



Teach For All
A Global Network



GOTEACH

CV WRITING WORKSHOP

FACILITATOR NOTES

Table of Contents

| | |
|--------------------------------------|-----------|
| About this Module..... | 1 |
| Objectives..... | 1 |
| Target Audience | 1 |
| Number of participants | 1 |
| Method of delivery | 1 |
| Number of facilitators | 1 |
| Session Descriptions and Timing..... | 2 |
| Facilitator Information | 3 |
| Workshop Requirements..... | 3 |
| About these Facilitator Notes | 5 |
| Classroom tips..... | 5 |
| Module Introduction | 7 |
| Session 1: CV Writing..... | 11 |
| Module Closure | 25 |

About this Module

Objectives

By the end of this Module, the participants will be able to:

- Write a Curriculum Vitae
- Identify their competencies, skills, experiences and present them in a compelling way

Target Audience

The target participants for this module are young people from vulnerable communities who are transitioning from school to the world of work. The organizations SOS Children's Villages International and Teach for All Network will nominate the participants that would benefit from this intervention.

If the participants would most likely start their own business in the future, an entrepreneurship type workshop might be better suitable for them.

Number of participants

Recommendation 6 to 12 participants.

Method of delivery

Classroom – face to face

Number of facilitators

The advice is to facilitate this workshop with 2 or 3 facilitators.
Having experience as a recruiter is beneficial.

Session Descriptions and Timing

Please note that facilitators are encouraged to use the materials to implement the interventions at their discretion. Modifications to the delivery of the sessions can be made as long as the learning objectives are met - please do take into consideration the timing of the workshop, the age group of their participants, and the interest of the young people attending the module.

Total estimated Module run time: **3 hours and 42 minutes (including 15 min break)**

| | |
|--|-------------------|
| Module Introduction | 25 min. |
| Welcome, trainer introduction | 5 minutes |
| DHL introduction | 2 minutes |
| Course objectives | 1 minutes |
| Learning journey | 1 minutes |
| Ground rules | 1 minutes |
| Warmup activity (Envision your dream job!) | 15 minutes |
| Session 1: CV Writing Skills | 196 min. |
| What is a CV? | 2 minutes |
| Activity: What should be included in a CV? | 20 minutes |
| Activity: Which CV would you choose, based on your first impression? | 6 minutes |
| Activity: Spot the mistakes | 12 minutes |
| Beware of... | 10 minutes |
| Activity: Which CV would you choose, when taking a closer look? | 35 minutes |
| <i>BREAK</i> | <i>15 minutes</i> |
| Activity: What are useful skills in the workplace? | 22 minutes |
| Skills | 5 minutes |
| Activity: List your achievements and skills | 16 minutes |
| XYZ Resume Format | 4 minutes |
| Summary | 1 minute |
| Activity: Write your CV | 48 minutes |
| Module Closure | 16 min. |
| One word... one sentence | 5 minutes |
| Congratulations | 10 minutes |
| Thank you | 1 minute |

Facilitator Information

Workshop Requirements

In order to run this Module, the following items should be available / arranged:

- **Room**
 - 1 Room with table groups of 4 participants
 - 1 Breakout room if possible
- **IT and software:**
 - Participants can bring their mobile phone/laptop if available (optional)
 - Beamer, laptop, speaker-set, projection screen
- **Materials**
 - Facilitator notes (printed)
 - Slide deck
 - List of Participants (LoP)
 - Flipchart paper, markers, post it notes
 - Pins, magnets, tape to stick flipcharts to the wall.
 - Pens for the participants
 - Evaluation forms (optional)
- **Flipcharts to prepare**
 - Work areas- Prepare 9 flipcharts as below:
 1. Hospitality
 2. Shop/ Retail
 3. Sales & Marketing
 4. Logistics
 5. Fashion & Beauty
 6. Creative industry/artisan
 7. Healthcare
 8. Construction and Engineering, Agricultural sector
 9. Other etc.
 - CV elements – Prepare 1 flipchart with elements below. Allow enough space around each element for post it's:
 Contact details, Personal Statement, Education, Work Experience, Skills and achievements, Additional activities (courses, certificates, volunteering work) Languages, Interest/hobbies, references.



- **To print**

- CV resource pack – preferably in color (1 pack per group of 4 participants)
- Workbooks (1 per participant)
- Certificates of attendance (optional)

- **To check prior to the course**






Check with your local HR advisor beforehand for legal requirements in a CV in your country, particularly on details regarding personal information (photo, marital status, date of birth, etc.) (see slide.

