



**Passerelles  
numériques**  
*A Gateway for Life*

## **Lesson 4: Internship Preparation**

# 1. CL review

- ▶ What is a cover letter ?
- ▶ Why is a cover letter important?
- ▶ Understand the detailed structure of a cover letter.
- ▶ Identify the different types of cover letters.
- ▶ Prepare an efficient cover letter by learning about the company.
- ▶ Compose an efficient cover letter with an appropriate format.

## Internship Preparations

1. CL & CV Review
2. Dealing with customers
3. Interview preparation
4. Solving problems at work



**Activity 1**

**15mns**



**Activity 2**

**20mns**

# The purpose of a cover letter is to respond basically to 3 questions



- Why are you writing ?



- why are you a good match for the job and the organization ?



- When will you contact the company?

# 1. CL review



A cover letter introduces you and your resume to potential employers or organizations you apply or seek to join (*non-profits, educational institutions, etc*).

***So, the cover letter is :***



The cover letter is a chance to tell a prospective employer in writing why you are the right person/intern for their internship/job and their office.



**So, the *cover letter* is :**



It's a supplement to the resume that includes more detailed information about yourself.

***So, the cover letter is :***



Explain why the position interests you, what you bring to the table and get the reader excited to interview you and learn more.



**Activity 3**

**20mns**

# The detailed structure of a cover letter.



**Header**



indicate your contact information



#32, St. 371, Sangkat Steung  
Mean Chey, Khan Mean Chey,  
Phnom Penh, Cambodia



**Date**



Indicate the date you're sending your cover letter



**February 25<sup>th</sup>, 2019**



## Employer's address



Indicate the employer's address



Mr. Michel Boretti  
Training and Education Manager  
Passerelles Numeriques Cambodia  
St. 371, Phum Tropeang Chhuk (Borey Sorla),  
Sangkat Tek Thla, Khan Sen Sok, Phnom Penh  
Tel: +855 23 99 55 00



## Addressing



Whenever possible, you should address your letter to a specific individual, the person in charge of interviewing and hiring (the hiring authority).



**Dear Sir/Madam,**

**Dear Hiring Manager,**

**Dear Mr. Michel Boretti,**



## First Paragraph



Explain who you are, which position you are applying for and why you are interested in it.



Cover  
Letter  
Sample





## Second Paragraph



Demonstrate how your skills, attributes and achievements match the job vacancy.



Cover  
Letter  
Sample

## Third Paragraph



Show how your personal goals, interpersonal skills, soft skills match with the job's qualification.



Cover  
Letter  
Sample



## Closure Paragraph



Indicate how you will follow-up, typically with a phone call or an email. Thank the company for their consideration. Restate the main information.



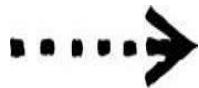
Cover  
Letter  
Sample



## Complimentary closing



Polite expression to signal the end of your writing: *Sincerely yours*, *Respectfully yours*, *Faithfully yours*, and more.



Cover  
Letter  
Sample



# Signature



Handwritten signature + electronic signature.



Cover  
Letter  
Sample



**Activity 4**

**15mns**



**Activity 5**

**15mns**



**Activity 6**

**15mns**



**Compose an efficient cover letter with an appropriate format.**



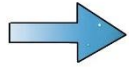
## **Review : structure of a cover letter**



What are the different section of a cover letter?

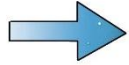
## Develop efficiently the content of each section of your cover letter

**1**



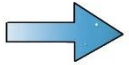
Header : contact information

**2**



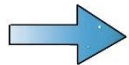
Employer Address

**3**



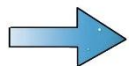
Addressing your cover letter

**4**



First paragraph : introduction.

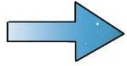
**5**



Second paragraph : body argument.

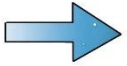
## Develop efficiently the content of each section of your cover letter

6



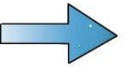
Third paragraph: personality, personal goals & soft skills.

7



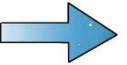
Fourth paragraph: closure.

8



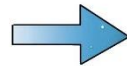
Addressing your cover letter.

9



Complimentary closing.

10



Signature.

Date

21/01/14

Header

SIM Bunrith  
138 Water Street  
Kent, Ohio 44240

Ms. Anne E. Little  
Director of Athletics  
Winston-Salem State University  
601 Martin Luther King Junior Drive  
Winston-Salem, North Carolina 27110

Employer address

Dear Ms. Little,

Addressing your cover  
letter



# The purpose of the first paragraph is to:



Introduce yourself



Tell why you are writing by indicating the job title in question



Tell how you found out about the job opening.



Most important is to briefly overview why your values and goals align with the organization and how you will help them.

# The purpose of the second paragraph is to:



Demonstrate that your skills match to the job.



To get an employer interested, you need to explain how your skills, attributes and achievements match the job vacancy.



## Demonstrate :



How your skills relate to the criteria listed in the job posting



Identify your most relevant skills & emphasize your achievements



Don't just duplicate your resume, include the skills that most match the job

How your skills & experience relate to the criteria listed in the job posting

EXAMPLE

*“A combination of academic coursework and practical experience in the sports industry has prepared me to become an effective team member at the “Campus of Champions.”*



Relevant accomplishments  
during volunteer service



*“As a volunteer for the Kent State women’s basketball team, I increased my knowledge of the year-round operation of a Division I sports program.”*

Identify specific and accurate skills



*“Maintaining and disseminating various game statistics has provided me the opportunity to illustrate my accuracy, attention to detail and ability to adhere to strict deadlines.”*



# The purpose of the third paragraph is to:



Inform about your personal goals & personality and show how it matches with the job's qualification.



Develop your *soft-skills*, interpersonal skills and show how it matches with the job's qualification.

Underline relevant personal goal



*“My increased responsibilities with the women’s basketball team this season will include assisting with their website. I have sought out opportunities to enhance my interpersonal skills as well.”*

Highlight your soft skills & show  
how it match to the job



*“My involvement as Vice President of the American Marketing Association has given me more confidence in communicating with a wide range of audiences.”*

# The purpose of the fourth paragraph is to:



Indicate how you will follow-up, typically with a phone call or an email.



Restate why your skills match the position requirements and how your experience will help the organization.



Thanks the company for their time & consideration..

Restate why your profile will help  
the company



*“With my related experience and educational background, I believe I can make a significant contribution to the Winston-Salem State University Athletic Department.”*

## Indicate how you will follow-up



*I would like an opportunity to further discuss the position and my qualifications. To arrange an interview, please call me at 330-672-2360. I will contact you in a week to confirm receipt of my materials. Additionally, I use email regularly and can be contacted at any time at sburnrith@yahoo.com*





Thanks the company !

*“Thank you for your consideration.”*



# Complimentary closing & signature :

Complimentary closing

*Sincerely,*

*SIM Bunrith*

Handwritten signature

SIM Bunrith

Electronic  
signature



**Closure**

**25mns**

# CV Review

- ▶ What is a CV?
- ▶ Why a CV is important?
- ▶ When will use your CV?
- ▶ Components of CV.
- ▶ Style & Appearance.
- ▶ Develop efficiently the content of each section of your CV.



**Activity 7**

**15mns**



**Activity 8**

**15mns**



## Activity 9

20mns



**Activity 10**

**20mns**





**Activity 11**

**15mns**

# Component of CV



**Personal Data / Contact  
Information**



Make yourself accessible, if you can't  
be reached, someone else would get  
your chance!



