducted a new after-school program, which increased enrollment from 15 to 32, plus a waiting list
- Planned and coordinated extracurricular activities for 40 5-to twelve-year-olds
- Created and implemented a full-time summer camp program
- Organized fundraisers, field trips and guest speakers
- Administrative duties included account billing, collection of accounts, preparing accounts receivable journals, deposits, payroll and payroll taxes

### PUBLICATIONS

Curriculum Guide for Teachers of School-Age Children  
Parents Handbook

### PROFESSIONAL DEVELOPMENT

National Association for Education of Young Children  
Attended professional workshops and conferences: *Staff Development, Child Abuse Prevention, and Activities for School-Age Children*

## ABOUT THE RESUME

### 2- Functional

#### IDEAL CANDIDATE

18111 Nordhoff St.  
Northridge, CA 91325

Message: 818-677-2878

**EMPLOYMENT OBJECTIVE** Junior Administrative Assistant – City of Los Angeles

#### QUALIFICATIONS AND SKILLS

##### COMMUNITY / ECONOMIC DEVELOPMENT

- Assisted Community Development Director in grant activities toward commercial and industrial growth
- Developed direct mail and print media marketing packages for Community Development Agency
- Expedited permit approvals for commercial and industrial applicants
- Represented Chamber of Commerce and Community Development Agency at economic development workshops
- Assisted in facilitating workshop on mortgage revenue bonds

##### COMMUNICATION

- Researched and wrote reports for Director of Community Development
- Developed and implemented survey of over 30 cities for Joint Senate/Assembly Hearings and Local long-term Financing
- Edited staff reports and government contracts
- Wrote extensive correspondence for public agencies and business

##### BUSINESS AND FINANCE

- Provided staff assistance to City Budget and Finance Director
- Served on select committee responsible for development of \$900,000 budget – University Associated Students
- Researched funding sources for services provided by 31 cities in California with “no property tax”

#### WORK HISTORY

- Administrative Assistant – City Manager’s Office: Community Development, Budget and Finance, Government Affairs, City of Valley Vista 10/xx to Present
- Director of Community Service – Associated Students, California State University, Northridge 9/xx to 9/xx

#### EDUCATION

B.A. Degree, Urban Studies Public Administration  
California State University, Northridge Major GPA 3.9

May 20xx

#### AFFILIATIONS

- Urban Studies Association – President and Program Coordinator
- Municipal Management Assistants of Southern California

**ABOUT THE RESUME**

**3- Combination**

**STELLA STARR**

1234 Hollywood Way  
Burbank, CA 90028  
818-123-4567

**OBJECTIVE**

Entry-level position with film/video production company

**HIGHLIGHTS OF QUALIFICATIONS**

Production Assistant to Associate Producer, Valley Film Festival  
Experience in interviewing, taping, reporting, and anchoring  
Special skills in language, creative & journalistic writing and photography  
Degree in Radio-TV-Film with emphasis in production  
Team player, flexible, able to meet deadlines

**EDUCATION**

Bachelor of Arts Degree, RTVF, May 20xx  
California State University, Northridge

**RELATED EXPERIENCE**

**FILM**

Production Assistant, Valley Film Festival

- Developed and coordinated special children's film series
- Organized & assisted with operational tasks of film institute office: answered phones for staff of 15

**COMMUNICATION/MEDIA**

News writer, Anchor, Reporter, KCSN Radio

- Engineered and anchored weekly newscast:
  - wrote news stories
  - interviewed city officials, students & faculty
  - taped finished stories
  - investigated & reported on campus activities

**PROMOTION/FUNDRAISING/PUBLIC RELATIONS**

- Obtained donation of office equipment for news department
- Planned, organized and promoted all-day music seminar for KCSN; contacted musicians, agents, managers and lawyers; project grossed over \$28,000

**WORK HISTORY**

Production Assistant	Valley Film Festival, Burbank, CA	Fall 19xx
Producer	KCSN Radio, CSUN	19xx – present
Assistant Manager	Pappa Gallo Shoes, Brentwood, CA	May 19xx –
September 19xx		

**ABOUT THE RESUME**

**4- Accounting**

**LESLIE G. JOBSEEKER**

1234 W. Sixth Street  
San Marino, CA 92345  
Fluent in Spanish

818-555-1212

**OBJECTIVE**

Entry-Level Staff Accountant

**EDUCATION**

Bachelor of Science in Accountancy, expected May, 20xx  
CALIFORNIA STATE UNIVERSITY, NORTHRIDGE  
Overall GPA: 3.2/4.0      Accounting GPA: 3.3/4.0

**COMPUTER SKILLS**

Windows   Word   WordPerfect   Excel   Access   Lotus   Oracle

**EXPERIENCE**

Consistently employed 20-40 hours per week while attending college

6/99-Pres.      **Accounting Intern**, JOHN JONES, CPA, Los Angeles, CA

- Work on audits with staff
- Prepare state and federal tax returns
- Review and adjust clients' general ledgers
- Prepare sales and quarterly payroll tax reports

9/97-5/99      **Bookkeeper**, WATKINS HEATING COMPANY, Canoga Park, CA

- Promoted to Head Bookkeeper after six months
- Prepared accounts payable, receivable and payroll
- Trained and supervised assistant bookkeeper

6/97-9/97      **Sales Associate**, MAY COMPANY, Canoga Park, CA

- Operated cash register and balanced daily receipts
- Priced, stocked and displayed merchandise
- Provided customer service

**PROFESSIONAL DEVELOPMENT**

Accounting Association Member  
CPA Review Course for May 20xx Exam

**HONORS & ACTIVITIES**

Dean's List, three semesters  
Supervisor/Preparer: Voluntary Income Tax Assistance Program  
V.P. Membership Director of Tours: Accounting Association

**ABOUT THE RESUME**

**5- Education**

**JILL APPLICANT**  
987 Oak Avenue  
Northridge, CA 91325

Bilingual: Spanish  
818-555-1234 (home)  
818-555-5678 (work)

**EDUCATION/CREDENTIALS**

Special Education Specialist Credential, Learning Handicapped, June 20xx  
California Multiple Subject Teaching Credential, Clear  
Bilingual Cross-Cultural Language and Academic Development (BCLAD)  
B.A. Liberal Studies, January 20xx - California State University, Northridge

**RELATED EXPERIENCE**

Spring 20XX      STUDENT TEACHER - Los Angeles Unified School District  
Instructed 7<sup>th</sup>-9<sup>th</sup> grade Learning Handicapped students in a special day class program. Developed class schedule and lesson plans, which used a variety of assessment strategies. Worked closely with parents and implemented a behavioral reinforcement system for each student. Introduced a special unit on survival skills.

Spring 20xx to 8/XX      STUDENT TEACHER - Los Angeles Unified School District  
Instructed 5<sup>th</sup> grade students in a team teaching situation which included bilingual and gifted students. Developed a highly motivational reading center. Introduced Gold Rush social studies unit, math games, and a multicultural and self-awareness unit. Directed students in a Spanish dance presentation and sign language performance for the student body.

20xx to XX      TEACHER AIDE AND SPECIAL EDUCATION - Los Angeles Unified School  
Assisted the teacher and supervised students with various disabilities on the playground and in the classroom. Completed 565 substitute hours in EH.

9/XX to 5/XX      TUTOR/RECREATION LEADER - Sheraton Convalescent Home, Brentwood, CA  
Supervised recreational activities and Bible study for disabled youth and elderly patients. Assisted stroke patients weekly with speech exercises and writing skills.

9/XX to 5/XX      RECREATION LEADER/COUNSELOR -Grove Orphanage, Reseda, CA  
Worked with educationally disabled, emotionally disturbed and battered and abused children. Performed the duties of a house parent, tutored one-on-one and organized recreational activities for summer.

**ABOUT THE RESUME**

**6- Technical**

**ANA JOBSEEKER**

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20224 Opportunity Avenue, Apt. #7  
Northridge, CA 93125

818-887-xxxx



## Job Seeking Skills for People with Disabilities: A Guide to Success

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<b>Objective</b>	<b>An Entry-Level Computer Science Position</b>		
<b>Languages</b>	C/C++	Java	Tcl/Tk Pascal Fortran HTML
<b>Systems</b>	UNIX	Windows 98	IRIX
<b>Software</b>	Adobe Photoshop	Quark Xpress	Excel
	Microsoft Word		
	Adobe Illustrator	3D Studio Max	PageMaker PowerPoint
<b>Hardware</b>	HP	Sun	IBM SGI Macintosh
<b>Education</b>	<b>BS Degree Candidate: Computer Science</b> , Dec. 200x California State University, Northridge		<b>Major GPA: 3.8</b> <b>Overall GPA: 3.6</b>
<b>Honors</b>	Dean's List: 8 semesters Lawrence Flaws Memorial Scholarship Xircom Inc. Annual Scholarship		
<b>Major</b>	Human-Computer Interaction	Computer Graphic Systems	
<b>Courses</b>	Graphical User Interfaces	3D Graphics and VR	
	Data Structures and Program Design	Operating Systems	
<b>Computer</b>	<b>Software Engineer</b> – Boeing Defense & Space Group		
<b>Experience</b>	Boeing Inc., Rocketdyne Division, Canoga Park, CA June 200x-present <ul style="list-style-type: none"><li>• Develop and implement a GUI for Rule-Based Assisted Flow</li><li>• Implement a Web-based Internet pager using a database</li><li>• Create Web pages for Systems Engineering Department</li></ul>		

**ABOUT THE RESUME**

**Technical Continues**

**Programming Researcher** – National Science Foundation Fellowship  
Northeast Parallel Architecture Center (NPAC), Syracuse, NY

Summer 199x

- Designed and implemented an interface for the Java version of NeatTools software
- Created 3-D graphics for Web pages using Infini-D
- Created Web pages and Web graphics using HTML, Java and Adobe Photoshop
- Delivered presentations at the Siggraph conference in New Orleans, LA

**Desktop Publisher/Graphic Designer/Image Analyzer**

Sepulveda VA Hospital, Northridge, CA

Oct. 199x-May 199x

- Analyzed images in Optimas, scanned photographs, refined images in
- Installed, updated, maintained, and troubleshoot IBM and Macintosh software

**Computer Science Lab Assistant/Math Tutor**

Computer Access Center, Santa Monica College

Sept. 199x-Dec. 199x

**ABOUT THE RESUME**

**7- Creative**

**SHARON OH**  
14 SAINT PLACE  
PASADENA, CA 91222-9178  
818-204-6000

**EDUCATION**

California State University, Northridge  
Bachelor of Arts, Graphic Design  
May 20xx

**MAJOR COURSES**

Graphic Design (I, II, III & Reprographics)  
Desktop Publishing (Macintosh & IBM)  
Advertising Photography

**DESIGN EXPERIENCE**

RB & Associates, Inc., Los Angeles, CA  
Graphic Designer  
July 19xx – December 19xx  
Design, Layout & Production  
(Including: Stats, Camera-Ready Art,  
Chromatechs, Stripping, Typesetting)

**AREAS OF EXPERTISE**

Conceptualization, Corporate Identity, Logo Design

**HONORS & EXTRACURRICULAR ACTIVITIES**

Dean's List  
Vice President – Student Graphics Association

**PORTFOLIO & REFERENCES AVAILABLE UPON REQUEST**

**ABOUT THE RESUME**

**8- Liberal Arts**

**KATHERINE JACOB**

12345 Cuerdo Drive  
Valencia, CA 91345  
805-254-3117

**OBJECTIVE** Corporate Management Trainee

**EDUCATION** B.A. Degree – Liberal Studies, May 20xx  
California State University, Northridge  
Paralegal Certificate – May 19xx  
William S. Hart High School

**RELEVANT  
EXPERIENCE**  
10/xx  
to  
present

**Master Teacher**

La Petite Academy, Valencia, CA

- Plan and supervise learning experiences that promote positive social interaction skills, emotionally healthy attitudes, language development, physical well-being and creative self-expression
- Confer with parents and other staff members
- Assess and evaluate developmental needs and stages
- Build levels of performance and cooperation
- Analyze day-to-day problems
- Decide courses of action regarding discipline issues
- Make time and budget estimates when building summer programs
- Determine allocation of resources and review cost-effectiveness
- Devise and introduce new methods, procedures and equipment
- Develop long-range plans for the school year
- Make recommendations to the Director

12/xx  
to  
8/xx

**Assistant Manager**

Fayva Shoe Store, Valencia, CA

- Hired, trained and supervised employees
- Maintained inventory control levels
- Prepared financial reports
- Maintained property and equipment
- Facilitated customer relations and monitored courtesy

2/xx  
to  
8/xx

**Sales Associate**

Miller's Outpost, Valencia, CA

- Maintained high level of customer service
- Determined inventory and buying needs

References Furnished Upon Request

**ABOUT THE RESUME**

**9- Journalism**

**ACE REPORTER**

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8267 Eagle Street  
Los Angeles, CA 90028

818-123-4567  
[ace@csun.edu](mailto:ace@csun.edu)

**Experience:**

- Sept. 19xx to present    **Long Beach Press-Telegram**    Long Beach, CA  
*Intern*  
Cover general assignment stories and breaking news
- Aug. 19xx to present    **Daily Sundial**    Northridge, CA  
*Staff Writer*  
Cover entertainment, parking administration and ethnic issues. Also contribute to coverage of national and state politics.
- June 19xx to present    **La Opinion**    Los Angeles, CA  
*Editorial Assistant*  
Monitor wire services, edit copy, and compile music charts for entertainment section. Work as an assistant to the display advertising directory and secretary to the associate publisher.
- Sept. 19xx to June 19xx    **KCSN-FM Radio**    Northridge, CA  
*Assistant*  
Assisted with fund-raising activities.
- Sept. 19xx to May 19xx    **Americas 2001**    Los Angeles, CA  
*Reporter*  
Reported on community events and edited copy for bilingual publication.