- **Prior to running the Module:**
 - This course is split in CV writing skills and Interview skills. In case there is not enough time to cover both, feel free to adjust the session to just covering either CV writing skills or Interviewing skills.
 - Create an introduction slide for each trainer (slide 2) feel free to add a picture.
 - Facilitators should check with their local HR advisor prior to the course, which CV elements are mandatory, and which are optional in the country. (Activity: what should be included in a CV)
 - Facilitator needs to check with local HR where the best job advertisements can be found.
- **Post to running the Module:**
 - If applicable, provide an evaluation form.

About these Facilitator Notes

The notes are designed to assist facilitators in guiding participants through the Module. It is important that facilitators study this document prior to starting workshop in order to make sure the structure, process and activities are clearly understood.

The text in these notes is marked up in a number of colors and each has a different meaning – so always print the Facilitator Notes in color.

| | | |
|---|--------|--|
|  | Red | Interactive question for you to ask to enhance participation |
|  | Blue | Expected answer from the participants to an interactive question |
|  | Green | Activity |
|  | Orange | Indicates a slide that needs to be displayed |
|  | Black | Facilitator note or 'Tell' section (background information of things to be mentioned, explained or told) |






Classroom tips



To get the most out of the session, we have collated and shared some hints and tips from our teachers:

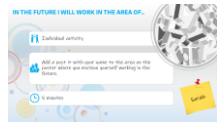

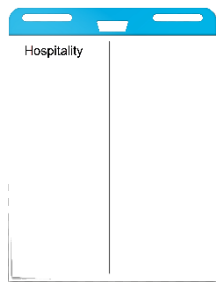
- **Active listening:** when posing questions, create a dialogue by asking clarifying questions, asking the participants to expand on their answers, and relating the answers back to your own experience.
- **Praise and feedback:** be sure to comment on any insightful comments and link these to success in the workplace.
- **No 'hand-choosing':** choose participants randomly and not just those who put their hands up. Explain this approach to participants at the start of the lesson, as it is not always common practice in schools – give the participants a fair warning that you expect them to be listening.
- **Walk around the classroom:** no need to stand at the front.

- **Communicating with young people:** allow extra time for the young people to talk – they may be shy at first but leave some silence hanging and someone will always speak up.

Module Introduction




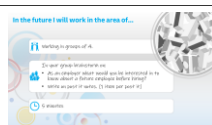
| Action | Slide # | Content | Slide |
|------------------|---------|---|---|
| SLIDE | 1 | CV WRITING & INTERVIEW SKILLS |  |
| FACILITATOR NOTE | | Welcome everyone | |
| SLIDE | 2 | WHO ARE WE? |  |
| FACILITATOR NOTE | | Briefly introduce yourselves | |
| SLIDE | 3 | WHO HAS HEARD OF DHL? |  |
| ASK | | Who has heard of DHL before? | |
| ANSWER | | Await answers from the participants | |
| ASK | | What does a logistics company do? | |
| ANSWER | | We move goods. We make sure that the right items are in the right place at the right time. We do this for companies, but also for individual customers like you. | |
| TELL | | DHL Group employs approximately 600,000 people in over 220 countries and territories worldwide. | |
| SLIDE | 4 | LEARNING OBJECTIVES |  |
| FACILITATOR NOTE | | By the end of the session today you will be able to: <ul style="list-style-type: none"> Write a CV Prepare for a job interview. | |
| TELL | | Of course, in order to get there, we will dive into what a CV is, what elements should be on a CV. We will also practice with answering job interview questions. | |
| SLIDE | 5 | TODAYS LEARNING JOURNEY |  |
| FACILITATOR NOTE | | Walk through the learning journey. | |



| Action | Slide # | Content | Slide |
|------------------|---------|---|---|
| | | <ol style="list-style-type: none"> 1. We are currently covering the first section “Session introduction” 2. Next, we will dive into “CV writing” <ul style="list-style-type: none"> • We will cover what a CV is • What should be included in a CV • We will look at some example CVs and identify what could be improved. • You will put yourself in the shoes of an employer and look at various CVs. You will then choose the one you think is best. • We will talk about useful skills in the workplace, and you will identify and note your own skills. • After we completed this preparation work, you will start writing your own CV. 3. After that it is time to celebrate the completion of this workshop. | |
| SLIDE | 6 | GROUND RULES |  |
| FACILITATOR NOTE | | <ul style="list-style-type: none"> • Please switch off mobile phones in order to be able to focus better • Keep your eyes and ears open and pay attention during the session. • Collaborate with each other where needed. Respect each other. Any confidential items that will be discussed today, cannot be shared outside of this session. • Make notes if you wish, you have a workbook at your disposal • Feel free to ask questions • Have fun! | |
| SLIDE | 7 | ACTIVITY: ENVISION YOUR DREAM JOB! |  |
| TELL | | Before we go into the topic of CV writing it is always nice to have a clear goal in mind. Therefore, we are going to do an activity on visualizing your dream job. | |
| FACILITATOR NOTE | | <p>The purpose of the next activity is to welcome the participants and get to know each other better, while at the same time introducing them to today’s topic.</p> <p>Envisioning the participants’ dream job should work as a motivator for the session. If you have a clear vision in mind, you want to do everything in your power to get there. Writing a CV and knowing how to prepare for an interview is part of that.</p> | |