## Title block /Headline/ Objective

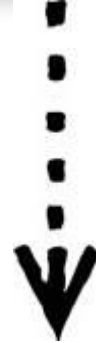


Impress your reader with a strong headline that incorporates your professional objective & goal.

The objective is an optional category that indicates the type of work you are seeking.



## Educational Background / Education history



List institutions, school, university attended in reverse chronological order. It comes, usually, immediately after work history section. List highest degree first, followed by other degrees received; date to be conferred.



## **Work history/ Professional, Work experience/Relevant experience**



Describe an overview of your professional career in a concise manner: List job title, employer, city, state, dates of employment.



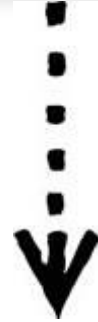
## IT Skills



List your computer skills. Students seeking technology positions specifically should break this list down into subcategories such as programming languages, hardware, software, operating systems, databases, peripherals, etc.



## Certification, Training, Workshops



As certificate are very common in Cambodia, you can add extra information such as relevant training, coursework, workshops, etc.



## Honors & activities/Hobbies/ Personal interest



A wide range of interests always looks good because the employer will want to see that you can fit into different environments with ease.

When it's possible try to mention any hobby that can be relevant for the position for which you are applying: *run your own blog or website.*



## Reference(s) / Endorsement(s)



Do not ask family or friends, but consider employers, professors, scout leaders, clergy who know you well enough to address your talents and attributes as an employee, student or good citizen.



## Style and appearance



Your CV should be :



- **CONCISE**

- **FOCUSED**



- **EASY TO READ & FIND INFORMATION**

# Style and appearance



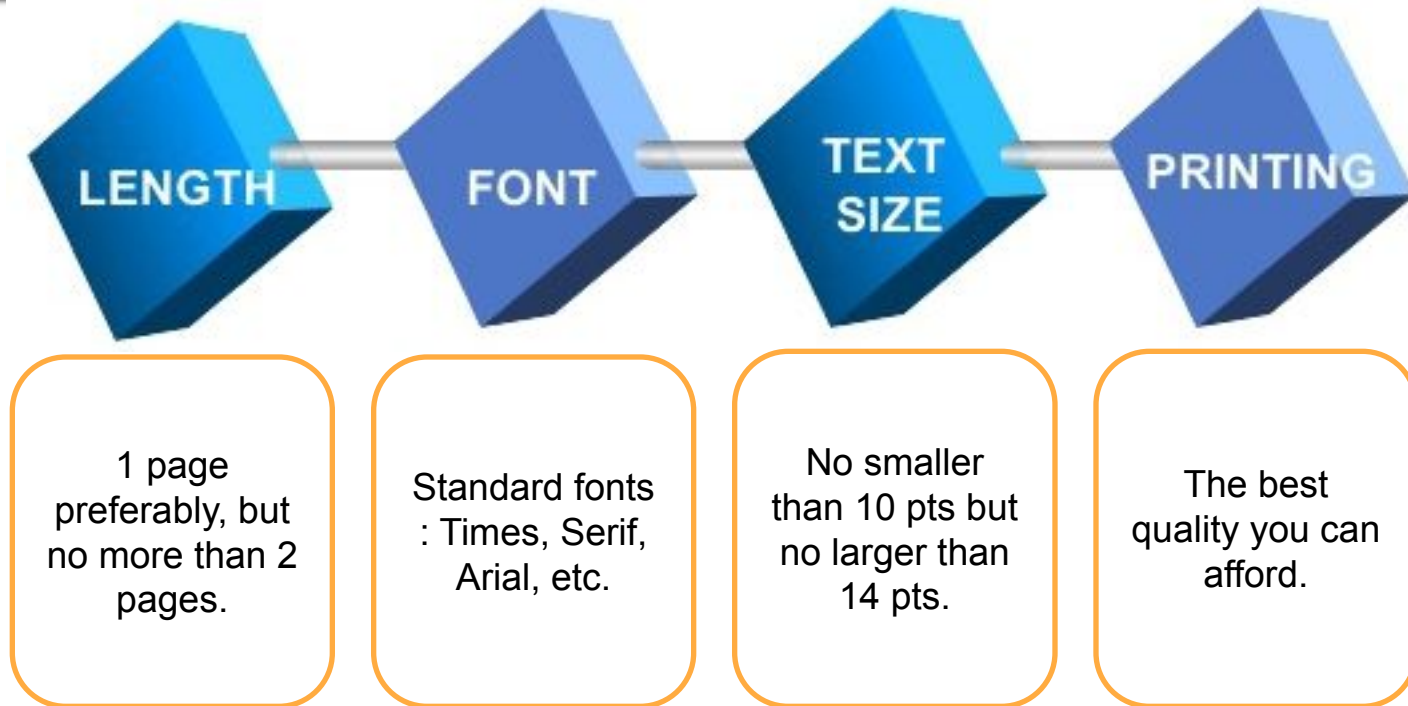
Maximizing your resume:

- A visual hierarchy
- The right paper
- Consistent format
- Use the whole page





# Style and lay-out





# Style and lay-out

- Balance white space and text

- Avoid large paragraphs or big blocks of text

- Use lines to separate heading/sections

The four remaining buttons at the top of the Paragraph palette determine justification. Justified text has even margins on both the left and right. These four options govern the last line of a paragraph. When the final line is not full, that is it does not naturally stretch from left to right margins, Photoshop offers several options. The final line can be aligned left, centered, aligned right, or justified. To justify the final line, space is added between words and, if necessary, letters. Should the final line be substantially shorter than the others, the amount of white space added can be unsightly and interfere with legibility.

The four remaining buttons at the top of the Paragraph palette determine justification. Justified text has even margins on both the left and right. These four options govern the last line of a paragraph. When the final line is not full, that is it does not naturally stretch from left to right margins, Photoshop offers several options. The final line can be aligned left, centered, aligned right, or justified. To justify the final line, space is added between words and, if necessary, letters. Should the final line be substantially shorter than the others, the amount of white space added can be unsightly and interfere with legibility.



# Style and lay-out



- Use bulleted statements with action-oriented verbs

- Avoid fancy fonts style such as italics, underline and shadow

- Boldface and capital letters are acceptable

CAPITAL Letters

~~italics, underline~~

**Boldface**



# Style and lay-out

- Columns are the easiest way to visually distinguish information & sections in your resume and creates hierarchy.

- You should use no more than 3 columns and avoid the 2 columns format.

## WORK SECTION TITLE

2008-2010	SOME PLACE I WORKED Description of the job. Could be more than one line for example.	City, Country
2004-2008	ANOTHER PLACE I WORKED IN	City, Country

## EDUCATION SECTION TITLE

2002-2007	NAME OF THE UNIVERSITY Name of the department Specialty	City, Country
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## PERSONAL SKILLS

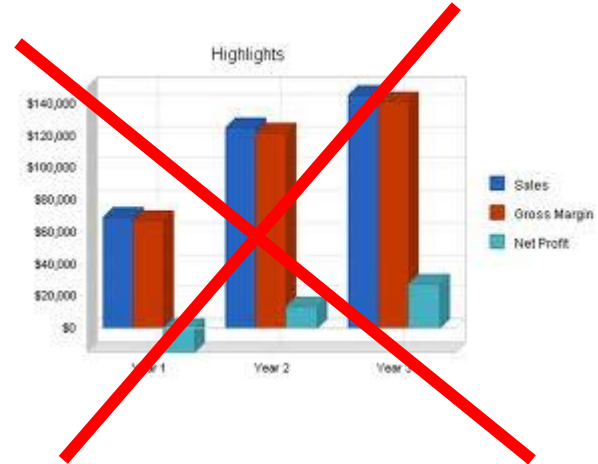
Languages	English French
-----------	-------------------



# Style and lay-out

- Avoid graphics

- Try to have one-inch margins on all sides. You want to create the impression that there is not too much reading to be done





# Develop efficiently the content of each section of your resume

- ➔ Personal Data
- ➔ Objective
- ➔ Education
- ➔ Work history
- ➔ Skills
- ➔ Hobbies
- ➔ References



# Personal Information :



**Name**



**Nationality**



**Address**



**Phone number**



**Email address**



**Blog**





## Personal Information :



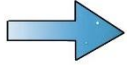
Which one could be good? Why?