**Education:**    California State University, Northridge    Northridge, CA  
B.A., Journalism  
Spring 20xx    Sept. 19xx – May 19xx – Exchange Student, University of London  
Feb. 19xx – Seminar Scholar, University of Leningrad  
Sept. 19xx – May 19xx – President, Journalism Students Association

**Honors:**    19xx – TELACU Scholarship Fund Recipient  
19xx – Los Angeles Times Fund Scholarship

**Skills:**

- Fluent Spanish
- Knowledge of Microsoft Word, Excel, QuarkXPress; Internet, online services such as CompuServe and America Online

**ABOUT THE INTERVIEW**

**Preparing for the Interview**

*The interview is considered the most important step in the employment selection process.*

During an interview, you usually have between 45-60 minutes to convince the interviewer that you are not only qualified for the position, but you are the *BEST* person for the job.

### **Research the company:**

- Use resources available in career libraries such as the Standard and Poor's Register of Corporations, or Reference Book of Corporate Management.
- Ask for information about the organization and for a job description when the interview is set up, or go to the company and pick up the information.
- Do a little general research on the industry (i.e., latest trends) as well as what products or services the company offers.
- Understand your abilities and accommodations you may need for to perform the essential functions of the job.
- Know the position; be prepared to explain why you are seeking this position.
- Review the vacancy announcement, your resume, application, and cover letter. Make notes of your skills that match the job requirements.
- Rehearse your interview by role-playing with a friend or practice alone in front of a mirror.
- Dress for success. If you use any type of assistive technology, make sure it is clean and in good condition. For wheelchair users, remove your push gloves prior to shaking hands.
- Know where the interview is and allow plenty time to get there. If you are unfamiliar with the area, go to the location the day before so you will not get lost the day of your interview and arrive late. Check to see if any special accommodations or assistance will be needed.

### **ABOUT THE INTERVIEW**

#### **Know the three primary types of interviews:**

1. **Patterned interviews:** A structured format in which certain predetermined areas are explored using the questions written in advance.
2. **Non-directive interview:** A flexible format, which is more conversational and does not rely on questions in advance.
3. **Group interview:** Panel format in which several of the company's staff members alternately ask questions.

#### **Tips to remember before, during and after the interview:**

- Arrive on time (preferably 15 minutes early). Punctuality is critical; it demonstrates reliability
- Arrive alone; Leave family and friends at home or outside (service dogs are appropriate)
- Be polite and enthusiastic
- Give a firm handshake if possible and smile when the interviewer approaches
- Smile, nods, or give nonverbal feedback to the interviewer and maintain eye contact. Positive eye contact demonstrates interest, confidence and honesty.
- Organize your thoughts so you don't ramble
- Try not to speak in monotone (or boring) voice
- Be aware of your body language and posture. Fidgeting with your hands, clothes, hair, or cane indicates nervousness and a lack of confidence
- Bring an extra copy of the original resume you sent to the prospective employer
- Do not monopolize the conversation or you will appear self-centered
- Thank the interviewer
- Write a *thank-you letter* to everyone involved in the interview

#### **Questions commonly asked by employers during interviews:**

- Tell me about yourself
- What are your long-term and short-term career objectives?
- Why are you interested in this particular position?
- What do you consider to be your greatest strengths and weaknesses?
- How has your college experience prepared you for a career?
- Why should I hire you?

### **ABOUT THE INTERVIEW**

- What qualifications do you have that make you think you will be successful?
- In what ways do you think you can make contributions to our company?
- What accomplishment has given you the most satisfaction? Why?
- How did you choose your major?
- What college subjects did you like best? Why? Least?
- Did your grades adequately reflect your capability?
- Describe your involvement in extracurricular activities.
- Describe your work experience and relate it to this position.
- What do you know about our company?
- What things are most important to you in your job?
- What major problem have you encountered and how did you deal with it?
- Why are you interested in joining our company?
- What would you do if \_\_\_\_\_ happened?
- What are your salary expectations?

#### **Common mistakes made during interviews:**

- Poor personal appearance
- Overaggressive behaviors
- Inability to express information clearly
- Lack of interest and enthusiasm employer in the eye
- Lack of planning for career; no purpose or goal
- Nervous, lacks of confidence and poise
- Overemphasizing money
- Unwilling to start at the bottom
- Making excuses
- Lack of tact and courtesy
- Lack of maturity
- No genuine interest in company or job
- Fails to look
- Sloppy paperwork or forms
- Little sense of humor
- Fails to express appreciation for employer's time
- Arrives late to interview
- Fails to ask questions about the position
- Vague responses to questions

#### **Sample questions to ask employers:**

- Please describe the duties of the job for me
- What kinds of assignments might I expect on the job?



### **ABOUT THE INTERVIEW**

- Does your company encourage further education?
- What products (or services) are in the development stage now?
- Do you have plans for expansion?
- Is this a new position?
- May I talk with the last person who held this position?
- What is the usual promotional time frame?
- What do you like best about your job/company?
- How long is the probation period?
- Has there been much turnover in this job area?
- Do you fill positions from the outside or promote from within first?
- What qualities and skills are you looking for in the candidate who fills this position?
- Where does this position fit into the organizational structure?
- How much travel, if any, is involved in this position?
- What is the next course of action? When should I expect to hear from you or should I contact you?
- If your job change involves relocation, investigate the economy and cost of living. A ten-percent salary increase may not be worth it if your cost of living will rise twenty percent
- A final factor to salary negotiation is keep your interests and the company's in mind. If you accept the job you will have to work with your supervisor, and treating him/her as an adversary may make future interactions uncomfortable

### **Salary Negotiation**

*Different companies handle salary negotiations differently; as a rule they may fall into one of two categories.*

#### **1. Primary offer is competitive:**

This is a well thought out offer taking into account the wages paid to people doing similar work with similar skill levels in the external industry and in the company. These companies may have a standardized salary range to work with; consequently employees will be paid according to their skill level.

#### **2. Salary negotiation is welcome:**

In situations where negotiation is welcomed the culture or the person extending the job offer dictates openness for negotiation. This may be a test to see how well you negotiate or in competitive cultures where money is used as a motivator. Salary negotiation usually occurs at higher levels of employment.

### **ABOUT THE INTERVIEW**

#### **Tips for negotiating salary:**

- Delay revealing your current salary for as long as possible
- When asked about salary, mention your experience, the differences in responsibilities and inquire about the range. Most often employers base on offer on current salary. This may be 10-15 percent higher than current pay.

#### **Example:**

**Employer:** What is your annual salary?

**Answer # 1:** What range do you have in mind? My responsibilities were different in the past than those that you require.

**Answer # 2:** As my resume reflects I have five years experience in the field and have increased (sales, quality, and production) by XX percent. What is the actual salary range? (If no official range exists ask what the employer is considering paying the best-qualified candidate.)

#### **Doing your homework before you negotiate salary:**

- Find out the basic information on the company and industry:
- Years in business
- Number of employees
- Privately held or publicly traded on the stock exchange
- Past financial performance
- Conduct a salary survey of employers in the industry who have similar positions
- Investigate industry trends (automation, downsizing or product obsolescence)
- When considering an offer, keep in mind the complete sum of your compensation. This includes annual salary, stock, insurance, retirement benefits, commissions, and bonuses

#### **When and how to disclose a disability:**

A general rule of thumb – focus on your ability, not your disability. Disclosing your disability is a personal decision.

If you have a visible disability state your disability as a matter of fact, do not apologize for it.

### **ABOUT THE INTERVIEW**

Whether your disability is visible or not visible, use the interview as your opportunity to sell your skills and ability to do the job. You may disclose the disability in a casual yet confident manner close to the end of the interview or at the time of the job offer.

Be sure to explain to the employer how your disability may or may not affect your ability to perform the required job duties, and what accommodations you will require to perform those essential functions.

Again, as much as possible keep the focus on your abilities to do the work and how the accommodation(s) will remove barriers to doing the job, much like a special light for an artist or a table for an architect.

Know what accommodations you need, as well as where to get them and approximate costs. If you do not have the information call:

*Job Accommodation Network*                      (800) 526-7234 Voice/TDD

Deafness is invisible but not a good idea to wait until end of interview to disclose. The choice is yours to disclose and when, but keep in mind that if you do not disclose, you are not protected by the Americans with Disabilities Act (ADA).

#### **Using a Sign Language interpreter:**

Introduce your interpreter right after shaking hands with the interviewer. Ask the employer if they have ever interviewed someone who uses an interpreter. If they have not, explain that the interpreter is there to facilitate communication and not to provide input into the interview. Explain that the best place for the interpreter to sit is next to the interviewer so you can see both at the same time. Remember to ask if this set up is all right with the interviewer before sitting down.

Tell the interviewer they should direct their comments to you and not the interpreter.

#### **Handling illegal questions:**

Despite legislation, discrimination does happen. Many employers are unfamiliar with various disabilities and simply need to be educated.

By law, an interviewer can only ask questions that relate to your disability to perform the essential functions of the job; however, some interviewers are not aware of what constitutes illegal questions and may ask inappropriate questions.

### **ABOUT THE INTERVIEW**

If asked an illegal question, it is often best not to alienate the interviewer by getting angry. Instead try to briefly answer the questions (if you feel comfortable doing so) and quickly relate to your ability to perform the work.

If asked, *"I see you are in a wheelchair. What happened to you?"* A good response would be, *"although I am disabled, my wheelchair does not prevent me in any way in carrying out the requirements for this position."*

Or if asked, *"How do you plan on addressing your disability to clients?"* A good response might be: *"I don't feel that would be an issue. I feel my skills do the job for them would be the main issue which I would address."*

Note: If you choose to file a discrimination complaint, you can contact a private attorney or the U.S. Equal Employment Opportunity Commission within six months of the incident. Before filing, it is a good idea to discuss the situation with a lawyer, a school or rehabilitation counselor, or a representative from a community agency. These professionals may be able to help guide you and clarify the problem and possible solutions.



### **ABOUT THE INTERVIEW**

#### **General Guide to Disclosure Timing**

<b>Method of Disclosure</b>	<b>Use When...</b>
<i>Third-Party Referral</i>	Someone else can sell you
<i>Resume **</i>	Employer will see it as a positive
<i>Cover Letter **</i>	It helps meet specific job responsibility
<i>Employer call for an interview</i>	You have visible disability and want to avoid shock effect or awkwardness during interview
<i>Your call to disclose</i>	You have a visible disability and want to avoid shock effect and awkwardness during interview- informs the employer over the phone call.
<i>Application **</i>	Asked a direct "Do you have a disability that will preclude you from performing the essential functions of the job?" You may answer "Will discuss" or if you can perform the functions with accommodations, you may answer "No."
<i>Interview – the moment of meeting</i>	You have a visible disability and you want surprise factor so employer doesn't have time to develop stereotyped ideas (Caution: some employers may find it hard to move beyond shock and focus on your job qualifications- You must help them do so by openly discussing your disability with them).
<i>Interview- pre-offer</i>	You have an invisible disability that may affect a job-related function or require accommodation.
<i>Interview- post-offer, pre-acceptance</i>	You have an invisible disability that will not affect any job-related function nor require any accommodations; you may choose not to disclose at all.

**\*\* Disability issues are not usually discussed on these documents. For some government or disability related jobs; your disability may be an advantage.**

### **ABOUT THE INTERVIEW**

#### **Dressing Professionally**

##### **For the interview:**

- Dress conservatively. Don't make an individual statement with your dress
- The strategy to use is to show that you understand and accept the interviewer's values, tastes and socioeconomic expectations about dress
- Show you want to fit in... not stand out
- Research the company image – is it conservative like banking, law, or finance industries? Or is it an innovative, creative business that tolerates more adventurous styles? Then dress to match.
- Keep good poise and posture—don't lean or hunch over when walking or sitting if possible
- Make sure your clothes are comfortable – it doesn't instill confidence to see someone tugging at their collar or wobbling in their shoes

##### **On the job:**

- Better to dress more formally initially – you can always modify it later
- Observe what others around you are wearing
- When in doubt, ask your supervisor – some companies have certain informal days
- Pick the clothes that are right for you and right for the company

##### **Other considerations:**

##### **Quality:**

- Buy the best quality you can afford. Work clothes are an investment.
- When inspecting a garments' construction, look for the following:
  - Straight seams with even stitching
  - Neatly finished buttonholes with no loose threads
  - Plaids and stripes match at seams
  - Even hemlines
  - Zipppers lie flat
  - Collar fits closely and comfortably around the neck
  - Pockets and vents stay closed and don't buckle up
  - Waistband is comfortable... even when moving around
  - No straining seams
  - Arms move freely
- Better clothing stores offer the services of professional tailors and seamstresses

### **ABOUT THE INTERVIEW**

- Coordinate a wardrobe comprised of individual pieces that work well together
- Keep in mind the cost and requirements of appropriate care (i.e. dry cleaning, hand washing, etc.) If you can't care for a garment properly... Don't buy it!
- After use, hang suits and nice dresses on appropriate hangers, brush suits – let air overnight before putting away, and allow resting one day before wearing again. The same goes for shoes.