| Action | Slide # | Content | Slide |
|----------------------|---------|--|--|
| SLIDE | 8 | IN THE FUTURE I WILL WORK IN THE AREA OF... |  |
| SLIDE | 9 | IN THE FUTURE I WILL WORK IN THE AREA OF... |  |
| ACTIVITY TIMING | | Briefing: 5 min Activity: 5 min Debrief: 5 min | |
| ACTIVITY PREPARATION | | <p>Prepare 9 flipcharts and write the following headers on them:</p> <ol style="list-style-type: none"> 1. Hospitality 2. Shop/ Retail 3. Sales & Marketing 4. Logistics 5. Fashion & Beauty 6. Creative industry/artisan 7. Healthcare 8. Construction and Engineering, Agricultural sector 9. Other etc. <p>Hang them on the wall across the room. Keep the right side of the flipchart empty for now. We need that side later.</p> |  |
| ACTIVITY BRIEFING | | Envision the future you would like to work in. There are flipcharts with various work areas spread across the room. Feel free to walk around to explore them and add your name to a post it and stick it to the flipchart of the work area that attracts you most. Stay next to the flipchart where you added your post it note to. | |
| ACTIVITY | | <p>The participants add a post it with their name to the area where they envision themselves working in the future. Help clarify the work areas if needed.</p> <p>Retail: The sale of goods or services from individuals or businesses to the end-user Hospitality: the business of providing food, drink, and accommodation for customers of restaurants, bars, etc. or guests at hotels. Artisan: a person who does skilled work with his or her hands:</p> | |
| ACTIVITY DEBRIEF | | Ask for a few volunteers to share details about their envisioned dream job. Ask participants from different work fields. Thank the participants and let them take their seats again. | |
| TELL | | The starting point in your journey towards your dream job is not just education, but also knowing how to apply for a future job | |

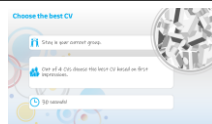

| Action | Slide # | Content | Slide |
|--------|---------|---|-------|
| | | <p>After finishing your education, you will most likely search for an employer you would love to work for in the work field you just indicated.</p> <p>Then you need to make sure they want YOU to work for them as well. You would need to apply for the job and to do this you need to give the employer a clear idea of you, your skills and how you can add value to the company. That is why you would need a CV. In this session we will find out what a CV is and how to write it.</p> | |







Session 1: CV Writing


| Action | Slide # | Content | Slide |
|-------------------|---------|--|---|
| SLIDE | 10 | CV WRITING SKILLS |  |
| TELL | | Let's dive into the topic of CV writing | |
| SLIDE | 11 | WHAT IS A CV? |  |
| ASK | | What is a CV? | |
| ANSWER | | Await participants' answers, then animate the slide | |
| TELL | | Curriculum Vitae means course of life | |
| ASK | | Why do you need a CV? | |
| ANSWER | | Await participants' answers, then animate the second part and go through slide content | |
| TELL | | <p>A Curriculum Vitae...</p> <ul style="list-style-type: none"> Shows you are qualified for the job Showcases your achievements and experience Highlights your strength and skills Has a maximum of 1 to 2 pages <p>Resume is an alternative word for a CV. In fact, "résumé" is French for "summary". Whether we use CV or resume, we're talking about a document that summarizes your professional life.</p> | |
| SLIDE | 12 | ACTIVITY: WHAT SHOULD BE INCLUDED IN A CV? |  |
| TELL | | Now we know that a CV shows the course of your life in a nutshell, let's reflect on what could be the topics on a CV. | |
| SLIDE | 13 | ACTIVITY: WHAT SHOULD BE ON A CV? |  |
| ACTIVITY TIMING | | <p>Briefing: 5 minutes</p> <p>Activity: 5 minutes</p> <p>Debrief: 10 minutes</p> | |
| ACTIVITY BRIEFING | | <p>In small groups of 4 participants, brainstorm on the question; "As an employer what would I want to know about a future employee?"</p> <p>Add the elements on a post it. (One element per post it)</p> | |