#32, St. 371, Sangkat Steung Mean Chey,  
Khan Mean Chey, Phnom Penh, Cambodia  
Tel: 012 12 12 12  
Email: ros.tha@gmail.com

~~Secilia X. Sample  
222 Strawberry Lane  
Cola, S.C. 20208  
803.777.39. 72  
sexiicc@hotmail.com~~

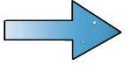
# Objective

1



Normally, you only need the job title you are applying for. Most of the time, employers just want to know what position you are applying for.

2



Employers prefer objectives that are specific and concise



*"Seeking position as elementary school teacher."*

# Objective



What do you think about these objectives ?

1- An internship at Computer Sciences Corporation in computer programming.

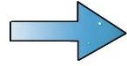


~~2- A position in financial services where I can learn and progress in my career.~~

~~3- An internship utilizing my skills and training.~~

# Education History

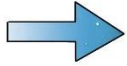
1



Degrees or certificates



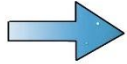
2



Names and locations of schools or programs



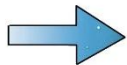
3



Graduation dates: month / Year obtained or expected



4



A brief summary of important courses



# Education History



Degree + Title



**Master of Public Health**

Date of  
degree



May 210

University of South Carolina,  
Columbia, SC

School name  
& location



Department: Health Promotion,  
Education and Behavior (HPEB)

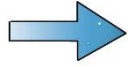
Brief course  
description



# Professional History

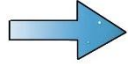


1



Name of the company or organization and its location

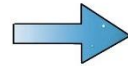
2



Your position title

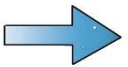


3



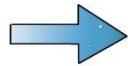
The dates of this employment : starting & ending dates

4



Description of responsibilities & duties you had during this employment.

5



Describe your important professional **accomplishments** whenever it's possible



# Professional History



Starting &  
ending dates

Company name

Location

08/10/11-Prese  
nt

Palmetto Health Richland Memorial  
Hospital

Columbia,  
SC

**Clinical Pharmacist Assistant**

Position Title

- Collaborate with doctors and professors in the Department of Neuropsychiatry and Behavioral Sciences.
- Collect orders from pharmaceutical clients.
- Train 12 employees on the treatment of confidential documents.
- Developed an archival system for patient data and information.

Responsibilities

Accomplishments/achievements



# Skills Section



In this section, there is 3 important parts

**1**



Foreign language skills: indicating the level of fluency in specific language(s).

**2**



Soft skills: all about non-technical skills such as communication, leadership, etc.

**3**



Job related-skills: Students seeking technology positions specifically should break this list down into subcategories such as programming languages, hardware, software, operating systems, databases, peripherals, etc.

# Skills Section

## *Foreign language skills*



Level		Degree of control
Basic Knowledge	▶	+
Conversant	▶	++
Proficient	▶	+++
Fluent	▶	++++
Native speaker	▶	<i>Mother tongue.</i>



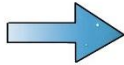
# Skills Section

## *Soft skills*



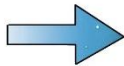
Soft-skills are difficult to apprehend:

1



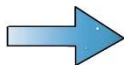
It includes the **attitudes** and **approaches that applicants take to their work**, such as the ability to collaborate on team projects

2



**Soft skills** are personal attributes that enhance an individual's interactions, job performance and career prospects.

3



**Soft skills** relate to a person's ability to interact effectively with coworkers and customers and are broadly applicable both in and outside the workplace.

*See handout 05.*

# Skills Section

## *Job-related skills*



### COMPUTER SKILLS:

#### Hardware Devices:

Cisco 2500/2600 Series Routers; Cisco 1900/2950/3550 Switches; Cisco PIX Model 501; Dell Power Edge Servers; Dell OptiPlex workstations; HP Jet Direct/Network printers; VXL/WYSE Thin Clients

#### Network Protocols:

TCP/IP; IPX/SPX; DHCP; DNS; SNMP; RIP; IGRP; EIGRP; OSPF; VPN; 802.11x

#### Server Operating Systems:

Microsoft Windows Server 2000/2003; Microsoft Active Directory; Microsoft Exchange 2003; Citrix Metaframe XP; Novell Netware 5.1; Linux; Cisco IOS 11x/12x

#### Desktop Operating Systems:

MS-DOS; Microsoft Windows 95/98/ME/NT/2000/XP/CE.Net; MAC OS X

#### Application Software:

Ethereal; Lotus Notes; McAfee Enterprise Suite 7.1/8i; Microsoft Office (all versions including up to 2003); Norton System Works; Open Office; Remote Desktop; Samba; Shavlik HFNetChk; Sophos Antivirus; Symantec Ghost 7.5/8.0; Veritas Backup Exec 9.1; VM Ware; VNC

#### Programming Skills:

HTML; JCL; Oracle iSQL; Visual Basic 6.0

#### Computer-Related Training:

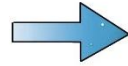
Microsoft Security Guidance Training Clinic; Cisco Internetworking, Advanced Cisco Internetworking, Linux Operating Systems, Windows 2000/2003 Client-Server Networking workshops





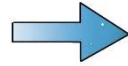
## Personal Interest Hobby

1



Some employers are not interested in your pastimes outside of work or academia. For them these information are not relevant.

2



Some others consider additional interests as an essential element in determining whether you are a well-rounded individual and therefore appropriate for their company. For them, these information are relevant.

*See handout 06.*

# Personal Interest Hobby



- ▶ Read the Handout “*Hobby & Resume*”.

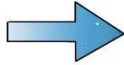
# Reference



This section is optional

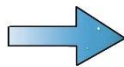


1



Do not ask family or friends, but consider employers, professors, scout leaders, who know you well enough to address your talents and attributes as an employee, student or good citizen.

2



The list should include: reference name, job title, place of employment, phone number and email address.



# Reference

**EXAMPLE**



## REFERENCE

- \* Name : **MORN Minear**  
Position: English Trainer, PNC  
Phone : (+885)17 384 489  
E-mail : [Minear.morn@yahoo.com](mailto:Minear.morn@yahoo.com)
- \* Name : **UN Chamroeang**  
Position: IT Trainer, PNC  
Phone : (+885)89 55 40 90  
E-mail : [Un.chamroeang@gmail.com](mailto:Un.chamroeang@gmail.com)
- \* Name : **MORM Sokrithy**  
Position: Business Life Trainer, PNC  
Phone : (+885)12 200 621  
E-mail : [sokrithy@clstrain.org](mailto:sokrithy@clstrain.org)



**Closure**

**25mns**

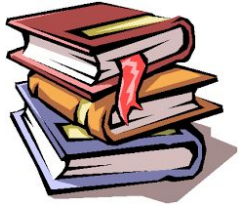
## 2. Dealing with customers

□	<b>Introduction to customer</b>
□	Customer satisfaction and its importance in business
□	Some tips to deal with customer's complaints
□	Role play



**Activity 12**

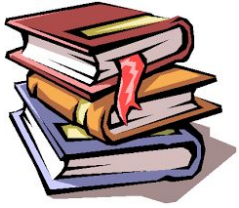
**15mns**



# What does “customer” mean?

❖ A **customer** (sometimes known as a **client**, **buyer**, or **purchaser**) is the recipient of a good, service, product, or idea, obtained from a seller or supplier.