#### **Resources you can use to help you with dressing for success:**

- Fashions for Disabled People by Nellie Thornton
- Laryngectomee Fashions
- E&J Avenues (Clothing/wheelchair-users)
- National Old Shoe Exchange

#### **Guidelines for men:**

Buy 100% natural fiber suits if possible; or else buy a blend

- Wool or wool blend suits breathe the best and retain shape well
- Worsted flannels, gabardine, tropical wool, linen, or cotton

#### **Jackets:**

**Silhouette:** British Classic  
American Classic  
The Wedge

**Sleeve:** Falls    inch short of the shirt cuff. Don't let cuff links or buttons show.

**Lapel:** Just short of half way between collar & shoulder line

#### **Shirts:**

**Collar Type:** Round or broad faces – Long pointed collars  
Long faces – Rounded or spread collar  
Oval faces – Any, except rounded collars

**Collar size:** Measure lower neck, where the collar button rests. Leave    inch leeways

**Sleeve length:** Long sleeves are required! Measure from middle back to shoulder, slightly bend arms, and bring tape to wrist

**Color:** Dark blue or dark gray suits only (No green or gold)

### **ABOUT THE INTERVIEW**

**Tie:** Use to balance out shirt – If the shirt has a pattern, chose a tie that doesn't and vices versa.

When is doubt, wear a solid color  
Preferably silk

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No wider than the lapel (3" – 3 1/2")

Socks: Mid calf or full length socks in black or a very small design. No bare calves!

Shoes:

- Loafers with sport jacket and trousers
- Tie shoes with a more formal suit
- Black or brown only
- Quality leather if you can afford it. Polish as necessary.
- Not only is a well-fitted shoe more comfortable, it also keeps shape better & lasts longer

**Guidelines for women:**

Jackets:

Silhouette:

*Single Breasted:* Classic & conservative

*Double Breasted:* Be sure buttons are close together

Unstructured: Most casual. Buy 100% natural fiber suits if possible; or else buy a blend

Color:

- Start with the conservative colors – navy, dark gray, and black
- Avoid white or colorful shoes. Basic colors; Black, navy, dark brown, taupe, or burgundy
- Solid color blouses are best or subtle prints
- Bright colored dresses and stripes work, if they are discreetly chosen
- When in doubt, go subtler

Skirt:

*Straight Skirt:* Most formal/authoritative

*A-line:* Comfortable

*Pleated:* Slim look; more expensive to clean

Shoes:

- Low to medium heel pumps – no sandals or high heels



### **ABOUT THE INTERVIEW**

- Quality leather if you can
- Buy three pairs and rotate for longer wear

#### Blouses:

Buy natural fibers or blends whenever possible, primarily cotton or silk  
Long sleeves are a more professional look. Never bare arms.

#### Dresses:

Too many pastels or bold plaids may be too sporty for business  
Can wear with a jacket during business hours and without after hours

#### Hosiery:

#### ***NEVER go bare legged for business!***

- Neutral color is best – slightly darker than your skin
- If you are short and/or heavy, vertical lines make you look taller and thinner
- If you have scoliosis (curvature of the spine), diagonal lines that run opposite the curvature of your back will visually lift a low shoulder and balance the scoliosis
- If you use a wheelchair, clean, uncluttered lines show best your seated figure. Off-the-rack suits can be altered to alleviate the pouch effect in the seat area and the lapel and shoulder roll of the jacket.
- If you use braces, artificial limbs, crutches, or wheelchairs, look for fabric strength in areas that must take heavy wear



***Remember clever use of color, line and fabric can make the body appear different than it is!***

### **ABOUT THE SEARCH**

#### **Looking for Work**

##### **1. Traditional job search methods:**

Reading the help wanted ads in the newspaper

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Going to personnel offices  
Going to local employment service offices  
Using a private employment agency

### 2. Active job search methods:

- Networking Using:
  - Warm contacts (people you know)
  - Cold contacts (people you don't know)
- Marketing Yourself
- Making Telephone Contacts
- Actively Locating Sources of Jobs
- Actively Finding Jobs/Internships
- Internet

The Traditional Job Search Methods is where you will encounter the most competition for jobs, because these are all jobs that have been advertised and are open to the general public. Only 25 percent of all jobs are actually advertised. Therefore, it is better to use Active Job Search Methods because you will tap into *the Hidden Job Market*.

### The hidden job market:

What is called the "*Hidden Job Market*" is accessing job vacancies by going directly to the source, and learning about openings BEFORE they hit the newspapers or placement agencies. In other words, networking with supervisors and others who work in your field to find out about current or future openings. J. Michael Farr (1991) divides a job opening into *four steps*:

**First stage**, there is no job open now

**Second stage**, there are no formal openings, insiders know of the possibility that an opening exists.

**Third stage**, a formal opening now exists, but it has not been advertised.

**Fourth stage**, the job opening is advertised.

## ABOUT THE SEARCH

This section provides information on developing active job seeking methods.

### Networking

A large component of an active job search is networking. Networking skills will also help you throughout your career to identify new opportunities and to expand in your field. Networking involves meeting people and talking to them about your field or industry in an attempt to get information, such as locating possible job vacancies.

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To be successful at networking you must make good use of both warm and cold contacts. *Warm contacts* are people you already have a relationship with, while *cold contacts* are people you don't know, but who can help you.

### Warm contacts:

These are people you know who can help you with your job search. You talk to one person you know as a source of information, and they introduce you to one or two people you don't know. These people typically include:

- |                             |                                |
|-----------------------------|--------------------------------|
| - Friends                   | - Relatives                    |
| - Former employers          | - Former co-workers            |
| - Classmates from school    | - Members of political parties |
| - Church members            | - Present or former teachers   |
| - Club(s) members           | - People you play sports with  |
| - People from athletic club | - Professional organizations   |
| - Neighbors                 | - Fraternity/Sorority members  |
| - People who sell things    | - Teachers/Advisors            |

Use all of your contacts – let them know you are actively searching for a job. Tell them what you are looking for, and that you would like them to keep you in mind if they hear of anything. Make sure that your important contacts know how to get in touch with you, and give them a copy of your resume if possible. Make sure you check your messages frequently when you are job hunting

### Six rules of successful networking:

**Step 1: Get started:** Call your contact. Tell them you are looking for a job and ask for their help. Ask them to keep their eyes open for possibilities that might interest you.

### ABOUT THE SEARCH

**Step 2: Present Yourself Well:** Be friendly, well organized, polite and act interested in what they have to say.

**Step 3: Learn Something:** Be open to learn something from your contact, even if they know very little about your field.

**Step 4: Get two referrals:** Get the names of two other people you don't know that might be able to help you find a job in your field of interest.

**Step 5: Follow up on referrals:** Call the people and say something like this: "Hello, my name is \_\_\_\_\_, I am a friend/associate of \_\_\_\_\_. He/she suggested I call to ask you for information. I am looking for a position as a \_\_\_\_\_ and he/she thought you might be able to see me and give me a few ideas..."

**Step 6: Write a thank-you note:** This will help the person you interviewed with remember you. They will be likely to consider you as "thoughtful", "well-organized", or in other positive terms, which will work in your favor if they learn of a job opening for which you might be qualified.

### **Cold contacts:**

These are *job leads* from direct contact with people you don't know, especially employers. There are two basic methods for making cold contacts. The first is using the phone to set up interviews with people who work in companies that need a person with your skills. The second involves going to a company and asking for an interview.

Using the telephone book as a resource to find the names of companies you might be qualified to work for is an excellent idea. The phone book lists virtually every business, both public and private, and it is a free resource guide.

With this in mind, even if there are no job openings advertised, schedule an informational interview with the employer. This is the perfect opportunity to learn more about the company, make yourself known and also to express an interest in any future job openings. When calling about possible openings, NEVER settle for a simple *"No, we don't have any vacancies at this time..."*

### ABOUT THE SEARCH

Always ask follow up questions such as:

"Are you anticipating any vacancies in the near future?"

"If so, when should I call back?"

"Can you recommend other companies I can contact regarding possible vacancies?"

"Who should I talk to at this other company?" and

"May I use your name when calling?"



Employers don't like to hire or interview strangers. They prefer to hire someone who comes highly recommended or someone whose work and qualifications they are already familiar.

An estimated 75 percent of all jobs get filled during the first three stages listed above. That means that only 25 percent of all jobs are actually advertised to the general public.

***Therefore, it's important to use a proactive job search!***

## ABOUT THE SEARCH

### Locating Jobs

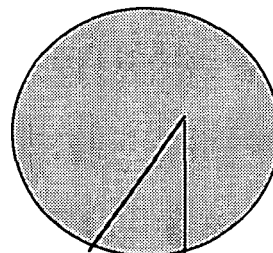
Studies show that 75 percent of all job seekers look for vacancies using traditional methods such as newspaper ads, employment agencies, etc. This means that most people looking for work are actually looking at places where the competition is high for each position.

How we look for work:



75%

Newspapers  
Human Resources Offices  
Placement Centers  
(including College Career Centers)



25%



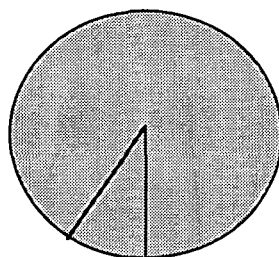
Friends/Family, Co-Workers/  
Business associates

How employers fill vacancies:



75%

Other Supervisors,  
Colleagues



25%

Placement  
Agencies  
Newspapers

If you are using classified ads in the newspaper, for example, you are competing with 75 percent of the other job seekers. Since 75 percent of all employers first look to other supervisors to fill a job, try tapping that resource first.

### **ABOUT THE SEARCH**

#### **Finding Internships**

##### **What is difference between an internship and a part-time job?**

While a part-time job is a way to earn money and develop general work skills, an internship are related in some way to your career goals.

##### **When can a part-time job be an internship?**

A part-time job can be an internship if it relates in some way to exploring Your career goals. A job at McDonalds can be an internship if the person wants to get into management, especially food service management. The difference between a part-time job at McDonalds and an internship is the difference between a job and a future career. The intern should be spending a portion of his or her time at work directly with the manager, learning as much as he/she can about the manager's job.

##### **Are internships paid or non-paid?**

An internship can be either paid or unpaid depending on the employer. Some companies offer only non-paid internships, some offer only paid positions, and some have a mixture of both. Class credit, like paychecks, provide motivation for students to arrive on time discourage absences and encourage productivity.

Companies that offer only paid internships are concerned about possibly violating state hour and wage laws, as well as wanting to maintain a way to keep the interns accountable for their work.

Prospective interns should be flexible and open to either paid or unpaid positions, if possible. This will increase their chances of locating an internship.

Sometimes unpaid interns have more freedom to move around, assist others and learn more about the industry than their paid counterparts.

### **ABOUT THE SEARCH**

#### **Why Internships?**

Internships help to narrow career options by testing "the fit" of an occupation.

Internships permit you to sample various work environments.

Internships allow insights into options within a field, as well as the positives and negatives of different types of jobs.

Internships provide the opportunity to develop career-related skills beyond the classroom. They look good on your resume.

Internships enable you to interact with professionals in the field and develop your network of contacts.

Internships are temporary, so you are not tied to long-term commitments if you do not like the work.

Internships often lead to permanent employment with a company.

When considering possible placements, it is important that the 'big picture' be taken into consideration, not only the actual internship task. For example, the intern may be delivering mail through the company (a tedious task), but it affords the opportunity to meet people throughout the company and learn about their jobs and relations to the company.

#### **As a prospective intern, consider things that have the potential for:**

- Observing others and asking questions
- Learning new things
- Being hired

The employer monitors an internship and the individual has learning objectives to satisfy. The main objective of an internship is gaining experience in a chosen field, rather than earning a salary.



### ABOUT THE SEARCH

#### **Additional resources for finding internships:**

*Peterson's Guide to Internships 2000 "On the Job Training Opportunities for Today's Job Market"*

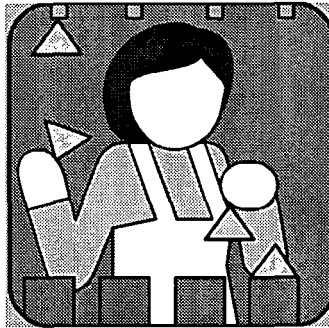
*The National Directory of Internships*

*Current and past job vacancy announcements*

*United States Office of Personnel Management*

Note: Many larger companies have someone in their personnel department who specifically handles internships. When making phone calls, inform the person who answers the phone that you are seeking an internship, and ask if there is someone who specifically handles internship placements.

If no one specifically handles internships, explain your field (i.e. accounting or graphics) and ask whom you should speak to about an internship in that area.