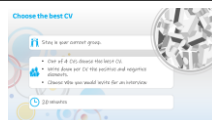
| Action | Slide # | Content | Slide |
|------------------|---------|--|---|
| FACILITATOR NOTE | | <i>If internet is available, the group can Google for content items you need in a CV and write them on post it's and do the same activity.</i> | |
| ACTIVITY | | <p>Make groups of 4 participants.</p> <p>While the participants are brainstorming, put up a flipchart displaying all the CV main elements. (Participants should not see it yet)</p> <p>Once the brainstorm is done (4 minutes). Ask the groups one by one to add their post it's on one flipchart in the front of the room. The participants add their post it's under the header that fits</p> <p>If they came up with something that does not fit any element, they will paste them under the topic "other".</p> | |
| ACTIVITY DEBRIEF | | <p>Check if anything was missing from the participants' analysis.</p> <p>Are there elements without a post it?</p> <p>Are there post it's in the category "other"?</p> <p>Crucial: Facilitators must check with their local HR advisor beforehand for legal requirements in a CV, particularly on details regarding personal information (photo, marital status, date of birth, etc.)</p> | |
| SLIDE | 14 | ACTIVITY: WHAT SHOULD BE INCLUDED IN A CV? |  |
| TELL | | <p>Here you find an overview of all the elements we just discussed.</p> <p>There are sites that offer CV templates that limit the time needed for the design of your CV. Some sites are free, some you must pay for. (E.g., resume.io)</p> | |
| SLIDE | 15 | HOW TO SEND YOUR CV? |  |
| ASK | | What are the different ways of sending a CV? | |
| FACILITATOR NOTE | | Await the participants' answers and then reveal the elements on the slide. | |
| ANSWER | | Via regular mail, email, stored in your LinkedIn profile, as a download on your website (if you would have a website). | |
| ASK | | Why is it interesting for an employer to know about your education, work experience and achievements? | |

| Action | Slide # | Content | Slide |
|------------------|---------|---|---|
| ANSWER | | To assess if you would be a good fit for the job. | |
| SLIDE | 16 | WHERE TO FIND JOB OFFERS? |  |
| ASK | | Where do you find job offers? | |
| FACILITATOR NOTE | | Await the participants' answers and then reveal the elements on the slide. | |
| ANSWER | | <p>Facilitator needs to check this for their respective country with local HR.</p> <p>Possible answers could e.g., be specific websites, LinkedIn, agencies, or directly with the company.</p> <p><u>Networking/social media:</u> Not all job vacancies are advertised, so networking with the right people can be helpful in locating these hidden jobs. This can be networking in person, but also via social media, such as twitter, Facebook or LinkedIn.</p> <p><u>Referrals</u> Some companies offer a finders fee to employees who refer a successful candidate to the company as an incentive to assist in the hiring process.</p> <p><u>Company websites</u> If you already know the company that you want to work for, check the company's official website and look for its "Career" section.</p> <p><u>Career websites</u> Companies often post their job vacancies on career websites such as Careerbuilder.com and Monster.com</p> <p><u>Job fairs</u> Visit industry-specific career fairs to meet people who work within your sector of choice.</p> <p><u>Recruiting firms</u> Larger companies often hire through recruitment agencies.</p> <p>https://theundercoverrecruiter.com/find-job-vacancies/</p> | |
| SLIDE | 17 | ACTIVITY: WHICH CV WOULD YOU CHOOSE BASED ON YOUR FIRST IMPRESSION? |  |