# Customer satisfaction



- What is “customer satisfaction”?

◆ **Customer satisfaction** is a term frequently used in marketing. It is a measure of how products and services supplied by a company meet or surpass customer's expectation.





**Activity 13**

**10mns**



# Why customer satisfaction is importance in business



## IMPORTANCE OF CUSTOMER SATISFACTION

4. Retain customers

1. Indicator of their loyalty and repurchasing

3. Effective attraction and keep new customers

2. Address any potential issue



# Categories of customers:

## Angry Customers



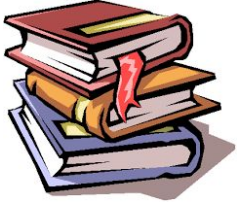
**Customer: I have been waiting so long ! Be quick, please!!!**

## Demanding customers



# Passive customers





## *THREE PARTS REPOSSES*



***What English words/phrases you've used when you apologize, ask question, and take action to solve problems you have faced?***

## Three parts of responding

### 1. APOLOGIZE

- ❖ I'm sorry . . .
- ❖ I'm sorry to hear that . . .
- ❖ I apologize . . .
- ❖ I apologize for the problem . . .
- ❖ I apologize for the inconvenience . . .

# Three parts of responding



## 2. ASKING FOR SPECIFICS

- Please tell me exactly what the problems are
- Please tell me exactly what happened
- Inform me what cause the problems
- I am curious why it happened like that
- Could you tell me more detail about this problem?
- What's going on?
- Could you drop me a line what is the progression of work now?
- I would like to know why it was too late to submit your tasks last week.

# Three parts of responding



## 3. TAKE ACTION

- I will send someone to take care of it
- Let me check with the shippers and see what happened
- I don't know what happened, but I will get back with you later today
- Let me straighten this out and I will get back to you today with the solution
- I will send technician to check it tomorrow.
- I will check with my staff what's going on.
- Give me some days and I will follow up what problems are.
- Just a second I will check with the delivery of goods.

# Tips to deal with customer complaints

## 1. Listen carefully to what customer has to say:

- ❖ Don't get defensive.
- ❖ Repeat back what you heard to show that you have listened.



# Tips to deal with customer complaints



## 2. Ask questions in a caring and concerned manner.

- ❖ The more information you can get from the customer, the better you will understand his or her perspectives. I've learned it's easier to ask questions than to jump to conclusions.

# Tips to deal with customer complaints



## 3. Put yourself in their shoe

- ❖ As a business owner, your goal is to solve the problem, not argue. The customer needs to feel like you're on his or her side and that you empathize with the situation.

# Tips to deal with customer complaints

## 4. Seek the best solution:

- ❖ Determine what the customer is seeking as a solution.
- ❖ Ask them; often they'll surprise you for asking for less than you initially thought you'd have to give specially when they perceive your apology and intention is genuinely sincere.

# Tips to deal with customer complaints

## 5. Reach Agreement:

- ❖ Seek to agree on the solution that will resolve the situation to their satisfaction. Your best intentions can miss the mark completely if you still fail to deliver what the customer wants.

# Tips to deal with customer complaints



## 5. Take Quick Action:

- ❖ Act on the solution with a sense of urgency. Customers will often respond more positively to your focus on helping them immediately versus than on the solution itself.

# Tips to deal with customer complaints



## 6. Follow-up:

- ❖ Follow-up to ensure the customer is completely satisfied, especially when you have had to enlist the help of others for the solution delivery. Everything up to this point will be for naught if the customer feels that “out of sight is out of mind.”

# Tips to deal with customer complaints

## 7. Conclusion

- ❖ Problems happen. It's how you honestly acknowledge and handle them which counts with people. Customers will remember you, and happily give you another chance to delight them when you choose to correct problems with the very best you can offer, proving you value them and their business.



**Closure**

**15mns**



### 3. Interview preparation

- ❖ Purpose of an interview
- ❖ Before the interview
- ❖ During the interview

# What is the purpose of an interview?



## APPLICANT

**Hard skills**  
**Technical skills**

**Soft skills**  
**Behavior**

**Expectations**

**MATCH**



## EMPLOYEE

**Hard skills**  
**Technical skills**

**Soft skills**  
**Behavior**

**Expectations**

# Before the interview

- ❑ *Interview preparation*
- ❑ *Organisation tips*

*Get ready!*

# Interview preparation



- *Think and prepare your answers in advance*
- Write it down
- Memorize the key points
- Be personal!

## Answers about yourself

- **Introduce yourself**

Name, age

PNC school

Major, studied courses

Work experience

+ Know your Resume and Cover Letter

Interview  
preparation



# Answers about yourself

- **Explain your motivation**

The reasons why you want to work for this company  
*Products & services, values, reputation, ...*

The reasons why you want this specific position  
*Apply and practice skills, gain new knowledge,  
work in a new team, learn from coworkers,  
match with your goals...*

Interview  
preparation

# Answers about yourself

- **Know your professional goals**

Type of job

Type of company

Present and future (5 years)

Interview  
preparation

## Answers about yourself

Interview  
preparation

- **Be aware of your strengths and weaknesses**  
Pick a weakness you can improve
- **Explain how you manage time, tasks and stress**
- **Explain how you handle mistake and learn from it**

□ **Have some specific examples in mind**



**SUM UP!**



**Activity 14**

**15mns**

# Knowledge about the company

- **Sector / Industry**
  - **Products / Services**
  - **Values / Mission**
  - **Key facts: founding date, number of employees, branches**
  - **Competitors**
- + Prepare questions**

Interview  
preparation

## Knowledge about the position

- **Know the main duties and tasks**
- **Know the required technologies**

### + **Prepare questions**

☐ *Clarifications about the tasks  
or the technologies*

Interview  
preparation

# ORGANISATION TIPS



## Tip 1

- **Check for directions!**
- **Save your interviewer phone number**

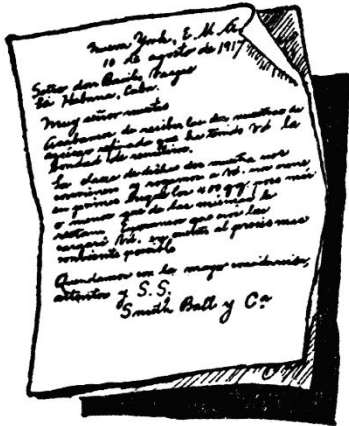
Organisation  
Tips



## Tip 2

### Organisation Tips

- **Print and bring your resume and cover letter**
- **Bring a pen and notebook or paper**



## Tip 3

### Organisation Tips

- **Dress according to the setting in which you will be working**
- **Be natural**



**SUM UP!**



# DURING THE INTERVIEW



## Tip 1

- **Greet the receptionist**
- **Know the name of your interviewer and meeting time**

During the  
interview



## Tip 2

During the  
interview

- **Turn off your phone**



## Tip 3

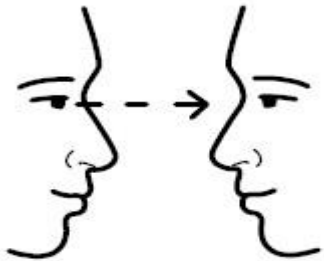
- **When you meet the interviewer**

During the  
interview

- **Greet and smile**
- **Wait for your interviewer to offer you to sit**
- **Pay attention to his/her introduction (name, position)**

## Tip 4

- **Try not to be nervous**
- **Maintain eye contact**



During the  
interview



## Tip 5

- **Be confident**

**But not over confident!**

During the  
interview



- **Do not interrupt**

If you have a question or remark, keep it in mind and ask when your interviewer has finished speaking

## Tip 6



During the  
interview

- **Be energetic & dynamic**
- **Show your interest through active listening and asking questions**



## Tip 7

During the  
interview

- **Take notes when the topic or timing is appropriate**



# You don't know how to answer a question?

During the interview



- **You can ask to reformulate the question.**
- **If you still don't know,**
- **Be honest and recognize that you don't know.**
- **Take note of the question and say you will do some research about it**



**SUM UP!**

# Which questions can you ask and not ask?

YES

What would be my working hours?

