

10. **Omission on Application**

Despite having quite a few years' experience, coursework toward a doctorate in psychology, and a very good work record, James Williams had been unemployed for several months. He felt he would like to switch away from psychology. He had developed an interest in customer service, having majored in business in his undergraduate work. He applied for a variety of jobs but received feedback that he was "overqualified" for most of them or that employers assumed he was just filling in between "real" jobs.

He was beginning to feel desperate when a very attractive position came open with Bell and Bell Market Research – an ideal entry into his desired field. He completed the application and submitted a resume characterizing his previous job titles, as 'counselor' instead of 'psychologist' and did not mention his doctoral work.

He worried at having to sign a disclaimer at the end of the application vowing, "The information provided on this employment application is true, correct and complete. If employed, any misstatement or omission of fact on this application may result in my dismissal."