## ABOUT THE SEARCH

### Career Resource List

#### Sources of general occupational information:

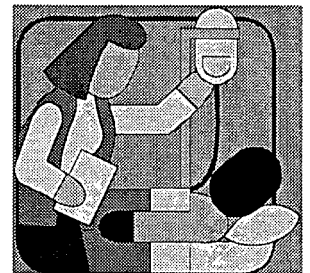
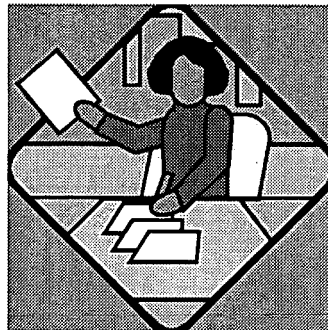
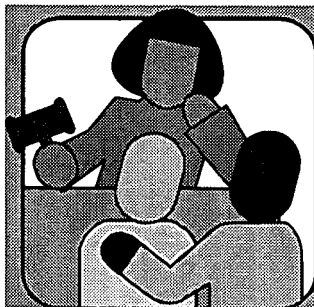
Career in ... and Opportunities in... Book Series  
Computerized Career Guidance Programs such as SIGI, FOCUS, and EUREKA  
Dictionary of Occupational Titles (DOT), U.S. Employment Service  
The Encyclopedia of Careers and Vocational Guidance, J.G. Ferguson Pub.  
Guide for Occupational Exploration (GOE), U.S. Department of Labor

#### Trends in labor markets:

American Almanac of Jobs and Salaries, Avon Books  
American Salaries and Wages Survey, Gale Research  
Occupational Outlook Handbook, U.S. Bureau of Labor Statistics  
Projections 2000, U.S. Bureau of Labor Statistics

#### Online employment resources:

<http://www.jobtrak.com> (JobTrak: great for students and alumni; less work experience needed)  
<http://www.caljobs.ca.gov/> (California's job bank: used by EDD)  
<http://www.yahoo.com/Business/Employment> (Yahoo's listings of employment information)  
<http://www.hotjobs.com> (filled with all sorts of employment links)



### **ABOUT THE SEARCH**

#### **Popular career resources:**

<http://www.monster.com/> (Monster Board)  
<http://www.headhunter.net> (Formerly CareerMosaic)  
<http://www.careerpath.com> (Careerpath)  
<http://www.careerbuilder.com> (under Careerpath)  
<http://www.abracat.com> (Links to newspaper want ads)  
<http://www.careerbuilder.com> (Personal agent checks database for applicant job matches)  
<http://www.careercity.com> (CareerCity's home page)  
<http://www.careermag.com> (Career magazine)  
<http://www.headhunter.net/jobseeker/jobs/jobfindco.asp> (College connection)  
<http://www.careersite.com> (Career Site home page)  
<http://www.collegenet.com> (College Search)  
<http://www.coolworks.com/showme/> Jobs at ski resorts/national parks  
<http://www.cweb.com/> (CareerWeb's home page)  
<http://www.atb.org> (nationwide electronic resume system)  
<http://www.getajob.com> (link to database with over 700,000 jobs)  
<http://www.careeronline.com>  
<http://www.brilliantpeople.com> (website for management recruitment)  
<http://www.engineeringjobs.com> (Job search for engineers)  
[http://www.joboptions.com/esp/plsql/espan\\_enter.espan\\_home](http://www.joboptions.com/esp/plsql/espan_enter.espan_home) (E-SPAN's site)  
<http://www.fedworld.gov> (Federal jobs site)  
<http://www.hospitalitynet.nl> (Jobs posted range from chefs to CEOs)  
<http://www.iccweb.com> (Internet career connection)  
<http://www.jobbankusa.com> (Links to databases – keyword, company, field, location)  
<http://www.job-hunt.org> (Job Hunt's home page)  
<http://www.mit.edu/career/www/handbook> (links to various sites)  
<http://www.nationjob.com> (Nation job network)  
<http://www.petersons.com> (Peterson's education center)  
<http://www.phds.org/> (Links to math related internships and jobs)  
<http://campus.monster.com> (Databases of 35,000 companies)  
<http://www.topjobsusa.com> (Top Jobs' web site)  
<http://www.tvjobs.com> (Links to TV web sites)  
<http://www.usajobs.opm.gov> (U.S. government jobs page)  
<http://www.wm.edu/csr/career/career.html> (Mega-list of sites for students & graduates)  
<http://www.classifieds.yahoo.com/employment.html>  
<http://www.4work.com> (Internship and volunteer positions)  
<http://www.showbizjobs.com> (jobs in L.A. show business)  
<http://www.bestjobsusa.com>  
<http://www.bridgepath.com/>

### **ABOUT THE SEARCH**

<http://www.career.com/>  
<http://www.careerxroads.com>  
<http://www.linkable.org> (Worldwide Virtual Community of the Disabled, Inc.)  
<http://www.ajb.dni.us/> (America's Job Bank)  
<http://www.iquest.net> (Online Career Center)

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<http://www.jobweb.org/>  
<http://www.collegegrad.com/> (College Grad Job Hunter)  
<http://www.chronicle.merit.edu/>  
<http://www.worldmall.com> (General employment)  
<http://www.eco.utexas.edu/joe/> (Economists)  
<http://www.firefighter.com/dfire/ffjphp.html> (Firefighting)  
<http://www.helpwantedpage.com/>  
<http://www.doleta.gov/programs/onet> (The Occupational Information Network)  
<http://www.dbm.com/jobguide/index.html> (Riley's Resources)  
<http://www.csun.edu/~hfcar009> (CSUN's Career Center's home page)  
<http://www.mactemps.com>

### **Specialty sites:**

- The Riley Guide – Research for Career and Work Options  
<http://www.dbm.com/jobguide/research.html>  
A major part of the job search process is research. What do you want to do, where is your job going, who is this employer, what would it be like to live over there, etc. This section of The Riley Guide is provided to help you with your research
- Career information  
<http://www.rutgers.edu>  
Click on Rutgers INFOdex to find information about career and employment in the search engine by typing "career" and "employment".
- Guides for Specific Careers  
<http://jobsmart.org/tools/career/spec-car.htm>  
These sites are packed with information about planning your career.

### **Internet sites worth exploring:**

- Margaret F. Riley's Resources  
<http://www.dbm.com/jobguide>  
Wonderful resources for those who would like more in-depth information about integrating the Internet into your job search.

### **ABOUT THE SEARCH**

- CSUN Career Center Homepage  
<http://www.csun.edu/~hfcar009>  
Offers a wide variety of information and services for students and alumni, including JobTrak.
- NCOD TRACS Homepage  
<http://tracs.csun.edu/>  
Offers a wide variety of information and services for students and alumni with disabilities.

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- Yahoo's listings of Employment Information  
<http://www.yahoo.com/Business/Employment>  
Comprehensive and accessible service.
- Head Hunter (formerly Career Mosaic)  
<http://www.headhunter.net>  
Job listings can be searched by keyword or you can choose a listed company and view their available positions. Information about each company is included. Resumes are accepted for inclusion in their resume bank at no charge.
- Career Path.com  
<http://www.careerpath.com>  
Includes job advertisements places in the following major U.S. newspapers: The Los Angeles Times, Boston Globe, Chicago Tribune, The New York Times, San Jose Mercury News and The Washington Post.
- Monster Board  
<http://www.monster.com/>  
Operated by ADION Information Services, a large recruitment-advertising agency in New England. They offer an overview of employers and several interfaces for job hunting.
- E-Span, The Interactive Employment Network  
<http://www.espan.com/>  
E-Span provides a searchable database of job openings as well as a wide variety of resources for the job seeker. Lots of great information here.
- FEDWORLD – The U.S. Government Bulletin Board  
<http://www.fedworld.gov/#jletr>  
This online service offers access to detailed information from over 50 agencies and includes access to federal job opportunities.

### **ABOUT THE SEARCH**

- America's Job Bank  
<http://www.ajb.dni.us/>  
This service features jobs from the State Employment Services of all 50 states. Searchable by keyword, job code, and even military occupation code.

### **College students only:**

<http://campus.monster.com> (Databases of 35,000 companies)  
<http://www.jobtrak.com> (JobTrak: great for students and alumni; less work experience needed)  
<http://www.headhunter.net/jobseeker/jobs/jobfindco.asp> (College connection)  
<http://www.collegenet.com> (College Search)  
<http://www.mit.edu/career/www/handbook> (links to various sites)

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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<http://www.wm.edu/csr/career/career.html> (Mega-list of sites for students and graduates)

<http://www.4work.com> (Internship and volunteer positions)

<http://www.collegegrad.com/> (College Grad Job Hunter)

<http://www.csun.edu/~hfcar009> (CSUN's Career Center's home page)

<http://www.rutgers.edu>

Click on Rutgers INFOdex to type "career" and "employment" in the search engine.

<http://www.chronicle.merit.edu/>

<http://college.careerbuilder.com>

### **ABOUT THE SEARCH**

#### **Government listings:**

<http://www.fedworld.gov> (Fed World site)  
<http://www.usajobs.opm.gov> (U.S. government jobs page)  
<http://www.doleta.gov/programs/onet> (The Occupational Information Network)

#### **National job search sites:**

<http://www.yahoo.com/Business/Employment> (Yahoo's listings of employment information)  
<http://www.hotjobs.com> (career search website)  
<http://www.monster.com/> (Monster Board)  
<http://www.headhunter.net> (formerly CareerMosaic)  
<http://www.careerpath.com> (Careerpath)  
<http://www.coolworks.com/showme/> (Jobs at ski resorts/national parks throughout U.S.)  
<http://www.hospitalitynet.nl> (Jobs posted range from chefs to CEOs)  
<http://www.iccweb.com> (Internet career connection)  
<http://www.jobbankusa.com> (Links to databases – keyword, company, field, location)  
<http://www.job-hunt.org> (Job Hunt's home page)  
<http://www.nationjob.com> (Nation job network)  
<http://www.qjb.dni.us/> (America's Job Bank)  
<http://www.iquest.net> (Online Career Center)  
<http://www.jobweb.org> (Job Web)

### **MARKETING YOURSELF**

#### **Steps to take:**

##### **Be honest with yourself:**

If you are discharged take responsibility, have an honest frank conversation with yourself about how and why this happened. Consider what contributing factors caused this and how a change in your behavior could have prevented this. Rehearse how you will address this in an interview.

##### **Be open:**

Let the employer bring up the subject of your unemployment. If he /she does: State the circumstances truthfully, and don't volunteer too much information. Never be self-punishing or act victimized when speaking to a possible employer.

You don't need to refer to the incident on your resume and you don't need to preface an interview by disclosing the details prematurely.

#### **How to convince potential employers that you are worth hiring?**

- Evaluate the circumstances under which you had to leave
- Address the problem with your potential employer...honestly
- Accentuate the positive

You have addressed the reason why you are unemployed. Emphasize what you learned and what you will do in the future to make sure history doesn't repeat it self. Share the benefits provided to your past employer.

Marketing yourself is the same as advertising and 'selling' yourself to an employer...Much like any other product.

For example, imagine that you are selling laundry soap. There are many types of soap available at the store, right? How are you going to make your product stand out among the competition?

The first step is to determine your audience, who will buy the product? You research the area where you want to sell your product, and determine who buys the most laundry soap.

The next thing to do is to determine what are the needs of your audience? Maybe your research shows that your target group fits in a particular income level and therefore saving time and money is important.

### **MARKETING YOURSELF**

After doing an analysis of your product and benefits of using it, you develop an advertising campaign that targets how your product meets the



## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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needs of your audience. It is important that you make sure how you package your soap is attractive to your audience.

Once your product hits the stores, you must be constantly evaluating your marketing approach. Be prepared to make changes if you find that you are not hitting your target audience, or if the target group changes in your area.

### **Who is your audience?**

Research your field in the physical area where you want to work. Which companies want to hire people who do the type of work you do?

### **What are the current needs or trends with these companies?**

Is the company expanding? Downsizing? Introducing new products or services? What regional or national issues affect this company? How do your qualifications fit their needs?

### **What benefits do you have to offer an employer?**

What do you have to offer the employer that will help them along in their business? Think in general terms (i.e. prompt, good people skills, good organization) and specific terms (i.e. proficient using IBM computers).

### **Develop an advertising campaign that targets the needs of your audience:**

This means your 'total package,' including your general appearance and attitude that matches your audience. Emphasize these qualifications in your resume, cover letter and application. These are the tools you use to advertise your product – **YOU**.

### **Constantly re-evaluate your approach, and be prepared to make changes:**

Are you getting invited in for interviews? Are you getting job offers? You should ask people you know in the field (professors, networking contacts, career counselors, etc.) for feedback on your package and approach.

## **MARKETING YOURSELF**

If possible, contact people you interviewed with who did not hire you and ask them for feedback as to how you can improve your 'package'.

The American Heritage dictionary as "pride in oneself and self respect" defines self-esteem. Successful people believe in their own abilities.


One way to develop positive self esteem is through a thought process called "*positive reframing*." Positive reframing is when you change your irrational or negative beliefs to rational, or more realistic and positive beliefs.

## Job Seeking Skills for People with Disabilities: A Guide to Success

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It is moving away from the negative beliefs and moving towards positive beliefs. Reframing your beliefs can empower you and help give you self-confidence.

### Examples of reframing your thought process and beliefs:

Negative beliefs	Reframed into	Positive Beliefs
		
<i>Employers don't want to hire someone with a disability...</i>		Employers want to hire qualified applicants. I'm qualified and will make a dedicated hardworking employee
<i>I can't compete with applicants who don't have disabilities...</i>		ADA levels the playing field. Now is the best time in history to sell myself in an interview
<i>The competition is overwhelming...</i>		Nine out of ten people won't take the time to learn how to become a skilled job seeker. I will. This will give me an edge

### **MARKETING YOURSELF**

**Tips to help keep your spirit and self-esteem high when times are tough:**

- Form a buddy job search team. Some school and organizations have job clubs where you can find support.
- Rejections simply mean you haven't found a job match yet. At least 95 percent of search rejections are impersonal, so don't take them personally.
- Maintain your health and energy level by taking care of your body, eating the right kinds of food and getting enough sleep.
- Get up every morning and dress for work; you are working at your job search whether or not you have appointments that day.
- Get as much support from family and friends as you can. Hang out with upbeat people.
- Remind yourself there are thousands of people with disabilities who are productively employed. Consider Theodore Roosevelt, Stephen Hawking and many others that have led outstanding legacies to all of us.

Listed below are some suggestions to help you take an active approach to your job or internship search. Keep in mind that these are only suggestions, and you may have different ideas for taking an active approach.

**Active job search methods include:**

- Devote more time daily to searching for jobs and internships.
- Use multiple methods of finding job and internship leads (Visit at least two of these sources each day)
- Think of finding a job or internship as a full time job
- "The early bird gets the worm." No sleeping in or goofing off
- Be assertive and willing to take risks
- No matter what happens, keep on trying

### **MARKETING YOURSELF**

#### **Marketing Your Disability**

For job seekers with disabilities, consider your disability in your total package. Would your disability offer any benefits to the employer?