YES

How do you evaluate success here?

YES

What distinguishes this company from its competitors?

NO!

Can I start working early and leave early?

NO!

What is the policy about using drug and alcohol?

NO!

Why do you recruit employees?

YES

Could you give me more explanations about my daily tasks?

During the  
interview

# End of the interview



- **Ask the last question! Show your interest.**
- **Thank your interviewer of course! 😊**
- **You can ask when they will get back to you with their decision about your application**





**Activity 15**

**10mns**



**Activity 16**

**15mns**

## 4. Solving problems at work

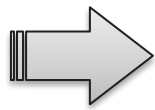
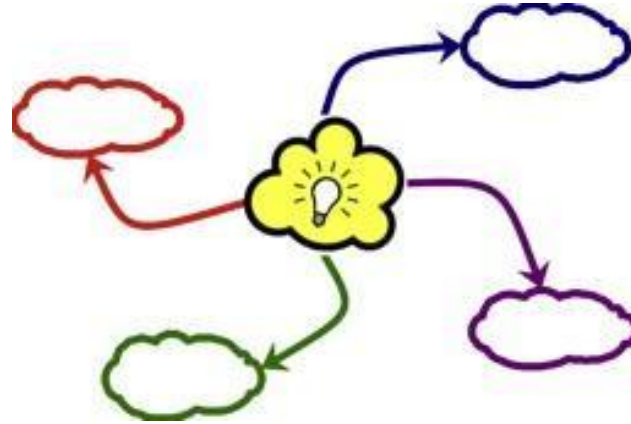
<b>I.</b>	<b>INTRODUCTION TO WORK PROBLEMS</b>
<b>II.</b>	<b>IDENTITY STEPS TO SOLVE COMMON PROBLEMS AT WORK</b>
<b>III.</b>	<b>PROFESSIONAL ATTITUDES FOR SOLVING PROBLEMS AT WORK.</b>

# Problems at work

**Have you ever had  
problems at work/school  
before?**

- **What was the problem?**
- **How did you solve it?**
- **What was the result?**

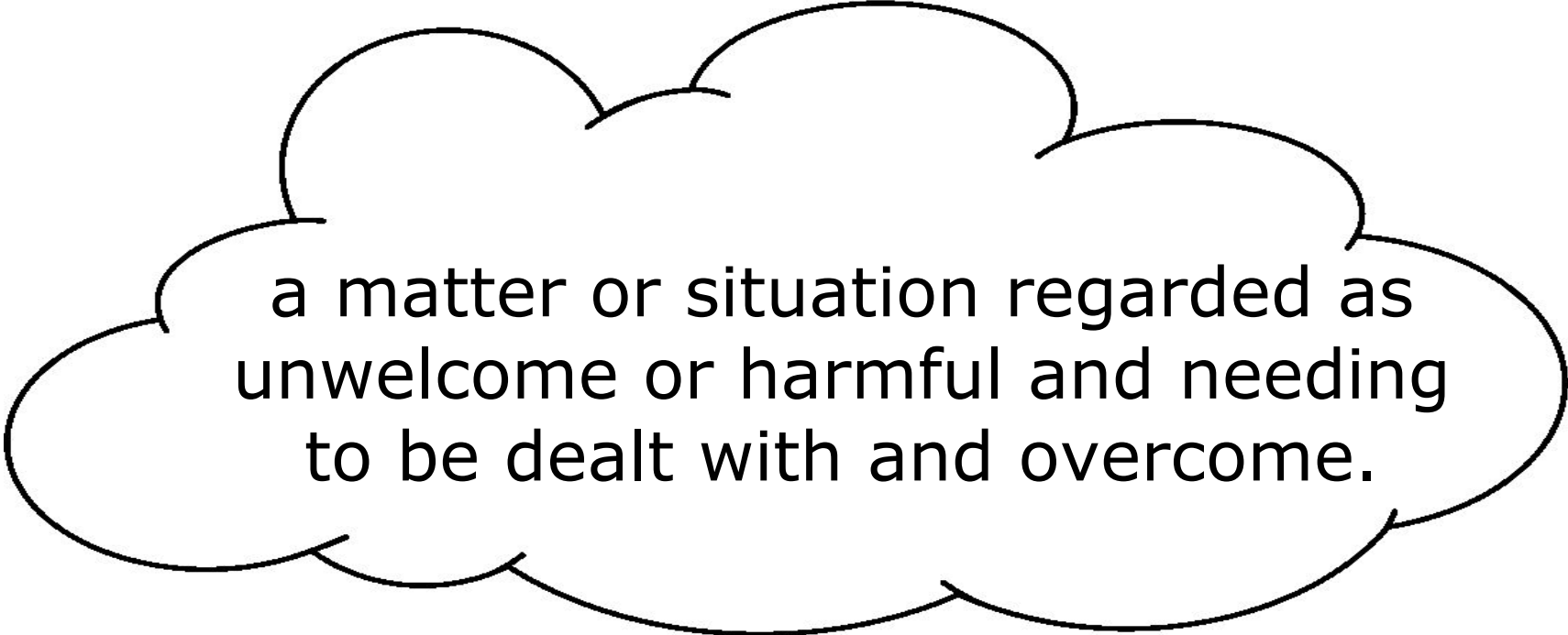
# DEFINITION



*What's a problem?*



# *What's a problem?*



a matter or situation regarded as unwelcome or harmful and needing to be dealt with and overcome.

# *What's a problem?*



*Problems are also challenges  
and opportunity to grow and  
learn new things.*

*Most of problems are solvable.  
We can do something about  
them.*

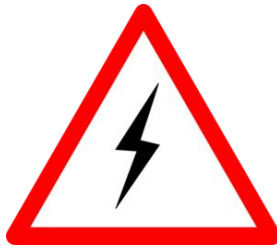
**EXAMPLE**



Laptop not functioning



**How to organize a smooth meeting**



**No electricity**



You are laid off.



**Company is going to bankrupt**

**Problem is part of work.**

**It can be a lot of problems at work**

## In summary



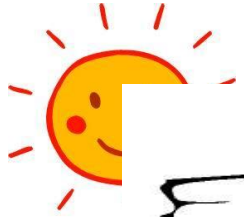
- ❖ **The world is full of problems, and some of them look pretty challenging. However, the rewards are great.**
- ❖ **Every problem has solutions. It is important that you think positively.**



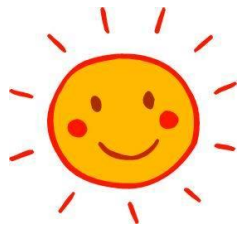
**Activity 17**

**15mns**

## What is problem solving process?



Problem-solving process has the steps we need to follow to solve a problem or a task.



