

The Career Corner

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State of Arizona
ADOA
Human Resources
Career Center
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For more information please
visit our website
www.careercenter.az.gov



Upcoming Career Center Events

- 1/13** Resume Development @
12pm-1pm
1/23 Making Satisfying Career
Decisions @ 12:00pm-1:00pm
1/29 Interviewing Best Practices @
12pm-1pm

To register call
602-542-2733

Just What You Need to Succeed!

It's The Career Center's 1st Year Anniversary!

On November 26, 2007, the State of Arizona Career Center was created as an additional benefit for state employees. Our services are designed to provide opportunities for career growth, retention of high performing employees and most importantly to empower state employees to take personal responsibility for their careers.

Over the past year, the Career Center has been successful in providing high quality career management services for state employees. In just one year, the Career Center has held over 1,200 confidential individual appointments and conducted 119 presentations and workshops. The Career Center is available for custom workshops for any size group. Just contact us for more details.

The Career Center has launched a new series of workshops to include the following topics:

- Identifying Your Uniqueness and Strengths*
- Making Satisfying Career Decisions*
- Effective Career Goal Setting*
- Resume Development*
- Interviewing Best Practices*
- Networking*
- Developing Your Leadership Potential*
- Staying Motivated in Your Job*
- Making a Career Change*
- Retirement Career Planning*
- Managing Your Career as a New State Employee*

Career Center Workshops are conveniently scheduled during the lunch hour to allow employees the opportunity to break away from their hectic work schedule and spend time investing in their careers.

We are currently working to develop online career workshops with an anticipated release of January 2009. Our online workshops will provide all state employees with 24/7 access to an interactive career management series. We hope to be recognized throughout the State as the place to go to acquire skills that lead to greater job satisfaction and goal attainment.

We believe that we are "Just What You Need to Succeed" because one contact with the Career Center can make a difference in how a person views their professional life. The one-on-one interactions with State Employees are not only empowering for them, but fulfilling for us at the Career Center. Our mission is to help our participants achieve their career goals.

To all of our supporters, participants and future participants, we would like to say, thank you for making the Career Center a success!

CAREER CENTER

JUST WHAT YOU NEED TO SUCCEED!

Top Tips for Holiday Networking

The holiday season is an excellent time to network. There are a variety of parties (business and social) with plenty of food and best of all, jovial people. Every one of the events has the potential to be a great opportunity to create a fruitful relationship. At least one of these people could make a big difference in your future.

This time of year is ideal because people are generally in a good mood and thus more receptive to relationship building. It doesn't matter if you are shy or the most outgoing, you will benefit from networking. Here are 5 holiday networking tips to remember:

1. **Make a great first impression.** Create a way to be memorable in the first few seconds after the introduction. The person you are speaking to will meet many people so you want to stand out in a positive manner.
2. **Don't huddle with your friends or the food.** Go and mingle. If you are not the type to mingle this is a great time to start. Gain some important face time with people in the room that you feel drawn to.
3. **Do your homework.** If possible find out as much as you can about the people who will attend the holiday function. For professional events, familiarize yourself with the organization that is giving the event. If it is a social function, ask friends who will attend and what type of business or hobbies they have.
4. **Don't talk too much about yourself.** You already know who you are so spend some time getting to know the person with whom you are speaking. Try to summarize your work in one informational sentence such as "I help people to achieve their professional goals." The first few seconds are critical during a networking opportunity.
5. **MOST IMPORTANTLY – DON'T FORGET YOUR BUSINESS CARDS!** Always have your business cards handy. In addition to your business cards bring a pen to write down vital information about the people you spoke with and engaged in conversation. Most people will bring their business cards with them. Successful people understand the importance of business cards as a means of information exchange.

Happy Networking!

A Day in the Life of an HR Professional

Laura Krause, Deputy Director of Department of Administration's Human Resources Division

Each month in our newsletter we will feature an employee within the State Government. This month our focus is Human Resources. Human Resources professionals are involved in the planning, directing and coordinating of human resource management activities of an organization to maximize the strategic use of human resources and maintain functions such as employee compensation, recruitment, personnel policies, training and compensation.

This month we had the opportunity to speak with Laura Krause, Deputy Director for the Department of Administration's (ADOA) Human Resources. Laura has been actively involved in State Government Human Resources and within the HR community for many years. According to Laura, each day in HR can vary immensely. A typical day would involve meetings, phone calls, and emails on various HR-related topics that might involve employment, employee relations, HRIS, personnel files. Laura serves as the supervisor for 6 large agency Human Resource managers, so she is always there to provide them support and guidance as they manage employee issues and HR sensitive matters. Not only does she supervise the managers she is there to assist all agencies and lends her expertise in resolving complex HR issues, as well as has oversight for the Work-Life program.

She is involved in many high level HR issues, including central HR projects, sensitive employee relations issues, policies and rules, professional development and strategic HR.

Like many people Laura started with public service very early on in her career. She was fortunate to be selected to participate in a high school work program.

She started out in this program and with hard work and dedication she was consistently promoted from a staffing position in Department of Corrections to her current position in ADOA. Laura stressed to us the important skills necessary to advance in HR. HR professionals need basic HR knowledge, ability to analyze situations objectively, and excellent communication skills, both verbal and written. To be successful in HR you must be able to adapt to your environment and establish rapport and trust with each agency and department. Above all, HR professionals must be able to navigate their way through the organization's politics and culture.