| Action | Slide # | Content | Slide |
|----------------------|---------|---|---|
| TELL | | Let's take a look at some sample CVs and explore what is your first impression about them. | |
| FACILITATOR NOTE | | If time is limited this activity can be skipped and taken into the <i>activity</i> : <i>Which CV would you choose, when taking a closer look?</i> | |
| SLIDE | 18 | ACTIVITY: CHOOSE THE BEST CV |  |
| ACTIVITY TIMING | | Briefing: 2 minutes Activity: 1 minute Debrief: 3 minutes | |
| ACTIVITY PREPARATION | | Each group receives a pack of 4 CVs, after the briefing. They should not look at the CVs yet until the trainer says "Go" | |
| ACTIVITY BRIEFING | | Out of 4 CVs you need to choose the best CV based on your first impression. Select the CV you find most visually appealing. You get 30 seconds to do this! | |
| ACTIVITY | | The purpose of this activity is to clarify that the CV should look appealing and easy to read. Some CVs look more appealing than others. | |
| ACTIVITY DEBRIEF | | Ask: Which CV did you like best and why? Ask: When selecting the CV's what did you consider? Look for: Is the CV easy to read, does it look messy, E.g., CV Samina has color, CV Anita does have headers in different font types which makes it difficult to read. CV Zak looks a bit messy with different bullets and indents and spacing between the lines. Michael's CV has clear and consistent headers and the lines help reading. | |
| TELL | | The first selection an employer makes, will be based on the first impression of a CV. The first impression IS important. Hundreds of people can apply for just one job, so your CV needs to be easy to read and needs to give as much information as possible, without overwhelming the reader. 30 seconds isn't a long time to choose a CV, but it takes an employer just 7 seconds to save or reject a job applicants' CV. Make sure you stand out from the crowd. However, the content is also important. We will take a closer look at the content in the next activity. | |
| SLIDE | 19 | ACTIVITY: SPOT THE MISTAKES |  |

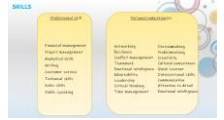
| Action | Slide # | Content | Slide |
|------------------|---------|--|---|
| TELL | | First, we are going to explore some common mistakes made in CVs. Let's see if you can spot them. | |
| SLIDE | 20 | ACTIVITY: CHOOSE THE BEST CV |  |
| FACILITATOR NOTE | | <p>This is an activity before prior to the activity where the participants have to select the best CVs.</p> <p>In this activity they can practice first with spotting the common mistakes on CVs.</p> <p>Show the mistake slide to the participants and let them figure out if they can find the mistake. After each mistake slide, the solution slide is shown.</p> | |
| SLIDE | 21 | SPOT THE MISTAKE (1) |  |
| TELL | | Inconsistent use of currencies | |
| SLIDE | 22 | SOLUTION (1) |  |
| TELL | | Use consistent currencies. Pounds, dollars and euros were all used. Stick to 1 currency! | |
| SLIDE | 23 | SPOT THE MISTAKE (2) |  |
| TELL | | Unclear and small font | |
| SLIDE | 24 | SOLUTION (2) |  |
| TELL | | Use a clear font that is easy to read and a size between 11-12. | |
| SLIDE | 25 | SPOT THE MISTAKE (3) |  |

| Action | Slide # | Content | Slide |
|--------|---------|---|---|
| TELL | | Inconsistent use of bold, underlined text. | |
| SLIDE | 26 | SOLUTION (3) |  |
| TELL | | Be consistent with highlighting text styles. In this example the employer was highlighted as well as other quantities and timelines. The reader will try to find consistency, which is currently missing. | |
| SLIDE | 27 | SPOT THE MISTAKE (4) |  |
| TELL | | Inconsistent formatting of text. | |
| SLIDE | 28 | SOLUTION (4) |  |
| TELL | | Be consistent with formatting your text. The indented bullets make it very difficult to read and might confuse the reader. | |
| SLIDE | 29 | SPOT THE MISTAKE (5) |  |
| TELL | | Spelling mistakes | |
| SLIDE | 30 | SOLUTION (5) |  |
| TELL | | Avoid spelling mistakes! Use a spelling checker and/or ask others to read through your CV before submitting it. | |
| SLIDE | 31 | SPOT THE MISTAKE (6) |  |
| SLIDE | 32 | SOLUTION (6) |  |



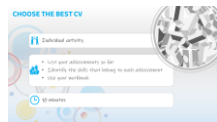
| Action | Slide # | Content | Slide |
|-------------------|---------|---|---|
| TELL | | Write historical roles in the past tense | |
| ASK | | Can you think of other things that could potentially results in an employer NOT inviting you for an interview? | |
| ANSWER | | Await the answers, then show the results on the slide | |
| SLIDE | 33 | BEWARE OF... |  |
| TELL | | <ul style="list-style-type: none"> Using an unprofessional email address (like bthebeatboxer@gmail.com) Creating a new email address can be helpful. Missing contact details: e.g., not adding your email address Adding a Photo: In some countries like US and Canada, adding a photo can be a dealbreaker, because of laws around discrimination and hiring. Keeping the CV too generic: It is recommendable to adjust your CV to the position that you apply for. Too many repetitive words Prevent adding outdated or irrelevant information for the position you apply for. | |
| SLIDE | 34 | ACTIVITY: WHICH CV WOULD YOU CHOOSE WHEN TAKING A CLOSER LOOK? |  |
| TELL | | Let's reuse the CVs you looked at earlier, but now take a closer look at them and read what is written on them. | |
| SLIDE | 35 | TOP TIPS ON HOW TO IMPROVE YOUR CV |  |
| ACTIVITY TIMING | | Briefing: 2 minutes Activity: 20 minutes Debrief: 13 minutes | |
| ACTIVITY BRIEFING | | Each group receives a pack of 4 CVs (same pack for each group). They have 20 minutes to choose the best CV based on content. (5 min per CV) Some CV's show informal language, contain mistakes, information that | |