# What is problem solving process?



It is important to follow the process so that problems/tasks are done correctly

# How do you organize a smooth meeting?



## What are the things you need to do?

□ It requires a process to organize a smooth meeting

### □ Pre-Meeting

- ❖ Prepare document
- ❖ Bookroom
- ❖ Invite relevant people

### □ While-Meeting

- ❖ Note Taking while meeting/discussion

### □ Post-Meeting

- ❖ Reporting

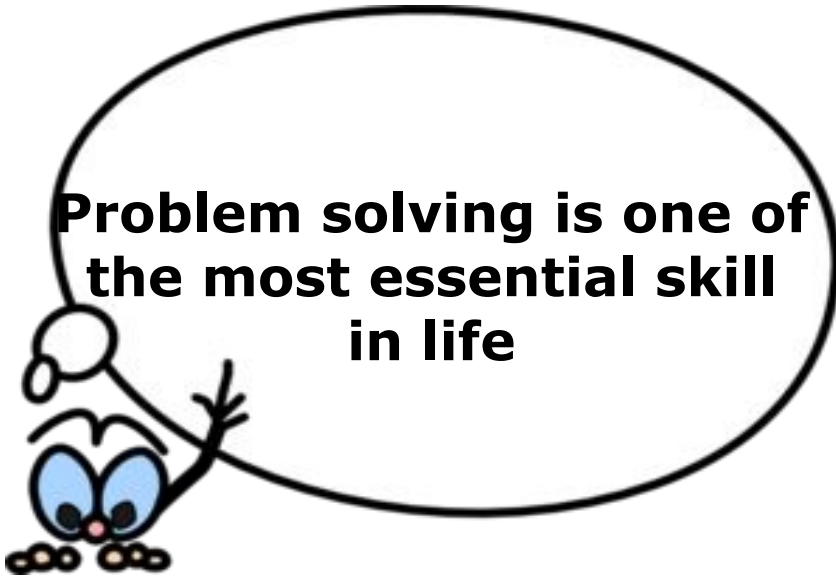




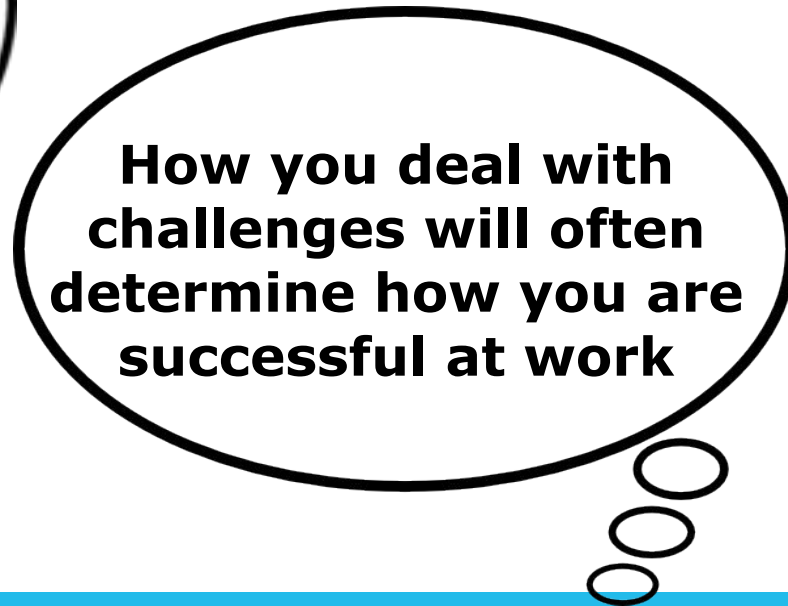
## Activity 18

10mns

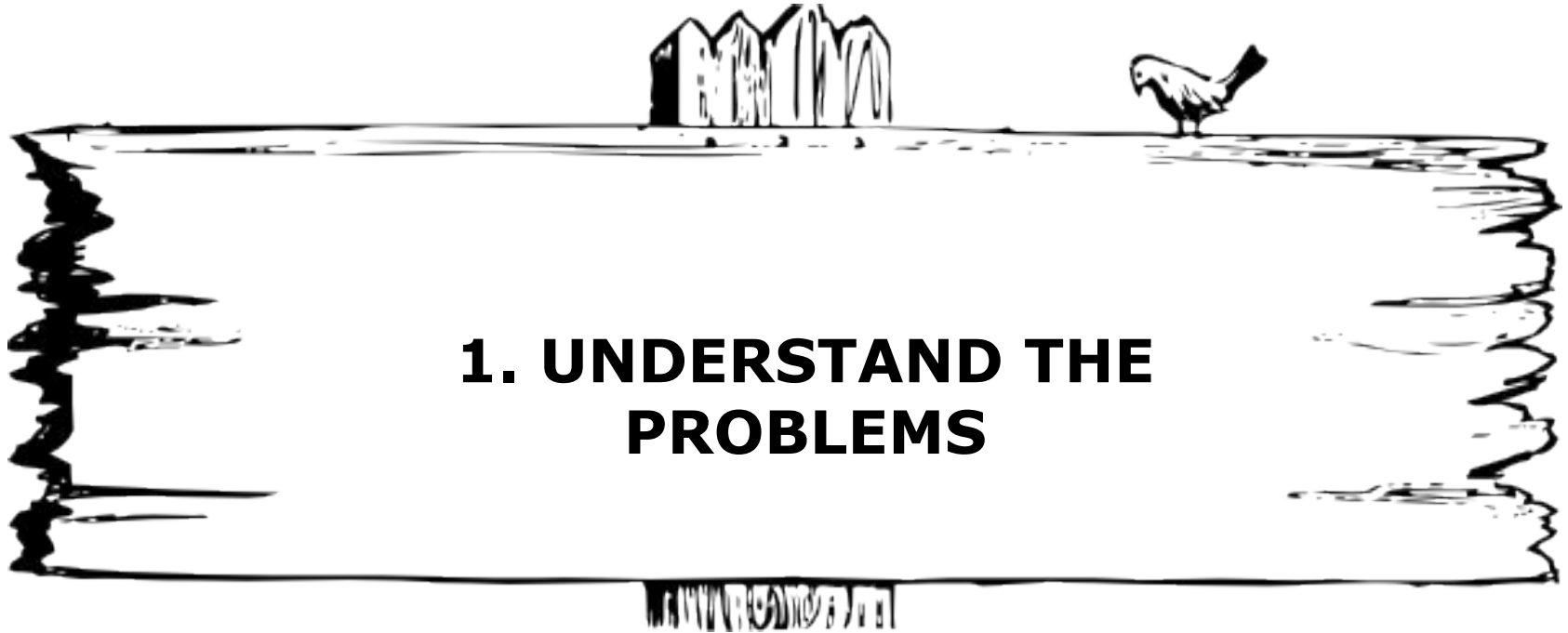
# overview



**Problem can be in variety of shape and size.**



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



## 1. UNDERSTAND THE PROBLEMS

## STEPS TO SOLVE COMMON PROBLEMS AT WORK

**What do you need to do to understand the problems that you are facing?**



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



- 
- A rectangular frame made of light-colored wood, possibly pine, with visible grain and knots. The frame is composed of two vertical posts and two horizontal rails, held together by small, dark, round fasteners at the corners. The frame is set against a plain white background.
- ❑ **Identify the problems:**
    - ❖ **What are the problems?**
    - ❖ **Who are involved?**

# STEPS TO SOLVE COMMON PROBLEMS AT WORK



- ❑ **Identify the problems:**
  - ◆ **What are the problems?**
  - ◆ **Who are involved?**

# At PNC

**Photo-copy  
machine stops  
working.**



QUESTION?

What will happen?



- Who are involved?
- Does it stop the trainers from teaching?
- Is it important & urgent to fix?