#### **For Example:**

- If you are hard of hearing, you may ask that notes be taken for you during meetings. These notes could then be distributed to all that attended the meeting, thus refreshing everyone's memory and increasing follow through.
- If you have speech impairment and the job you are applying for requires making contact with other departments, you may use a fax machine or fax modem on your computer to get the information to them. Having a hard copy to work from decreases miscommunications between departments.
- Increasing access for someone who uses a wheelchair increases mobility access for everyone, just like increasing lighting for someone who has low vision benefits other employees.

It is not always easy to see the benefits that your disability may have for a company where you are applying. A good way to approach this issue is to use the *"Disability Assessment"* and *"Self-Assessment Summary Sheet"*. Once you have a good understanding of your disability and accommodation needs, try to write down a benefit to the employer for each. Ask friends, family, teachers, classmates, counselors, etc. for help in determining possible benefits. Study your list, and use it when disclosing your disability to an employer.

Finding the right position takes time! Prepare yourself to hear some "thanks – but – no thanks"... and an occasional flat out "No". Don't take things too personally, yet be prepared to make improvements in your approach.

On occasion, keeping yourself going on your job or internship search may become difficult, and this may be especially true for some people who have disabilities.

### ABOUT JOB EXPECTATIONS

#### **Employee Expectations:**

There are certain behaviors you can expect from the company you work for. You can expect your employer to:

- Pay your salary
- Provide safe working conditions
- Provide some training related to the specific needs of your job
- Provide reasonable accommodation for disability-related needs
- Introduce you to your co-workers
- Explain company policies, rules, and regulations
- Tell you about changes in your duties, responsibilities, working relationships, rate of pay and vacation schedule
- Evaluate your work by telling you both the positive and negative aspects of your performance

Be sure you understand how often you will be paid so you won't be confused later. If you don't understand the pay periods, or if you have a question about your check, ask your supervisor or someone in the Human Resources Department for more information.

#### **Employer expectations:**

As a new employee, there are certain behaviors/characteristics the company will expect from you as an *employee*. Listed below are employer expectations:

**Initiative:** Employers will expect you to complete your own job. If you haven't been told what to do, look around to see what needs to be done and do it.

**Willingness to learn:** Always follow directions exactly as you are told. If necessary, write them down.

**Honesty:** Employers will expect you to be honest and to tell the truth. Other forms of dishonesty on the job are starting work late, leaving work early and stealing company property (including office supplies). Stealing time is the most costly form of dishonesty on the job. You "steal" time when you come in late or leave early.

**Dependability:** Your employer will expect you to be on the job every day and on time. If you will be absent or late, call your supervisor. If you have an appointment with your doctor, dentist, etc. let your supervisor know in

### **ABOUT JOB EXPECTATIONS**

advance. Try to make appointments before or after work so you won't lose time on your job.

**Enthusiasm:** The most successful employees are those who are enthusiastic about their work.

**Accept criticism:** Criticism is the way a supervisor tells you how they want a job done. You are expected to improve because of it. Listen and learn from the constructive criticisms your supervisor will share with you. Try to see how it can help you become a better worker. Even if you feel criticism is unfair, try not to lose your temper.

**Loyalty:** Show loyalty to your company.

**Punctuality:** Arrive at work on time and don't leave early. Avoid long lunch hours and extended breaks.

**Transportation:** Transportation is a prime consideration for anyone seeking a job. Consider the length of your roundtrip commute and your responsibilities and obligations outside of work, and the value you place on your time. Consider different forms of transportation such walking, bicycling or use of mass transit services i.e. bus, trains, or shuttles.

Secure transportation before accepting the job. Don't be late – negotiate arrival/departure times to coincide with the bus/transportation schedules.

#### **Factor the costs:**

*Dress appropriately:* Dress similar to your co-workers.

*Ask for further instructions:* If the task is unclear or if you are unsure how to complete an assignment, then request clarification.

*Be flexible:* Accept assignments that may not fall under your specified job duties. They often get you noticed and promoted.

### **ABOUT JOB EXPECTATIONS**

#### **Observe and respect the chain of command:**

Learn what position each of your co-workers hold in the office and how their position relates to yours.

When someone offers to help you, accept the assistance pleasantly and with a smile. But don't depend too much on others because they have their own jobs to do.

If someone asks for help never say "*that is not my job.*" It is good to share unpleasant tasks because sharing is important in working relationships. If your work is finished early, you may offer to help someone else, depending on the rules of your workplace. Sharing work helps to build good relationships.

#### **When in doubt, ask questions:**

*Don't* hesitate. When you need help, ask for it. People will respond to you if you let them know you want to learn and work.

#### **Learning the corporate culture:**

The Corporate Culture of an organization is the set of unwritten rules that dictate how the organization runs. As a new employee, rarely will there be someone who will teach these rules to you. Therefore, it is up to you to observe and watch the social interactions of your co-workers to see "how things are done in this office".

During your first days in the organization, watch to see how the office runs. You will be evaluated not only for you work performance, but also how well you "fit" into the company's culture. For example, you might look for the following things:

#### **Watch how your co-workers interact with each other:**

Are there certain cliques (groups) that you can see are formed? Is this an informal atmosphere where the co-workers are casual and friendly with each other? Or is it a formal atmosphere that does not tolerate much socializing?

**ABOUT JOB EXPECTATIONS**

**Watch to see how your co-workers complete their assignments:**

Is there a particular format that everyone appears to follow?  
Is there a chain of authority that exists depending upon a person's position within the company?  
That is, as a new employee, are there certain things that you are not "supposed to do" because you would be overstepping your boundaries?

**What are your co-workers' attitudes towards the supervisor(s)?**

Does the supervisor(s) tend to treat all employees the same or does it appear that some employees are given the favored assignments?

**What type of office politics exists in the workplace?**

Are there certain unspoken policies and procedures that are followed?

**Do individuals in the office tend to help one another, or is work carried out independently?**

Is this a competitive atmosphere, or is the management trying to promote a "family-like" atmosphere and encourage teamwork?

**Is there a person in the office who can officially or unofficially act as your mentor?**

Ideally you will be a person that you can refer all your questions to, rather than having to ask your supervisor

**Building work relationships:**

- Networking/meeting people is important
- Don't forget you are the new person. don't offer your views on every topic.
- Try to meet people in your work area
- It takes time! Be patient with yourself
- Good co-worker relationships help give you a positive image
- Use caution when sharing personal events in your life with co-workers
- Try to resolve problems with co-workers on your own

**Your first career experience: Don't be surprised if:**

- This job does not satisfy all your personal needs

**ABOUT JOB EXPECTATIONS**

- It does not constantly stimulate your intelligence
- It does not use all the brains and abilities you think you have
- It does not guarantee instant expertise or promotions
- You are given some mundane chores (Xeroxing, faxing, etc.)



## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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- You don't receive regular feedback
- You rarely see your boss

### **On the other hand, you should be able to:**

- Develop career skills
- Have the opportunity for career exploration
- Gain personal satisfaction
- Learn the importance of positive work attitude
- Have the opportunity to practice thinking and observing skills
- Enrich your work experience by remembering and applying classroom concepts
- Improve your ability to seek and maintain employment

### **Getting along with your supervisor:**

- Understand that not all supervisors are the same, each one has different work styles and temperaments
- Adapt to your supervisor's way of doing things
- Don't be upset if your supervisor has a bad day
- Don't "go over your supervisor's head" without permission
- Ask for a few minutes now and then to discuss how you are doing on the job. Be sure it is a convenient time
- Express your appreciation and satisfaction
- Don't let fear get in the way of a good working relationship with your supervisor

### **Resolving conflict:**

- Observe and survey the situation first!
- Ask to speak with your supervisor or co-worker. Find an appropriate time to meet
- Describe the situation in objective, neutral terms. Avoid accusations or negative remarks. Express your feelings using "I" statements
- Suggest a change or compromise; remember, your idea may still not be accepted! Don't take it personally.
- After all this, put the problem aside

## **ABOUT JOB EXPECTATIONS**

### **Start on the right foot!**

*Try answering the following questions after you have been in the new setting for a few days. If you can get the answers to these questions, you're off to a good start.*

#### **Who?**

Who does what in your work environment?  
To whom are you responsible?  
Who are good sources for special types of information?  
Who are the important people?

### **What?**

What are your responsibilities?

What specific task are you expected to do by yourself, with co-workers, with your supervisor?

What, if any, office policies should you know about? List them and clarify, if necessary.

### **How?**

How does the work get done?

Do individuals help one another, or is work carried out independently?

Are you expected to seek instructions frequently, or is your work reviewed as you work?

How do you get in touch with the right person in case you are sick or some emergency comes up?

### **Where?**

Where are important items kept?

Where can answers be found? (Ask questions about such details. People like to keep newcomers informed.)

Where do you fit into the organizational chart?

### **When?**

When are work assignments due?

When is the appropriate time to ask questions?

### **Leaving a job on good terms:**

The decision to leave a job is never easy. It is one that will cause you to leave a safe routine and role for another of similar or greater responsibility. Leaving a job is stressful, How you feel about leaving depends on the circumstances, your relationship with your co-workers and employer and the terms of leave.

### **ABOUT JOB EXPECTATIONS**

#### **An easier transition:**

Standard notice for resigning is two weeks for hourly employees, one month for salary and management employees. This will enable your employer to find a suitable replacement and allow you to tie up loose ends. Resignation letters should include why you are leaving, your last day on the job as well as a thank you for the opportunity. If you are leaving on bad terms do not express your feelings in the letter. You may need to relay upon your supervisor for a reference or you may end up bumping into him/her in a professional capacity. You may end up interviewing with him or her again. Most professionals don't remain in the same position with the same employer.

When asked why you left your previous position always be positive and speak about new challenges and opportunities.

#### **Current issues in employer/employee relations:**

##### **Sexual harassment:**

The federal definition of sexual harassment is unwelcome sexual advances, requests for sexual favors and other verbal and physical conduct of a sexual nature.

##### **You have experienced sexual harassment if:**

- Positions, raises, or promotions have been based on sexual favors
- The behavior hinders the quality or quantity of your work
- Conduct has created a hostile, intimidating or offensive work environment

##### **Sexual harassment can be defined as:**

- Employment or advancement in exchange for sex
- Asking a subordinate or co worker about sexual fantasies, preferences, or activities
- Unwelcome touching of any part of a persons body or clothes
- Repeatedly asking for dates after the person has said no
- Sexual innuendoes, jokes or comments
- Ridiculing a persons body or gender
- Making lewd facial expressions
- Sexual drawings or visual material

### **ABOUT JOB EXPECTATIONS**

The two types of harassment recognized by the courts are *quid pro quo* and hostile environment sexual harassment.

**Quid Pro Quo:** Latin expression meaning this for that and occurs when something is used as a bargaining chip for sex. The benefit can be a job, raise or promotion.

You must prove that the victim is a member of a protected class by law, due to gender, race, age, or religion. The harassment is unwelcome and it has caused harm to the victim, because refusal has effected salary or employment status.

**Hostile environment sexual harassment:** Occurs when sexual conduct interferes with an individual work or creates a hostile, intimidating or offensive environment.

#### **To prove you must show:**

The harassment is severe enough to cause an abusive climate, and that the employer has the knowledge of the problem and has refused to correct it. Documented instances of time, date, name of harasser, location and what was done and said.

#### **Two standards for deciding if an environment is hostile:**

1. A reasonable person would find the environment hostile
2. The victim perceives the environment to be abusive

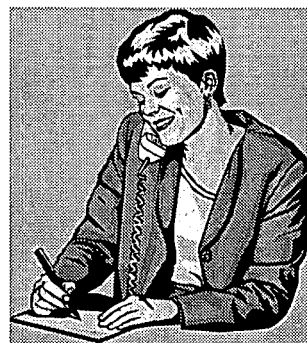
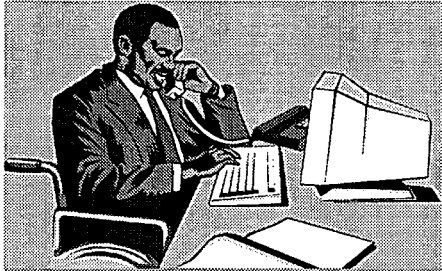
#### **What to do:**

Tell the perpetrator clearly to stop if the behavior continues involve the management. Report any instances of harassment to human resources they are the employee liaison and will investigate the complaint. If no human resources department exists contact your supervisor. If the abuser is your supervisor contact his/her supervisor or the *Equal Opportunity Commission*.

Sexual Harassment is a violation of the civil rights act of 1964 title VII; claims of discrimination must be filed within 180 days of the incident.

### ABOUT JOB EXPECTATIONS

***Remember today's workplace is full of diversity and we need to work with people from different cultures, race , disability, sexual orientation, religion, etc. The more we get along with our co-workers the better our chances of accomplishing our career goals.***



### ABOUT THE ADA

#### **ADA, an overview:**

On July 26, 1990, President George Bush signed into law *the Americans with Disabilities Act (ADA)*. The intent of the Americans with Disabilities Act is to prevent discrimination against qualified people with disabilities in employment, public services, transportation, public accommodations, and telecommunication services.

The ADA means organizations and their managers can no longer screen out individuals with disabilities in the hiring process, nor can they discriminate in any area of employment, including compensation, promotions, benefits, or firing. Organizations may not conduct pre-employment inquiries into the nature of an applicant's disability. Organizations must be aware of physical barriers in their work environment, and make available up-to-date relevant job descriptions to their workers.