| Action | Slide # | Content | Slide |
|------------------|---------|--|-------|
| | | is missing etc. The groups have to explain what they liked or disliked on the CVs. | |
| ACTIVITY | | Hand out the CV packs (1 per group) Participants write the positive and negative elements they find per CV in their workbook. During the activity, walk around to room to check if participants are doing well or if they need any support. | |
| ACTIVITY DEBRIEF | | Ask for the positives and improvement opportunities on a specific CV. Ask per CV a different group. Don't ask them yet which CV they thought was best. E.g., Ask group 1 about the positive and negatives of the CV from Anita, (ask the other groups if they have anything to add) Then reveal the slide for Anita with the positives and negatives Ask group 2 about the CV from Zak (again ask the other groups if they have additional feedback) show slide 35 and proceed with the other 2 CVs like this. At the end when all the CV's positives and negatives have been discussed, ask per CV which group would have invited the person for an interview and keep the score. Then reveal which would have been the choice of the facilitators. (Samina) | |
| SLIDE | 36 | FEEDBACK ON CV 1 ANITA | |
| FACILITATOR NOTE | | <ul style="list-style-type: none"> The notes on the CV are very high, it could be perceived as suspicious. Hobbies can be relevant if you can indicate what you learn from them or how they benefit you. E.g. if you want to work in the hospitality and your hobby is organizing parties or making great drinks and dishes, it might add value. Maybe limit it to 2-3 hobbies. | |
| SLIDE | 37 | FEEDBACK ON CV 2 ZAK | |
| SLIDE | 38 | FEEDBACK ON CV 3 MICHAEL | |
| SLIDE | 39 | FEEDBACK ON CV 4 SAMINA | |
| SLIDE | 40 | AND THE INVITE GOES TO | |


| Action | Slide # | Content | Slide |
|----------------------|---------|---|---|
| FACILITATOR NOTE | | Ask the group to vote which applicant they would hire. (Ask the participants to raising their hands after one by one mentioning the names of the CV) Based on the quality of the CV the winner should be Anita. | |
| TELL | | If you write your CV in the future, it is always recommended to let someone else first read it before you send it out. | |
| SLIDE | 41 | ACTIVITY: WHAT ARE USEFUL SKILLS IN THE WORKPLACE? |  |
| TELL | | While reading through the CVs you have noticed that various skills were mentioned on the CVs. Let's explore that a bit further. What are useful skills in the workplace, and do you own these skills as well? | |
| SLIDE | 42 | CHOOSE THE BEST CV |  |
| ACTIVITY TIMING | | Briefing: 1 min Activity: 10 minutes Debrief: 10 min (1 minute per group) | |
| ACTIVITY PREPARATION | | Check the “envision your dream job” flipchart and make groups of the people that put their name in the same work field. 1. Hospitality 2. Shop/ Retail 3. Sales & Marketing 4. Logistics 5. Fashion & Beauty 6. Creative industry/artisan 7. Healthcare 8. Construction and Engineering, Agricultural sector 9. Other etc. Add the words “skills” on the right-hand side of the flipcharts. |  |
| ACTIVITY BRIEFING | | We have seen that an important part of the CV is the “skills” section, but what is a skill and if you would be an employer for the business you envision yourself in, what skills would you be looking for? Write down one skill per post it. Add the post it's to the work area flipchart on the right-hand side. After you have put all the skills on the flipchart, we will ask a volunteer to share the 3 most important skills. | |
| ACTIVITY | | Make groups. Walk around to see if the groups need help. | |