## STEPS TO SOLVE COMMON PROBLEMS AT WORK

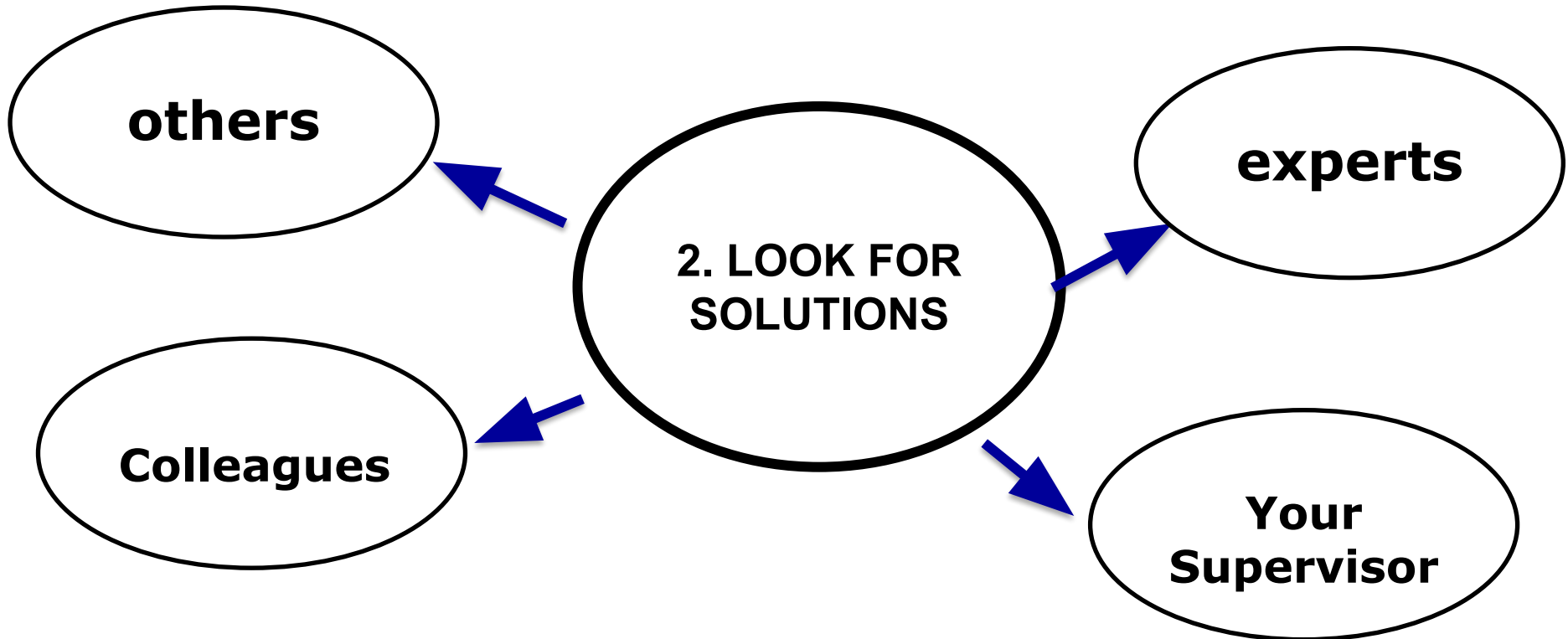
### 2. LOOK FOR SOLUTIONS.

QUESTION?

**What will you do to find  
solution for the problems  
you have?**



## STEPS TO SOLVE COMMON PROBLEMS AT WORK



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



## 2. LOOK FOR SOLUTIONS



**RESEARCH ON INTERNET**

**Remember!**

- Different problems need different solutions.