#### **The five parts of the ADA:**

**Title I, Employment:** Its purpose is to prohibit discrimination in employment against qualified individuals with disabilities.

**Title II, Public Services:** This title prohibits discrimination in programs run by public entities such as state and local governments or agencies, including public transportation. It does not include the federal government.

**Title III, Public Accommodations and Commercial Facilities:** Private businesses open to the public must make sure that people with disabilities are able to obtain the goods and services they offer. This includes making sure that all buildings, new and existing, are accessible to individuals with disabilities.

**Title IV, Telecommunications:** Requires telephone companies to make relay services available for individuals who are deaf, hard of hearing and speech impaired.

**Title V, Miscellaneous:** This catchall section includes a variety of technical items, including a provision that the ADA does not override state laws that prohibit discrimination against individuals with disabilities.

### **ABOUT THE ADA**

#### **Title I, Employment: Three steps**

1. A person is qualified for a job if he or she can perform its essential functions.
2. If a person cannot perform an essential function, the employer must consider whether the person could do the job with some reasonable accommodation.
3. The employer must provide the accommodation unless it would be an undue hardship or pose a safety hazard.

#### **Important ADA definitions:**

**Qualified candidate:** Can perform essential functions with or without reasonable accommodations.

**Essential functions:** What an individual must be able to do to hold a specific position, with or without accommodation. The tasks are inherent in the position and specialized skills may be required to perform the tasks. Only a limited number of employees may be able to perform these tasks.

**Marginal functions:** Tasks that can be easily transferred to another employee without hurting the employer's business.

#### **For example:**

A federal court held that answering the telephone was not an essential function of a time-and-attendance clerk at the post office. They found that the clerk was responsible for documenting and analyzing the hours that postal service employees worked. Therefore, it would be discrimination not to hire an otherwise qualified individual who is deaf or has a speech disability.

#### **Reasonable accommodations:**

- Making a change, through technology, time, etc., so that qualified persons with disability can participate in the workplace.
- Equal opportunity application process.
- Equal chance for a qualified individual to perform essential functions.
- Equal benefits and privileges of employment.

### **ABOUT THE ADA**

#### **Undue hardship:**

The accommodation(s) would be unduly costly, extensive, substantial, disruptive, or would change essential functions of a job.

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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### **Disability:**

A physical or mental impairment that substantially limits one or more major life activities.

### **Major life activities:**

Seeing, hearing, speaking, breathing, walking, learning, ability to work, performing manual tasks, caring for self, a record of such impairment and being regarded as having such an impairment.

### **Not considered disabilities:**

Current use of illegal drugs, homosexuality and bisexuality, transvestitism, transexualism, pedophilia, exhibitionism, voyeurism, gender identity disorders not resulting from physical impairments, or sexual behavior disorders, compulsive gambling, kleptomania, or pyromania and psychoactive substance use disorders from current illegal drug use.

### **ADA Employment Opportunity Enhancers**

**Title I Employment:** Protects applicants and employees in private sector and state and local government agencies with 15 or more employees.

**Title II Public Services:** Protects applicants and employees in small state and local government agencies employing fewer than 15 workers. Requires that all state and local government services, programs, and activities be accessible. Targets accessibility in public transportation, such as city buses and commuter trains as well as AMTRAK, operated by state and local government agencies. Not applicable to federal government.

**Title III Public Accommodations and Services:** Targets accessibility in public private entities. Includes transportation, such as buses and vans operated by private entities. Prohibits private businesses and service providers, such as restaurants, restaurants and banks, from discriminating against, refusing services, or excluding individuals with disabilities. Addresses accessibility in existing and newly constructed/altered public accommodations. Businesses and groups that lease space for a conference or a performance at a hotel, convention center



### **ABOUT THE ADA**

must comply. Public accommodations may have to modify their policies and practices to allow the use of service animals. Private organizations that offer examinations or courses for licensing, certification, or credentials are also required to provide appropriate accommodations or auxiliary aids such as extended time or sign language interpreters.

**Title IV Telecommunications:** Requires telephone companies to offer 24-hour telecommunications local and long distance relay services to customers who are deaf, hard of hearing or speech impaired. Addresses closed captioning of public services announcements.

**Title V Miscellaneous:** Prohibits retaliation against individuals who exercise their rights under ADA.

#### **Reasonable accommodations:**

Reasonable accommodations are changes to a job or piece of equipment that enable a person with a disability to perform the essential functions of that particular job. Essentially, they provide individuals who happen to have disabilities with an equal opportunity to compete in the workplace...and shop in the marketplace.

#### **Types of reasonable accommodations:**

- Making the facilities accessible to someone with a disability (i.e. a ramp, Braille signs.)
- Modifying work schedules
- Acquiring or modifying equipment
- Providing auxiliary aids and services
- Appropriately modifying examinations, training, or other programs
- What may be reasonable for one employer in one situation may be classified as an "*undue hardship*" for another in a similar situation.

#### **Undue hardship:**

- Undue hardship means that making a reasonable accommodation would be a significant difficulty or expense for the business. Considering the nature and net cost of the accommodation and the availability of tax credits and deductions.
- Considering the overall financial resources of the business.
- Considering possible alternative accommodations that would be less costly.

### **ABOUT THE ADA**

#### **Auxiliary aids and services may include:**

- Qualified interpreters or other effective communication methods
- Qualified readers, taped texts or other methods
- Acquisition or modification of equipment or devices like adjusting table for people with wheelchairs
- Similar services and actions that accommodates the needs of a certain disability not mentioned above, i.e. dwarfism

#### **Examples of disabilities, possible access issues, and accommodations:**

The list below will give you some suggestions but it does not cover all disabilities or issues

**Disability:** *Blind and Vision Impaired* (included not only those persons who are totally blind, but also those with limited vision)

#### **Possible issues:**

- Path of travel
- Displays of information
- Controls with written directions
- Elevator operating buttons
- Completion of written forms

#### **Possible accommodations:**

- "Talking" computers, calculators
- Labeling in Braille
- Respond to written question orally
- Public address system announcements
- Avoid clutter in passageways
- Use writing, drawing, optical aids (e.g. magnifiers)

**Disability:** *Deaf and Hard-of-Hearing* (include not only those persons who are deaf, but also those with limited hearing)

#### **Possible issues:**

- Telephone
- Warning devices (e.g., fire alarms, public address systems)
- Equipment operation, (i.e. captioning for meetings)

### **ABOUT THE ADA**

#### **Possible accommodations:**

- Use of amplification devices
- Installation of a TTD (not amplification device)
- Written announcements
- Allow mail or e-mail to be used

#### **Disability:** *Psychological Disabilities*

#### **Possible issues:**

- Understanding
- Signs
- Controls
- Operating instructions
- Directions
- Regular work hours

#### **Possible accommodations:**

- Assistance answering questions
- Providing clear directions
- Flexibility in work hours

**Disability:** *Upper Body Disabilities* (include not only those persons who have limited use of arms, shoulders, fingers, those who cannot perform certain hand movements, short limbs, quadriplegia or have difficulty controlling their upper body movements)

#### **Possible issues:**

- Difficulty operating, locating or reaching
- Door handles
- Toilet room fixtures
- Water fountains
- Telephones
- Vending machines
- Light fixtures

#### **Possible accommodations:**

- Relocate a program or service to accessible area.
- Use of adaptive equipment or modifications of present hardware.

### **ABOUT THE ADA**

**Disability:** *Mobility Impairments* that include difficulties with stamina, persons who use wheelchairs, crutches, canes or have difficulty walking.

#### **Possible issues:**

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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- No grab bars, handrails, or other supports
- No accessible parking
- No public transportation accessibility
- No clear path of travel
- No curb cuts or irregular surfaces
- No ramps or elevators
- No accessible entrances and doors
- No accessible restrooms, phones, water fountains

**Possible accommodations:** Making necessary structural changes to eliminate physical barriers.

### **Finding accommodations:**

If you are unsure about what type of accommodations are available to meet your personal needs, you can seek advice from career or rehabilitation counselors, or contact any of the following organizations that specialize in helping people identify job accommodations:

*Job Accommodation Network (JAN) Voice/TTD: 800-526-7234*

### **Filing complaints:**

Before filing a complaint it is a good idea to talk the situation over with someone who is familiar with the ADA and disability such as a rehabilitation counselor or school disabled student services counselor.

### **Try answering the following questions:**

- Is it possible that the employer or public accommodation has never heard of the ADA?
- Is the employer or public accommodation willing to comply but is having trouble understanding the law?
- Is the employer or public accommodation willingly disobeying the law?

### **ABOUT THE ADA**

#### **Handling complaints:**

**Title I:** U.S. Equal Employment Opportunity Commission (EEOC)

**Title II & Title III:** Department of Justice Office of the Americans with Disabilities Act

**Title III:** Architectural and Transportation Barriers Compliance Board

**Title IV:** Federal Communications Commission

To guarantee federal protection, file a charge within **180 days** of a discriminatory event.

Complaint should be made in writing, signed by the complainant or an organized representative. The complaint must contain the complainant's name and address and a description of the discrimination.

#### **Telephone numbers for ADA information:**

This list contains the telephone numbers of some agencies that are responsible for providing information to the public about the Americans with Disabilities Act and organizations that have been funded by the federal government to provide information through information centers. The agencies and organizations listed are sources for obtaining information about the law's requirements and informal guidance in understanding and complying with the ADA. They are not, and should not be viewed as, sources for obtaining legal advice or legal opinions about your rights or responsibilities under the ADA.

For your convenience, the numbers for reaching these offices by both voice telephone and TTD telephone devices (also called text telephones) are listed. A directory indicating which agencies and organizations to call for information on the different provisions of the ADA:

- *American Foundation for the Blind:* 232/223-0101 (TTY)
- *American Speech- Language- Hearing:* 800/638-8255 (voice) Association 800/638-8255 (TTY)
- *Association for Retarded Citizens of the United States:* 800/433-5255 (voice) 800/855-1155 (TTY)
- *Disability Rights Education and Defense Fund:* 800/466-4232 (voice) 800/466-4232 (TTY)

### **ABOUT THE ADA**

- *Equal Employment Opportunity Commission:* 800/669-4000 (voice), 800/800-6820 (TTY) Alternate number for ordering documents (print and other formats) 202/663-4264(voice), 202/663-7110 (TTY)
- *Federal Communications Commission:* For ADA documents and general information: 202/632-7260 (voice), 202/632-6999 (TTY), 202-632-0942 (Fax) Other inquiries: 800/828-1140 Ext. 703/418-2739 (voice)
- 202/634-1855 (TTY)
- *Technical Assistance and Enforcement* 800/699-3362 (voice)
- *National Association of Protection And Advocacy Services:* 202/408-9514 (voice) 202/408-9521 (TTY)
- *National Council on Disability:* Information Line: ADA Watch, 301/577-7814 (TTY)
- *National Easter Seal Society Project ACTION* (Accessible Community Transportation in Our Nation) 202/347-3066 (voice)
- 202/347-7385 (TTY)
- *National Federation of the Blind* 410/659-9314 (voice)
- *President's Committee on Employment of People with Disabilities* information Line: ADA Work 800/232-9675 (voice) 800/232-9675 (TTY)
- *The Foundation on Employment and Disability:* 800/499-4232 (voice) 800/499-0559 (TTY)
- *U.S. Department of Labor, Office of Federal Contract Compliance Programs*
- *U.S Department Of Transportation, Federal Transit Administration* (For ADA documents and information) 202/366-1656 (voice), 202/366-5273 (TTY)
- *Office of the Federal General Counsel:* (For Legal questions) 202/300-9306 (voice), 202/755-7687 (TTY), 202/366-7153 (FAX)
- *Federal Aviation Administration:* 202/376-6406 (voice)
- *Rural Transit Assistance Program:* (For information and assistance on public transportation issues) 800/527-8279 (voice), 800/527-8279 (TTY)
- *Regional Disability and Business Technical Assistance Centers:*  
For ADA information, assistance, and copies of ADA documents supplied by the Equal Employment Opportunity Commission and the Department of Justice, which are available in standard print, large print, audio cassette, Braille and computer disk:  
Toll-free number for reaching any of the following centers  
800/949-4232 (voice)  
800/949-4232 (TTY)  
If you can't find a region office or reach a wrong number, call 719/444-0268 voice/TTY

*Region I (Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut) 207/874-6535 (voice) 207/874-6535 (TTY)*

### **ABOUT THE ADA**

*Region II (New York, New Jersey, Puerto Rico  
609/392-4004 (voice) 609/392-7004 (TTY)*

*Region III (Pennsylvania, Delaware, Maryland,  
District of Columbia, Virginia, West Virginia)*

703/525-3268 (voice)  
703/525-3268 (TTY)

*Region IV (Kentucky, Tennessee, North  
Carolina, South Carolina, Georgia,  
Alabama, Mississippi, Florida)*  
404/888-0022 (voice)  
404/888-9098 (TTY)

*Region V (Ohio, Indiana, Illinois,  
Michigan, Wisconsin, Minnesota)*  
312/413-7756 (voice)  
312/413-7756 (TTY)

*Region VI (Arkansas, Louisiana, Oklahoma,  
Texas, New Mexico)*  
713/520-0232 (voice)  
713/520-5136 (TTY)

*Region VII (Iowa, Missouri, Nebraska,  
Kansas)*  
314/882-3600 (voice)  
314/882-3600 (TTY)

*Region VIII (North Dakota, South Dakota,  
Montana, Wyoming, Colorado, Utah)*  
719/444-0252 (Voice)  
719-444-0252 (TTY)

*Region IX (Arizona, Nevada, California,  
Hawaii, Pacific Basin)*  
510/465-7884 (Voice)  
510/465-3172 (TTY)

*Region X (Idaho, Oregon,  
Washington, Alaska)*  
206/438-3168 (Voice)  
206/438-3167 (TTY)

### **ABOUT THE ADA**

#### **Methods of accommodation:**

##### **1. Consult with the employee with a disability to:**

- A. Determine the precise job-related limitation imposed by the individual's disability.
- B. Determine how those limitations could be overcome with a reasonable accommodation; and
- C. Get the employee's recommendation on what accommodation is needed.

