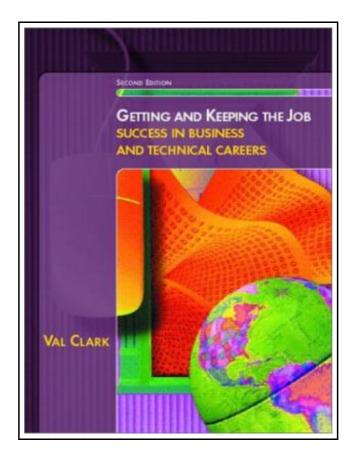
## Getting and Keeping the Job: Success in Business and Technical Careers (2nd Edition)



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Prentice Hall, 2001. Book Condition: New. Brand New, Unread Copy in Perfect Condition. A+ Customer Service! Summary: (NOTE:Each chapter begins with "Learning Objectives" and concludes with "Stress Less," "Case Study," "Chapter Project," "Discussion Questions," and "Summary.") PART I. 1. Analyzing Yourself and the Trends of the Job Market. Types of Attitudes. Developing a Positive Attitude. Improving Attitudes. Job Skills Assessment. Reviewing the Past. Communication Styles. What Do Employers Expect? Applying the Concepts. Stress Less: Ten Little Things You Enjoy. Employer's Survey. 2. Preparing a Report on Yourself: Resumes and Portfolios. Organizing Resume Information. Guidelines for Constructing Resumes. Types of Resumes. Choosing Your Resume Format. Grading Resumes. Building Portfolios. Creating a Web Page. Applying the Concepts. Stress Less: The One-Minute Vacation. 3. Creating Interest in Yourself. Create Interest in Yourself by Thoroughly Knowing about a Company Before You Write to Them. General Format for Cover Letters. Write Cover Letters That Will Get You an Interview. Solicited Cover Letters. Create Interest in Yourself by Completing Application Forms Efficiently. Applying the Concepts. Stress Less: A Paperwork Project. PART II. 4. What Was That You Said? Telephoning and Listening. Using the Telephone During Employment Searches. Is Poor Listening a Problem? Overcoming Poor Listening Habits. Rewording: A Communication Feedback Tool. Communication Barriers. Communication Rules. What Is the Communication Circuit? Applying the Concepts. Stress Less: Get Healthy by Eating Healthful Foods. 5. The Interview: Preparing Well and Doing Your Best. Preparing for the Interview: Review Your Self-Analysis. The Preinterview Process. Interview Do's and Don'ts. Types of Interviews. Interview Structure. Answering Interview Questions Effectively. Asking Productive Questions. Finishing with Flair and Following Up. Applying the Concepts. Stress Less: Learning to Say No. PART III. 6. Communicating Effectively with External Customers. What Do Customers Want? Perception. Customers on the Telephone. Responding to Critical Customers. Understanding Cultural Differences. Applying...

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