| Action | Slide # | Content | Slide |
|-------------------|---------|---|---|
| ACTIVITY DEBRIEF | | <p>Ask the groups to stand in front of their flipchart and ask each group to present the 3 most important skills they came up with.</p> <p>If skills were already mentioned by another group already, ask them to mention 3 different skills.</p> <p>Ask the participants to get back to their seats</p> | |
| SLIDE | 43 | SKILLS |  |
| FACILITATOR NOTES | | Personal competencies are always shown in concrete behavior that is translated into behavior that can be perceived by another person. | |
| ASK | | <p>Are there any skills or competencies that are not mentioned on this slide?</p> <p>Are there any skills that are unclear?</p> | |
| ANSWER | | Gauge the participants' level of understanding. | |
| FACILITATOR NOTES | | <p>In order to check the understanding, ask some participants to explain what they think is meant. (E.g., emotional intelligence, interpersonal skills, cultural competence,</p> <p>Skill explanations:</p> <ol style="list-style-type: none"> 1. Communication: The ability to clearly and effectively communicate with colleagues, clients, and customers is essential in any workplace. 2. Problem-solving: The ability to identify and solve problems is valuable in any workplace, as it allows employees to find solutions to issues that arise. 3. Adaptability: The ability to adapt to changing circumstances and work effectively in different environments is an important skill in today's rapidly changing business world. 4. Time management: The ability to manage time effectively and prioritize tasks is crucial in the workplace, as it ensures that projects are completed on time and to a high standard. 5. Leadership: The ability to lead and motivate others is valuable in any workplace, as it helps to build a strong team and achieve common goals. 6. Teamwork: The ability to work well with others and collaborate effectively in a team environment is essential in many workplaces. 7. Technical skills: Many workplaces require technical skills, such as proficiency in specific software or programming languages, in order to perform job duties effectively. 8. Creativity: The ability to think creatively and come up with innovative ideas is valuable in many workplaces, as it helps to drive innovation and stay ahead of the competition. | |

| Action | Slide # | Content | Slide |
|--------|---------|--|-------|
| | | <ol style="list-style-type: none"> 9. Analytical skills: The ability to analyze data, identify patterns, and draw conclusions is valuable in many workplaces, particularly in fields such as finance and marketing. 10. Emotional intelligence: The ability to understand and manage one's own emotions, as well as the emotions of others, is an important skill in the workplace, as it helps to build positive relationships and resolve conflicts effectively. 11. Attention to detail: The ability to pay close attention to details and ensure that work is accurate and error-free is important in many workplaces. 12. Critical thinking: The ability to analyze information and make well-reasoned decisions is valuable in many workplaces, particularly in fields such as law, medicine, and engineering. 13. Customer service: The ability to provide excellent customer service and build positive relationships with clients and customers is important in many industries. 14. Sales skills: The ability to sell products or services and persuade customers to make purchases is valuable in many workplaces, particularly in sales and marketing roles. 15. Project management: The ability to manage projects effectively and ensure that they are completed on time and within budget is important in many industries. 16. Networking: The ability to build and maintain a professional network is important in many industries, as it can help individuals to advance their careers and access new opportunities. 17. Financial management: The ability to manage finances effectively, including budgeting, forecasting, and financial analysis, is valuable in many industries. 18. Public speaking: The ability to speak confidently and persuasively in public is important in many workplaces, particularly in roles that involve presenting or pitching ideas. 19. Writing: The ability to write clearly and effectively is valuable in many industries, particularly in roles that involve creating reports, proposals, or other written communications. 20. Learning agility: The ability to quickly learn new skills and adapt to new situations is valuable in many industries, as it allows employees to stay ahead of changing trends and technologies. 21. Conflict management: The ability to manage conflicts and resolve disputes in a constructive manner is valuable in many workplaces, particularly those with diverse teams and opinions. 22. Emotional intelligence: The ability to understand and manage one's own emotions and those of others is important in many workplaces, as it helps to build positive relationships and improve communication. 23. Resilience: The ability to bounce back from setbacks and overcome obstacles is important in many workplaces, | |