#### **Assess:**

- A. Determine feasibility; and
- B. Assess the effectiveness it would have in enabling the individual to perform the essential functions of the position
- C. Identify alternatives if necessary

#### **Give primary consideration to the preference of the individual with a disability:**

- A. Select and implement the accommodation that would be most effective.
- B. Monitor its progress.

#### **Reasonable accommodation options:**

- Making existing facilities readily accessible
- Acquiring new equipment
- Modifying existing equipment
- Job restructuring.
- Changing the work schedule.
- Reassigning a newly disabled employee to a vacant position because they can no longer perform their old job.
- Changing tests and training materials.
- Examining company policies.
- Hiring a reader or interpreter.
- Permitting the use of accrued paid leave or providing additional unpaid leave for necessary treatment.
- Making employer-provided transportation accessible to individuals with disabilities, if it is already being provided to all other employees.
- Providing reserved parking spaces.
- Sometimes offering personal assistance (i.e. offered from an outside agency free of charge or minimal assistance by another employee.



## Job Seeking Skills for People with Disabilities: A Guide to Success

### ABOUT THE ADA

#### Examples of Disabilities, Possible Access Issues and Accommodations

Disability	Possible Access Issues	Accommodations
<i>Blind &amp; Vision Impaired</i> (For people who are totally blind, and also those with limited vision)	<ul style="list-style-type: none"><li>• Path of travel</li><li>• Displays of information</li><li>• Controls with written directions</li><li>• Elevators buttons</li><li>• Completion of written forms</li></ul>	<ul style="list-style-type: none"><li>• "Talking" computers and calculators</li><li>• Labeling in Braille</li><li>• Respond to question orally</li><li>• Air radio announcements</li><li>• Software: jaws, etc.</li><li>• Use writing, drawing, optical aids(e.g. magnifiers)</li></ul>
<i>Deaf &amp; Hard of Hearing</i> (for people who are totally deaf, and also those with hard of hearing)	Information obtained through:  1.Telephone  2.Warning devices (e.g. fire alarms, public address systems)  3.Equipment operating noises  4. verbal communications	<ul style="list-style-type: none"><li>• Use of amplification devices</li><li>• Installation of a TDD</li><li>• Publication of written announcements</li><li>• Allow mail-in-procedures to be used</li><li>• Policy accommodating lip readers</li><li>• Use visual cues for signals</li><li>• Interpreters (sign language/oral)</li><li>• California Relay Services</li><li>• Envision/interactive pagers</li><li>• Captioning</li><li>• Communicate with laptop, i.e. note-taking in meetings</li><li>• E-mails; instant messaging</li></ul>
<i>Psychological Disabilities</i>	Difficulty understanding: 1.Signs  2.Controls  3.Operating instructions  4.Directions	<ul style="list-style-type: none"><li>• Willingness of someone to assist and / or answer questions and provide directions</li></ul>

## Job Seeking Skills for People with Disabilities: A Guide to Success

<i>Difficulty with Upper Body Movements(include not only those persons who have limited use of arms, shoulders: persons who use wheelchairs or crutches; hand movements , or have difficulty controlling movements)</i>	<ul style="list-style-type: none"><li>• Difficulty operating (or locating or reaching) certain hardware:<ol style="list-style-type: none"><li>1. Hand controls on doors</li><li>2. Restroom fixtures</li><li>3. Water foundations</li><li>4. Telephones</li><li>5. Vending Machines</li><li>6. Light Fixtures</li></ol></li></ul>	<ul style="list-style-type: none"><li>• Relocate a program or service to accessible area</li><li>• Use of adaptive equipment or modifications of present hardware</li></ul>
<i>Mobility Impairments (include those persons having physical motion difficulties, stamina limitations , as well as those who use wheelchairs and crutches)</i>	<ul style="list-style-type: none"><li>• No grasp bars, handrails, other supports</li><li>• No designated parking</li><li>• Distance from parking , public transportation stops</li><li>• Route of travel<ol style="list-style-type: none"><li>1. Curbs, walks, unlevelled, surfaces.</li><li>2. Carpeting, textured tile supports<ul style="list-style-type: none"><li>• Entrances and doors</li><li>• Restrooms, phones, water, fountains</li></ul></li></ol></li></ul>	<ul style="list-style-type: none"><li>• Replace existing hardware, equipment</li><li>• Making necessary structural changes to eliminate barriers:<ol style="list-style-type: none"><li>1. Install ramps</li><li>2. Widen doorways</li></ol></li></ul>

### Accommodations:

Under the ADA, there is no specific list of "acceptable" accommodations. In fact, the ADA looks to the employer to consider each request for reasonable

### **ABOUT THE ADA**

accommodation on an individual basis. The following are some suggestions, which have been helpful to employers when considering reasonable accommodations for individuals with specific disabilities.

#### **Accommodation suggestions for individuals with learning disabilities:**

- Provide clear guidelines and define expectations. Present orally or in writing depending on the person's strengths; i.e.; visual processing or auditory processing.
- A sound insulated work environment may reduce background noise for persons with auditory discrimination difficulties.
- Tape record materials/messages or use of voice mail systems, instead of written materials.
- Use of tape recorders, spell checkers and calculators to facilitate accurate completion of tasks.
- Use of, or develop jigs to assist individuals with perceptual difficulties.
- Provide a consistent workspace. Avoid frequently moving supplies or storage spaces.
- Provide a typist, reader or dictaphone for persons with reading or writing difficulties.

#### **Accommodation suggestions for individuals w/ mobility related disabilities:**

- Make sure that the work environment is physically accessible. Make allowances for increased space to maneuver a walker, mobility cart, or wheelchair
- Evaluate, modify, or install elevators, ramps curb and hand railings where needed
- Allow for the use of a personal care assistant while on the job
- Review and ensure that equal social and recreational opportunities are afforded to the entire staff
- Use carts to push material instead of carrying
- Change height (i.e., file cabinets and desks) to enhance access to materials, workstations, and equipment
- Provide note takers for meetings

#### **Accommodation suggestions for individuals who are deaf or hard of hearing:**

- Make sure you have the person's attention before speaking. Utilize face to face communication, maintaining good eye contact. Enhance communication with mime, pantomime and gestures where appropriate.

### **ABOUT THE ADA**

- Rephrase thoughts rather than repeat them. This facilitates lip reading.
- Provide adequate non-glare lighting in the environment.
- Use open, closed or real time captions, which allow an individual to read discussions, presentations or visual materials (i.e., videotapes) on a screen or monitor.
- Telecommunication Devices for the Deaf (TDD) allows phone communication to another TDD or through a relay service.
- Vibration paging devices with text output.
- Sign Language Interpreter services.
- Visual alerting systems for fire alarms, bells or the telephone.
- Use of hearing aid compatible telephone equipment.
- FM or infrared listening systems.
- Use e-mail/instant messaging or fax to convey instructions or communications.
- Provide close seating with clear view for events, meetings and presentations.

### **Accommodation Suggestions for Individuals with Upper Extremity/ Coordination Disabilities**

- Use a carousel workstation to assist with limited range of motion.
- Utilize word processing instead of manual writing. Provide for voice input of entries if needed.
- Tape record notes or presentations.
- Adapt handles to facilitate grip.
- Use touch switches to activate equipment.
- Provide hands-free speakerphones or telephone headsets.
- Adapt or provide equipment for one-handed operation.
- Replace manual tools with electric ones.
- Allow for extra time to complete the tasks.
- Modify work schedule to accommodate rests for fatigue and strain. Consider job sharing, if feasible.

### **How do I determine what a reasonable accommodation should be?**

Most situations must be considered individually and therefore will require some creative thought and input from individuals (employee, supervisor, human, and resource staff) involved.

Resources exist to help modify, adapt, and provide accessibility to your office or plant for both the newly hired or newly disabled employee. Some of these are available at no cost.

### **ABOUT THE ADA**

Additional resources are available at the state and local level. State Vocational Rehabilitation agencies are often a good source. Also, check with your State governor's Committee or Local Mayor's Committee on employment of people with disabilities for local resources.

#### **Guiding Principles for Providing Reasonable Accommodations**

- Reasonable accommodations should be provided in a manner that does not stigmatize or dis-empower the individual.
- The employer should start with a mind set that recognizes the individuals' strengths and potential contributions to the organization, respects the person as an individual and exhibits a willingness to engage in joint problem solving.
- The individual should be involved in all decision making reasonable accommodations.
- All reasonable accommodations should be effective. Employers cannot be forced to use an accommodation.
- An environment should be provided in which disabilities and reasonable accommodations are accepted disclosure is not punished, and individuals' confidentiality is respected.

#### **Accommodations Suggestions for Individuals with Vision Disabilities**

- Consider equipment and accommodations specific to the person, i.e. large print text display/ magnifiers, voice synthesized scanners, or Braille producing/duplicating machines.
- Ensure adequate and appropriate lighting.
- Utilize large print formats for written materials where appropriate. Use dark clear fonts along with high contrast definition, generally black and white.
- Utilize audiotapes, voice mail for instructions.
- Ensure that alerting/warning systems utilize effective audio production.

### **ABOUT THE ADA**

- Allow for the use of a guide dog. Develop training to teach co-workers about guide dogs and their function. Develop accessible space for a guide dog.
- Use raised lettering or *Braille* to mark materials and equipment.
- Use auditory signage or tactile maps with corresponding pathway markings.
- Keep the location/ layout of furniture consistent and make sure that passageways are kept unobstructed. Inform the employee of any changes immediately.
- Allow for close seating with clear view for an employee with low vision.
- Utilize/designate someone to be a reader.

### **Accommodation Suggestions for Individuals with Chronic Disabilities**

- Allow for flexible scheduling. Provide several short breaks instead of one long one.
- Utilize a "*team*" approach to projects. Break large tasks into smaller tasks to reduce stress and anxiety – two of the major aggravating factors of systematic conditions.
- Consider home-based workstations. Allow for working at home and computing work rather than commuting in.
- Centralize job functions if walking long distances is a concern.
- Provide special parking arrangements.
- Permit the use of accrued paid leave or unpaid leave for necessary treatment and medical appointments.

### **List of resources:**

These resources are to use to help identify potential accommodations, as well as sources for products such as computer hardware and software, mobility aids, etc. This is not meant to be a comprehensive list, but rather a source for general information and referrals.

ABLEDATA 1111 18<sup>th</sup> St., NW, Suite 501, Washington, DC 20036. (800) USA- Able (Voice/TDD). Government funded database of information on products for persons with disabilities.

Barrier Free Environments, Inc. P.O. Box 30634, Highway 70 West Watergarden, Raleigh, NC 27622. (919) 782-7823 (Voice/TDD). Provides consultation and technical assistance on accessibility design at all stages of construction planning and product development.

### **ABOUT THE ADA**

Breaking New Ground Resource Center, Purdue University, 1146 Agricultural Engineering Building, West Lafayette, IN 47907. (317) 494-5088 (Voice) or 494-5088 (TDD). Provides information and referral to technical assistance programs on making tools, equipment, buildings, and work sites accessible to people with disabilities.

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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Clearinghouse on Computer Accommodation (COCA), General Services Administration, 18<sup>th</sup> and F Streets NW, KGDO # 2022, Washington, DC 20405. (202) 501-4906 (Voice), (202) 501-3855 (Fax).

Computer Assisted Technology Services, National Easter Seal society, 70 East Lake St., Chicago, IL 60601. (312) 726-6200 (Voice), (312) 726-4558 (TDD) or (312) 726-1494 (Fax).

Disability Information and Referral Service, Rocky Mountain Resource and Training Institute 6355 Ward Rd.#310, Arvada, CO 80004, (303) 420-2942 (Voice/TDD) or (303) 420-8675 (Fax).

Equal Employment Opportunity Commission (Regulations, Technical assistance and enforcement for Title I: Employment)< 180 L St. NW, Washington, DC 20507. (800) 699- 3362 (Voice).

IBM National Support Center for Persons with Disabilities. (800) IBM- 213 (Voice/TDD). Offers advice on computer- assisted devices for disabled persons.

Job Accommodation Network (JAN), P.O. Box 6123, 890 Allen Hall, Morgantown, WV 26506. (800) 526-7234 Voice/TDD; (800) ADA WORK (800)(ADA Information) (Computer Modem). Provides technical assistance to employers in developing specific accommodation solutions.

National Center for Access Unlimited, 155 North Wacker Dr., St. 315, Chicago, IL 60605. (312) 368-0380 est.49 (Voice) or (312) 368-0179 (TDD). Provides information and technical assistance on meeting ADA requirements for accessible work site environments.

President's Committee on Employment of People with Disabilities, 1331 F St. NW #300, Washington, DC 20004. (202) 376-6200 (Voice), (202) 376-6205 (TDD) or (202) 376-6219 (Fax).

Small Business Administration, 409 Third St. SW, Washington, DC 20416. (202) 205-6530 (Voice) or (202) 205-7064 (Fax). Advice to business owners and potential owners.

### **ABOUT THE ADA**

State Department of Rehabilitation Agencies, which are usually located in your state capital and listed in the phone directory, are a source of free information on ways to comply with the ADA.