**BOOKS**



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



## 3. SELECT THE BEST SOLUTION

**Among the options you have, pick the best**

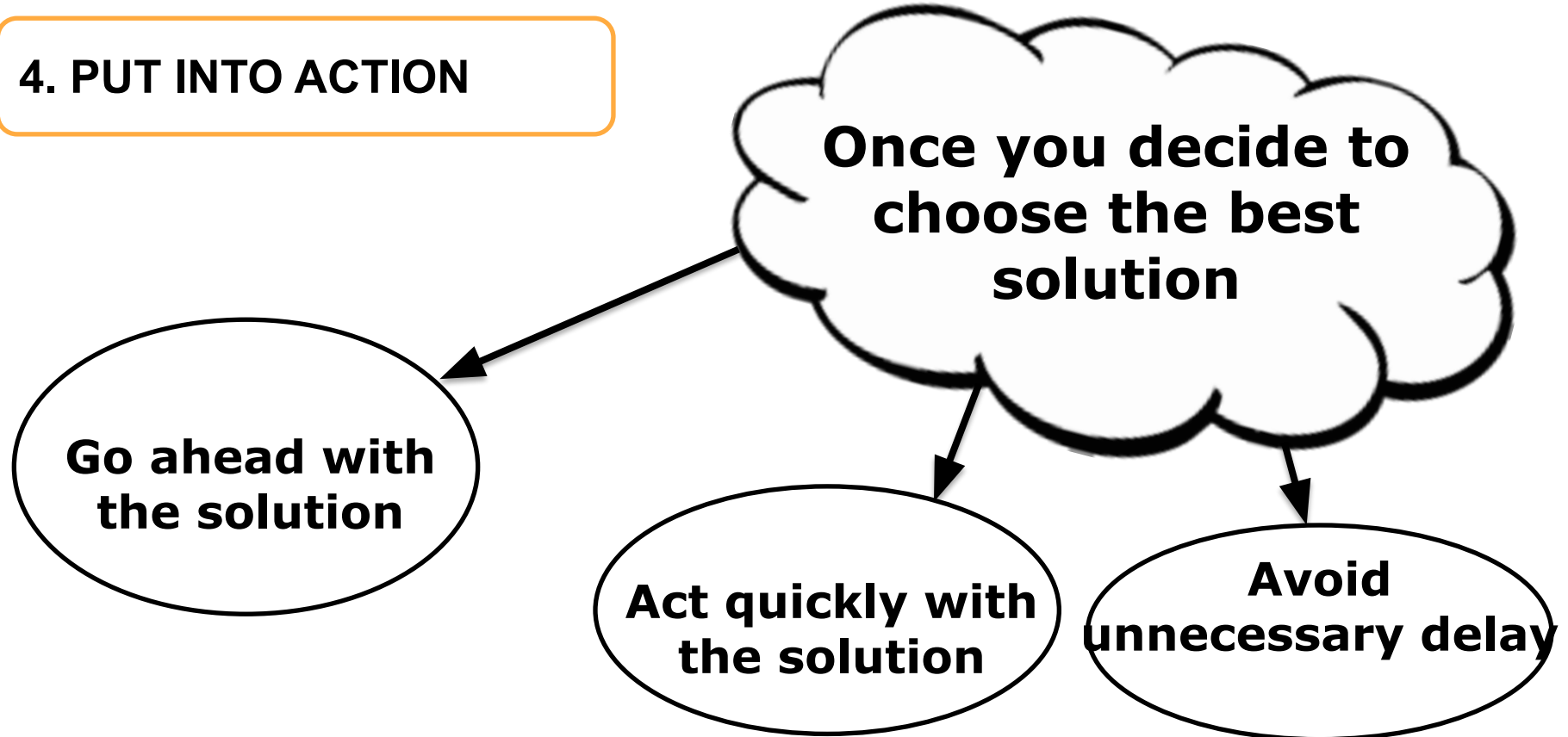
**Study result and effect**



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



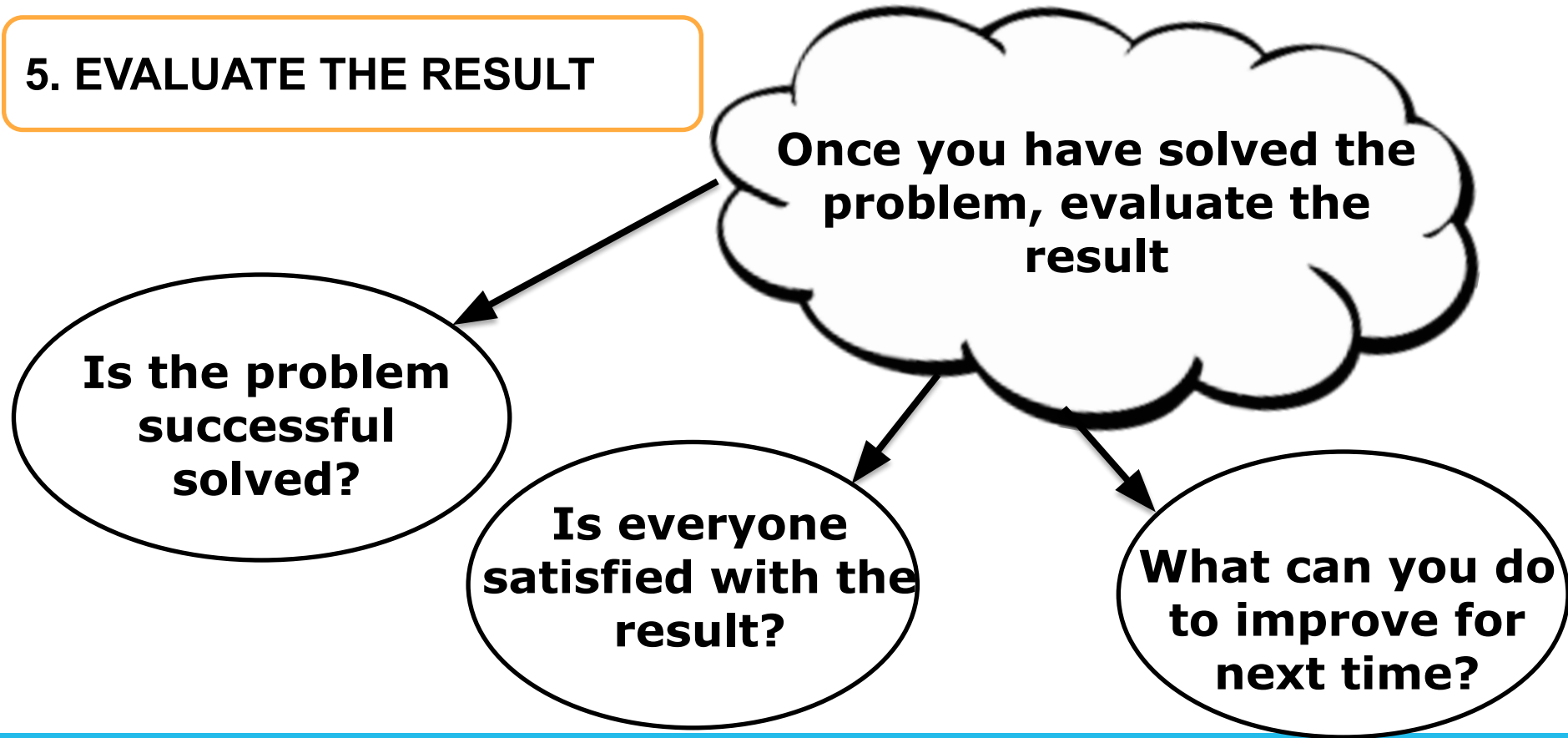
## 4. PUT INTO ACTION



# STEPS TO SOLVE COMMON PROBLEMS AT WORK



## 5. EVALUATE THE RESULT




# STEPS TO SOLVE COMMON PROBLEMS AT WORK



## 6. REPORTING

**At the beginning**  
**- Report to relevant persons.**

**During the process:**  
**- report what you are up to**  
**- Solutions you have choose**

A green pushpin is pinned to the top left corner of the yellow sticky note.

**After the process:**  
**- Report the problem is solved.**



**Activity 19**

**10mns**

# PROFESSIONAL ATTITUDES FOR SOLVING PROBLEM AT WORK.



## 1. STAY CALM AND DON'T PANIC

**Problems are  
part of work**

**Panic won't  
solve anything**

**Think  
Positively.**




# PROFESSIONAL ATTITUDES FOR SOLVING PROBLEMS AT WORK.



## 2. RATIONAL PROBLEMS

**A company  
is not a  
group of  
friends!**

Some people  
might be less  
friendly than  
others. It  
should not be  
a problem.

A green pushpin is pinned to the top-left corner of the yellow sticky note.

For the  
company, the  
work must be  
done  
correctly.

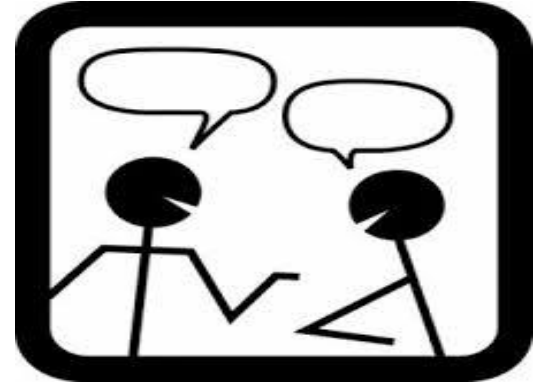
# PROFESSIONAL ATTITUDES FOR SOLVING PROBLEMS AT WORK.



## 3. COMMUNICATION



**Many problems can be solved by communication**



- ❖ **Discuss with others**
- ❖ **Share opinion**
- ❖ **Listen to others**

# PROFESSIONAL ATTITUDES FOR SOLVING PROBLEMS AT WORK.



## 4. BE HONEST



**Take responsibility**



**Blame others**



**Look for a solution**

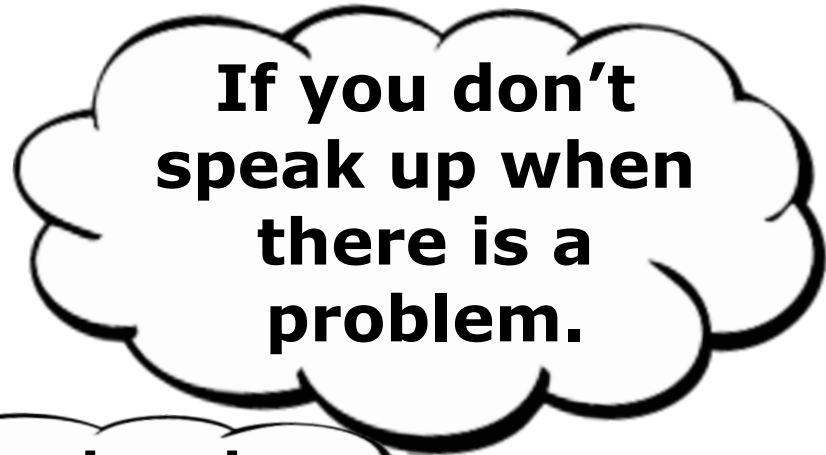
# **PROFESSIONAL ATTITUDES FOR SOLVING PROBLEMS AT WORK.**



## **5. REPORT QUICKLY AND PROFESSIONALLY**



**Report the  
problems to your  
boss/manager**



**If you don't  
speak up when  
there is a  
problem.**



**No one is going  
to fix the issue.**



**Closure**

**25mns**



Thank you !



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