According to Laura, the most rewarding part of her job is being able to help and mentor others. She has taken the lead on providing professional development opportunities in HR. She coordinates monthly meetings on HR related topics. If you are interested in attending a session please view <http://www.hr.az.gov/>.

Laura has excellent advice for anyone wanting to break into an HR career. If you are interested in Human Resources you should consider:

- Volunteer in HR
- Formal Education in HR
- Attend Monthly Morning Trainings
- Talk to HR professionals
- Find a Mentor
- Join HR Professional Associations
<http://www.shrm.org/>
- Consider HR Certifications, as this is now an industry standard- <http://www.shrm.org/education/about.asp>

Her last tip for someone interested in getting into Human Resources was to get as much experience in each functional area of HR as possible. There are many functional areas in Human Resources from staffing, HRIS, employee relations, compensation to training. Try to get exposure or experience in multiple areas of HR, this will help you advance in your HR career.

Laura is a role model for state employees as she has been able to steadily increase her career growth and potential. She is recognized as an expert in her job as well as for her dedication to professional associations both locally and nationally.

We thank Laura for spending time with us and discussing an HR professional career and providing our readers with excellent tips!

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Spotlight On: Resume Writing

Susan Laurence, Department of Administration Recruitment Manager

Writing your resume can be a daunting task, so we asked Susan Laurence, a Recruiting Manager with quite a few years of experience in screening and hiring staff, to give you tips about writing your resume.

TIPS FOR MAKING YOUR RESUME STAND OUT FROM THE REST OF THE PILE:

- Make sure you have clear, concise, bulleted statements that highlight accomplishments. Vague and ambiguous statements are not read by many recruiters.
- Keep your resume to 2 pages.
- Continuously update your resume. Writing your resume is a process and should be updated with each new responsibility, job or accomplishment. You always want to have a current resume.
- Create a text file version of your resume and copy and paste it into AZSTATEJOBS.GOV. A text file will make your resume look more professional in our online system.
- Check your spelling, punctuation and grammar. Have someone else review your resume.
- Make sure your resume has clear career direction and only apply for jobs that meet your career goals and skills.
- Don't embellish or lie on your resume, especially about your educational background.
- Don't add any personal information or hobbies on your resume, typically these are not relevant to the job and can lead to biases.

And most importantly, if you have not created a professional resume in a long time, make a list of all your jobs and accomplishments and seek advice and help. The Career Center staff can help you create a polished and professional resume that will highlight your skills and strengths.

Career Center Success Story

Periodically, we will feature the success stories of state employees who have taken charge of their careers and started to reach for their goals. The story today is told by an employee that was able to utilize networking to achieve a goal he had been thinking about for quite some time.

"Recently I heard about the new Career Center for state employees. I felt in my current position I was not using my full potential and I wanted a more rewarding position, so out of curiosity I decided to make an appointment with a career consultant. When I walked in the Career Center I was happy to know the career consultant was professional, friendly and the services were confidential. Overall, I felt very comfortable expressing my career goals. The consultant was quickly able to make recommendations and pinpoint my obstacles. One of her recommendations was to take a career assessment; it really helped me clarify my interests and re-confirmed my career goals.

With the consultant's help we came up with a plan to begin working on my goals. Now that I had an understanding of what has attracted me to a career, which is different from my current position, I started my career research by reaching out to people that might be able to provide me with advice and support. Once I started speaking to people about my career interest, opportunities arose. I volunteered for another agency to gain insights to what they do and their opportunities. Through my volunteer experience I have found a new excitement and energy, and many new career possibilities!

My advice to employees is to be open to new ideas and be willing to express your career goals, as well as be open to trying something that might feel a little uneasy at first. You will be surprised about the possibilities and opportunities that will open up for you if you reach a little further than you had before. "

Steven, State Employee

Perseverance Quoted

Nobody trips over mountains. It is the small pebble that causes you to stumble. Pass all the pebbles in your path and you will find you have crossed the mountain. ~Author Unknown



Training & Education

Looking to gain new skills, challenge yourself or just learn something new?

There are many different educational opportunities you can take advantage of here at the State as well as in the community.



First and foremost you should be aware of our Arizona Government University (AzGU). AzGU offers training courses on personal topics such as communication, conflict and leadership skills, to courses in computer training and administration. To see a full list of the courses offered at AzGU go to <http://www.azgu.gov>.



If you are looking for a fun class to expose you to a new area or help you explore a career option we recommend the Maricopa Community College Continuing Education Programs. These programs offer non credit courses to the community. The courses range from learning a new language to becoming a mystery shopper, arts and crafts, gardening and financial management. To view list of courses offered go to http://www.maricopa.edu/about/index.php?continuing_education then click on the community college that is located closest to your work or home.



Another great way to challenge yourself, increase your communication skills and have fun is to join Toastmasters. Toastmasters International is a non-profit organization which gives its members the opportunity to develop and improve their public speaking abilities through local club meetings, training Seminars and speech contests. There are numerous Toastmasters groups started by state government employees. ADOA has a club that meets every Tuesday from noon-1pm in the 4th Floor Conference Room, for more information about this group view their website at <http://zyoulikeit.freetoasthost.org/>

National website <http://www.toastmasters.org/find/>