| Action | Slide # | Content | Slide |
|----------------------|---------|--|---|
| | | <p>particularly those that are high-pressure and require persistence and determination.</p> <p>24. Interpersonal skills: The ability to communicate effectively and build positive relationships with others is important in many workplaces, particularly those that require collaboration and teamwork.</p> <p>25. Cultural competence: The ability to work effectively with people from different cultural backgrounds is valuable in many workplaces, particularly those with diverse teams and global reach.</p> <p>26. Adaptability: Adaptability is the ability to quickly adjust to new situations. A person who is adaptable is not only comfortable entering unfamiliar environments and facing new challenges, but also often succeeds in such situations.</p> <p>Sources:</p> <ul style="list-style-type: none"> • https://www.coursera.org/articles/transferable-skills • https://sprigghr.com/blog/alignment-direction/skills-vs-competencies-how-skills-and-competencies-are-different/ | |
| SLIDE | 44 | SKILLS |  |
| TELL | | Now we know what type of skills are existing, let's look at your achievements and identify which skills you needed for those achievements. | |
| SLIDE | 45 | WHAT ARE MY ACHIEVEMENTS? |  |
| TELL | | <p>In the next activity we would like you to list your achievements so far, then identify the skills that belong to that.</p> <p>E.g., coaching the football team -> enthusiast, motivating</p> <p>Achievements can be work experience, hobbies, volunteering etc. Work experience is not a requirement to be able to do this activity.</p> | |
| SLIDE | 46 | LIST YOUR ACHIEVEMENTS |  |
| ACTIVITY TIMING | | <p>Briefing: 1 minute</p> <p>Activity: 10 minutes</p> <p>Debrief: 5 minutes</p> | |
| ACTIVITY PREPARATION | | No preparation needed | |

| Action | Slide # | Content | Slide |
|-------------------|---------|---|---|
| ACTIVITY BRIEFING | | <p>This is an individual activity.</p> <p>Write in your workbook 3 achievements and skills of your own. Feel free to exchange ideas with your “neighbors”.</p> <ul style="list-style-type: none"> List your achievements so far Identify the skills that belong to each achievement Use your workbook | |
| ACTIVITY | | Walk around the room during the activity and check if the participants need any support. | |
| ACTIVITY DEBRIEF | | Ask five volunteers if they would like to share an achievement and the respective skills with the group. | |
| SLIDE | 47 | XYZ RESUME FORMAT |  |
| TELL | | <p>Nowadays, most recruiters don't enjoy going through only “what you have done” in the past; they most often want to see “how you did it” and “the results”.</p> <p>The XYZ Resume format help you to formulate your achievements so that it is easy-to-read, concise, and practical.</p> <p>In one sentence, it includes what you've accomplished (X) + the qualitative results (Y) + the skills or experience you utilized to achieve the outcome (Z).</p> | |
| SLIDE | 48 | SUMMARY |  |
| FACILITATOR NOTES | | <p>Go through the slide and ask if there are any questions so far.</p> <p>So far, we have covered;</p> <ul style="list-style-type: none"> Which elements should be included in a CV Common mistakes to avoid on a CV Useful skills in the workplace Your achievements and skills | |
| SLIDE | 49 | ACTIVITY: WRITE YOUR CV |  |
| TELL | | With all these learning points, you are now ready to start writing your CV. | |
| SLIDE | 50 | WRITE YOUR CV |  |

| Action | Slide # | Content | Slide |
|----------------------|---------|--|---|
| ACTIVITY TIMING | | Briefing: 3 minutes Activity: 30 minutes Debrief: 15 minutes | |
| ACTIVITY BRIEFING | | This is an individual activity, but feel free to exchange ideas with your “neighbors”. Use your workbook and write down as much content as possible. Try to apply the XYZ method to reformulate the achievements you noted earlier. In your workbook you find a section for each element of the CV. | |
| ACTIVITY | | Walk round the room to check if all participants are doing well or if they have any questions. | |
| ACTIVITY DEBRIEF | | 2 suggestions: Participants buddy up with someone in the group. They exchange CV's and give each other feedback. Focus on the achievements and skills section only. 1. A few participants are voluntarily asked to share their achievements and skills they noted with the group. In case mentoring is offered: Participants can take part in a mentoring program to get personal feedback on their CV's. | |
| SLIDE | 51 | YOUR MAIN TAKsword is incorrect EAWAY |  |
| FACILITATOR NOTE | | Go through the items on the slide to summarize what was covered in the session today: <ul style="list-style-type: none"> • Which elements should be included in a CV • Common mistakes to avoid on a CV • Useful skills in the workplace • Your achievements and skills • Writing a CV | |

Module Closure

| Action | Slide # | Content | Slide |
|------------------|---------|---|-------|
| SLIDE | 52 | YOUR MAIN TAKEAWAY | |
| FACILITATOR NOTE | | Ask random participants what their main takeaway of today's workshop is and why. | |
| SLIDE | 53 | CONGRATULATIONS | |
| FACILITATOR NOTE | | Hand out certificates of attendance (optional). It can be nice to take a picture with the group. (optional) Hand out evaluation form (optional) | |
| SLIDE | 54 | THANK YOU FOR YOUR TIME | |
| TELL | | Thank you all! | |