State Technology Assistance Projects - National Institute on Disability and Rehabilitation Research. Supports projects in 31 states to provide information and technical assistance on technology and related services and devices for individuals with disabilities. Contact: 330 C ST., S.W., Washington, DC 20202-2572. (202) 732-5066 (Voice) or (202) 732-5079 (TDD).

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

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Trace Research and Development Center, S- 151 Waisman Center, 1500 Highland Ave., Madison, WI 53705. (608) 263-5408 (TDD). Maintains a data base if adaptive products and provides referrals.

University and Colleges: Contact the local university or college disabilities office.  
*(Listed in alphabetical order)*

Bazelon Center for Mental Health Law  
1101 Fifteenth Street NW. Suite 1212  
Washington, DC 20005  
(202) 467-5730(Voice) & (202) 467-4232 (TDD)

Center for Mental Health Services, Community Support Program  
Substance Abuse and Mental Health Services Administration  
U.S. Department of Health and Human Services  
ParkLawn Building- Room 11c-22  
5600 Fishers Lane  
Rockville, MD 20857  
(301) 433-3653

Center for Psychiatric Rehabilitation  
Reasonable Workplace Accommodation Research Project  
Boston University  
730 Commonwealth Ave. Second Floor  
Boston, MA 02215  
(617) 353-3550

Disability Rights Education and Defense Fund  
2212 Sixth Street  
Berkeley, Ca 94710  
(510) 644-2555 (voice) & (510) 644-2625 (TDD)



### **ABOUT THE ADA**

Job Accommodation Network  
918 Chestnut Ridge Road Suite 1  
Morgantown, WV 26506-6080  
(800) ADA- WORK (Voice/TDD)

National Alliance for the Mentally Ill  
2101 Wilson Boulevard  
Suite 302  
Arlington, VA 22201  
(703) 524-7600

National Association of Psychiatric Survivors  
PO Box 618  
Sioux Falls, SD 57101-0618  
(605) 332-9124

National Association of State Mental Health Program Directors  
66 Canal Center Plaza  
Suite 303  
Alexandria, VA 22314  
(703) 739-9333  
National Council on Disability  
800 Independence Avenue, S.W.  
Suite 814  
Washington, DC 20591  
(202) 267-3846 (Voice) & (202) 267- 3232 (TDD)

National Depressive & Manic- Depressive Association  
730 N. Franklin Street  
Suite 501  
Chicago, IL 60610  
(312) 642-0049

National Empowerment Center  
130 Parker Street  
Lawrence, MA 01843  
(800) POWER-2-U (800-769-3728)

National Institute on Disability & Rehabilitation Research (NIDRR)  
U.S. Department of Education  
400 Maryland Avenue, S.W.  
Washington, DC 2020-2572  
(202) 205-8801 (Voice) & (202) 205-5516 (TDD)

### **ABOUT THE ADA**

National Mental Health Consumers Association  
4401-A Connecticut Avenue, N.W.  
Suite 308  
Washington, DC 20008  
(216) 621-5883

National Mental Health Association  
1021 Prince Street  
Alexandria, VA 22314  
(703) 684-7722

National Mental Health Consumer Self- Help Clearinghouse  
311 S. Juniper Street, Room 902  
Philadelphia, PA 19107  
(800) 553-4539  
President's Committee on Employment of People with Disabilities  
13331 F Street, NW  
Washington, DC 20004  
(202) 376-6200(Voice) & (202) 376-6205 (TDD)  
Regional Disability and Business Accommodation Center  
ADA Information Hotline  
(Connects caller to the appropriate regional center)  
(800) 949-4232 (Voice/TDD)

Thresholds National Research & Training Center on Rehabilitation & Mental Illness  
2001 N. Clayburn Avenue, Suite 302  
Chicago, IL 60614  
(312) 348-5522

U.S. Equal Employment Opportunity Commission (U.S. EEOC)  
1801 L Street, NW  
Washington, DC 20507  
*U.S. EEOC Publications Center*  
(800) 699-3362  
*U.S. EEOC ADA Help line*  
(800) 699-4000 (Voice) & (800) 800-3302 (TDD)

U.S. Department of Justice (DOJ)  
Civil Rights Division  
Office on the Americans with Disabilities Act  
PO Box 6118  
Washington, DC 20035-6118  
*U.S. DOJ ADA Information Line*  
(202) 514-0301 (Voice) & (202) 514-0381 (TDD)

## **Job Seeking Skills for People with Disabilities: A Guide to Success**

### **ABOUT THE ADA**

Washington Business Group on Health  
Employer's Resource Center on the ADA and Workers with Psychiatric Disabilities  
777 N. Capital Street, NE Suite 800  
Washington, DC 20002  
(202) 408-9320 (Voice) & (202) 408- 9333 (TDD)

### **Disability Assessment**

When considering career fields, it is important for job seekers that have disabilities to review both the requirements of the job and limitations from their disability.

To help clarify your own disability, red through the following list of requirements, and check any areas that you either can do with difficulty or can not do as all.

This assessment will be particularly useful during the Career Exploration modules.

<b>Areas</b>	<b>Functions</b>
<i>Balancing</i>	Maintain body equilibrium to prevent falling when standing, crouching, walking, or running on narrow, slippery, or erratically moving surfaces. Or maintain body equilibrium when performing gymnastics feats.
<i>Clerical Perception</i>	Perceive pertinent detail in verbal or tabular material. Observe differences in copy, to proofread words and numbers and to avoid perceptual errors in arithmetic computation.
<i>Climbing</i>	Ascend or descend stairs, ramps, ladders, scaffolding, poles, and ropes using feet and legs and often hands and arms.
<i>Color vision</i>	Identify and distinguish colors and shades.
<i>Crawling</i>	Move about on hands and knees or hands and feet.
<i>Crouching</i>	Bend body downward and forward by bending legs and spine.
<i>Depth Perception</i>	Three-dimensional vision. See objects or scenes in true relationship.
<i>Feeling</i>	Perceive size, shape, temperature, or texture of objects and materials by touching or handling, particularly with fingertips.
<i>Field of vision</i>	Area that can be seen up and down and to the right and left while eyes are Fixed on given point.
<i>Finger dexterity</i>	Move fingers rapidly and accurately to work with

## Job Seeking Skills for People with Disabilities: A Guide to Success

	small objects.
<i>Fingering</i>	Picking, pinching, or otherwise working primarily with fingers (rather than with whole hand or arm as in handling).
<i>Form Perception</i>	Perceive detail in objects in pictorial or graphic material. Effectively make unusual comparisons of shapes and shadings of figures and widths and lengths of lines.
<i>Endurance</i>	Work for a prolonged period of time. (6-8 hours).
<i>Handling</i>	Hold, grasp, turn, or otherwise work with hand or hands (fingering involved).
<i>Hearing</i>	Perceive sounds by ear.
<i>Intelligence</i>	General learning ability. "Catch on" or understand instruction facts, and underlying principles. Reason and make judgements.
<i>Kneeling</i>	Bend legs and come to rest on knee or knees.
<i>Manual dexterity</i>	Move hands easily and skillfully, as in placing and turning.
<i>Motor coordination</i>	Coordinate eyes and hands or fingers to perform tasks rapidly and accurately.
<i>Numerical aptitude</i>	Perform arithmetic operations quickly and accurately.
<i>Reaching</i>	Extend hands and arms in any direction.
<i>Spatial aptitude</i>	Look at two-dimensional drawings and think visually of three-dimensional objects.
<i>Speech</i>	Presents words clearly and effectively.
<i>Stooping</i>	Bend body downward and forward by bending spine at waist.
<i>Talking</i>	Express or exchange ideas by spoken words.
<i>Verbal aptitude</i>	Understand meaning of words and ideas.
<i>Vision accommodation</i>	Adjustment of lens of eye to bring object into sharp focus. Especially important when doing near-point work at varying distances.
<i>Vision acuity, far</i>	Clarity of vision at 20 feet or more.
<i>Vision acuity, near</i>	Clarity of vision at 20 inches or less.

### **ABOUT THE ADA**

#### **Lifting:**

- ☐ Sedentary -10 pounds maximum and occasional lifting/carrying such articles as ledgers and small tools although a sedentary job is one that involves sitting, certain amounts of walking and standing is often necessary in carrying out job duties. Jobs sedentary if walking and standing are required only occasionally and other sedentary criteria are met.
- ☐ Light- 20 pounds maximum with frequent lifting/carrying of objects weighing up to 10 pounds. Even though weight lifted may be only negligible amount a job is in this category when it requires walking or standing to significant degree, or when it

### **ABOUT THE ADA**

involves sitting most of the time with degree of pushing and pulling of arm and /or leg controls.

☐ Medium – 50 pounds maximum with frequent lifting/carrying of objects weighing up to 25 pounds.

☐ Heavy- 100 pounds maximum with frequent lifting/carrying of objects weighing up to 50 pounds.

☐ Very Heavy – In excess of 100 pounds with frequent lifting/carrying of objects weighing 50 pounds or more.

### **Self-Assessment Summary Sheet**

#### **Disability assessment:**

On the lines provided, write down the titles of the areas you have checked. IF there is an accommodation that will help you to perform this function, write it down. If no accommodation exists, write N/A, or none available.

Use the section of the book "Examples of Disabilities, Possible Access Issues and Accommodations" on page XX to help you with possible accommodations. In addition, think of accommodations that you use at home and at school such as a tape recorder, scribe, or TDD, that are also used at work.

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### INDEX

ABOUT YOURSELF	Pg. 1
Accounting Resume	Pg. 51
Accounting Resume- Sample	Pg. 63
ABOUT DISABILITY	Pg. 12
ABOUT THE ADA	Pg. 110
ABOUT THE INTERVIEW	Pg. 70
ABOUT THE JOB	Pg. 29
ABOUT JOB EXPECTATIONS	Pg. 101
ABOUT THE RESUME	Pg. 44
ABOUT THE SEARCH	Pg. 82
Access Issues & Accommodations	Pg. 114
Accommodations Resource List	Pg. 126
Action Verbs	Pg. 49
Acquired Brain Disabilities	Pg. 22
Active Job Search Methods	Pg. 99
ADA –an Overview	Pg. 110
ADA Definitions	Pg. 111
ADA Resource List	Pg. 126
Assistive Technology	Pg. 26
Blindness and Vision Impairments	Pg. 18
Career Resource List	Pg. 90
Chronological Resume	Pg. 62
Chronological Resume- Sample	Pg. 59 & 60
Combination Resume	Pg. 51
Combination Resume- Sample	Pg. 62
Contact Information Guide	Pg. 58
Cover Letters	Pg. 42
Creative Resume	Pg. 52
Creative Resume- Sample	Pg. 67
Deaf/Hard of Hearing	Pg. 14
Decision Pyramid	Pg. 37
Determining Accommodations	Pg. 121
Disability Asessment	Pg. 121
Disability Considerations	Pg. 12
Disability Disclosure Guide	Pg. 77
Dressing Professionally	Pg. 78
Education Resume	Pg. 51
Education Resume- Sample	Pg. 64
Electronic Resume	Pg. 53
Employee Expectations	Pg. 101
Employer Expectations	Pg. 101
Employer/Employee Relations	Pg. 107
Employment Opportunity Enhancers	Pg. 112
Finding Internships	Pg. 87
Functional Resume	Pg. 50
Functional Resume- Samples	Pg. 61

## Job Seeking Skills for People with Disabilities: A Guide to Success

---

Functional Skills Survey	Pg. 8
Good Worker Skills Survey	Pg. 7
Guidelines for Men	Pg. 79
Guidelines for Women	Pg. 80
Handling Complaints	Pg. 117
Hidden Job Market	Pg. 82
Identifying Occupations	Pg. 29
INDEX	Pg. 135
Information Interview	Pg. 33
Interest Survey	Pg. 3
Internet College Students Sites	Pg. 94
Internet Government Sites	Pg. 94
Internet Job Resources	Pg. 91
Internet National Job Search Sites	Pg. 95
Internet Sites Worth Exploring	Pg. 93
Internet Specialty Sites	Pg. 92
Interview- Common Mistakes	Pg. 72
Interview- Disability Disclosure	Pg. 74
Interview-Dressing Professionally	Pg. 78
Interview-Preparation	Pg. 70
Journalism Resume- Sample	Pg. 69
Leaving a Job on Good Terms	Pg. 108
Learning Disabilities	Pg. 20
Letters of Recommendations	Pg. 56
Liberal Arts Resume- Sample	Pg. 68
Locating Jobs	Pg. 86
Marketing Your Disability	Pg. 100
MARKETING YOURSELF	Pg. 96
Methods of Accommodations	Pg. 120
Networking	Pg. 83
Occupational Grid	Pg. 32
Personal Values Survey	Pg. 5
Personality Inventory	Pg. 2
Physical Disabilities	Pg. 23
Plan of Action Worksheet	Pg. 38
REFERENCES	Pg. 138
Resume References	Pg. 55
Reframing Your Thought Process	Pg. 98
Salary Negotiation	Pg. 73
Self -Advocacy	Pg. 25
Self Assessment- Disability	Pg. 134
Self -Presentation	Pg. 39
Skills	Pg. 6
Skills Assessment Questionnaire	Pg. 10
Speech Disabilities	Pg. 24
Technical Resume	Pg. 52
Technical Resume- Sample	Pg. 65 & 66



## **Job Seeking Skills for People with Disabilities: A Guide to Success**

---

Technical Skills Survey	Pg. 9
Tips for Resume Writing	Pg. 45
Types of Resumes	Pg. 50
Thank You Note- Sample	Pg. 36
The Five Parts of the ADA	Pg. 116
Work Related Values	Pg. 3 & 4

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