

— UNDERGRADUATE —

# INTERNSHIPS & CO-OPS

A PLANNING GUIDE TO  
CAREER READINESS &  
JOB SEARCH STRATEGIES





# HOW TO GET IN TOUCH WITH THE CAREER SUCCESS CENTER

## SECTIONS

4 - 7 Getting Prepared for Career Success

8 - 13 Application Steps & Process

15 - 20 Interview Preparation

22 - 24 I'm Hired! Now what?

### **Hours:**

Monday - Thursday: 8 am - 5 pm

Friday: 8 am - 4:30 pm

### **Location:**

Willard - DiLoretto Hall D 101

### **Contact:**

Phone: (860) 832 - 1615

E-Mail: [careers@ccsu.edu](mailto:careers@ccsu.edu)

### **Appointments:**

Career Coaches are available by

appointment for one-on-one consultations

Monday - Friday; group workshops are

also available. Please schedule an

appointment on our website:

[ccsu.edu/csc](http://ccsu.edu/csc)

### **Find Job Listings:**



# 4 PHASE COLLEGE CHECKLIST

We often lose track of our own progress while in school, use this checklist to stay on track with your career readiness as you progress through your college career.



## PHASE 1

- FOCUS 2
- MASTER RESUME
- BROWSE CAREER SUCCESS CENTER JOB BOARD
- PART-TIME JOB EXPERIENCE
- REVIEW WHAT CAN I DO WITH A MAJOR IN...? RESOURCES
- JOIN A CLUB!



## PHASE 2

- TARGETED RESUME
- COVER LETTER OUTLINE
- INTERNSHIP APPLICATION PRACTICE
- LINKED IN/ SOCIAL MEDIA CLEAN UP
- ATTEND CAREER FAIRS



## PHASE 3

- NETWORKING & ETIQUETTE DINNER
- COMPLETE INTERNSHIP/ LOOK FOR SECOND INTERNSHIP
- BIG INTERVIEW PRACTICE
- RESEARCH INDUSTRY COMPANIES
- STUDY ABROAD



## PHASE 4

- MOCK INTERVIEW
- NETWORKING WORKSHOP
- CREATE EXIT STRATEGY
- SUBMIT JOB APPLICATIONS
- INTERVIEW
- SALARY NEGOTIATION
- GRADUATE SCHOOL SEARCH



# **PREPARING FOR YOUR SEARCH**

# GETTING STARTED

## INTERNSHIP? CO-OP?

### WHAT ARE THEY?

### WHAT'S THE DIFFERENCE?

Internships & co-ops are joint work and learning experiences that provide what a classroom may not by offering students hands-on opportunities and experiences in their potential fields. Co-ops and internships offer students a way to confirm their interest in a major while also gaining practical work experience in professional development and opportunities for learning.

**Internships:** Part-time, paid or unpaid positions that last one or more semesters, students usually continue classes while the internship may also award academic credit.

**Co-Ops:** Full-time, paid positions that last 6 months, over the duration of a semester, during which students work in their field and may register for up to 6 academic credits. The co-op itself does not give any credits towards graduation.



FOCUS 2 combines self-assessment, career and major exploration, decision making and action planning in one comprehensive assessment. Customized with majors offered at CCSU, students' assessment results are matched to career options and majors/programs offered at Central. FOCUS 2 guides students through a reliable career and education decision making model to help them select their majors, make informed career decisions and take action.



Use Big Interview to learn and practice your interview skills, whether you're interviewing for a job or graduate school. Big Interview allows you to practice general, behavioral and technical questions, perfect your delivery and conquer your nerves.



## WHEN TO START

Typically, to allow for maximum options, your search should begin six months before your ideal start date. Here's a quick list of steps to help you search for an internship or co-op opportunity. As you progress in this guide more details will be provided on each step.

- Gather and Create Application Materials
- Use Focus2 to find personal strengths & weaknesses
- Identify Opportunities & your network
- Apply for Positions
- Prepare for Internship or Co-op interviews
- Get hired

# REFLECT & EXPLORE...

The first step in preparing for your internship search and also the search for your future career is discovering what you hope to gain from your work experience but, most importantly, enjoy. Discovering your values, skills, interests, and personality will help you find a job that best suits you - self-reflection & exploration is an integral part of finding your future career field.

## BRAINSTORM WHAT'S IMPORTANT TO YOU

Start with the basics. Your first step is to think carefully about the career-related values, industries/professions, and geographic locations that interest you most. This will help narrow your search and determine your preferences.

- 1** The career-related values that are important to me include:
- 2** The industries and professional areas that interest me most:
- 3** Places I would be interested, or want, to live for work:
- 4** Skills that I have acquired in college or work:  
*Quick Tip: if you're not sure now is a perfect time to check out Focus2 skill assessment)*
- 5** What are your interests or things that bring you satisfaction:

## DETERMINE WHAT TYPE OF POSITION YOU ARE SEEKING

As part of your co-op or internship search, brainstorm the types of positions and companies that seem most appealing. For example, within your major, what job titles interest you most? Are you hoping to work for a large organization or within a small team?

**1** The position types and titles that interest me most:

**2** Important company cultures and organization sizes that seem most appealing:

## SET GOALS FOR YOURSELF

Setting goals is necessary in the internship and co-op process, as you want to find an opportunity that will teach you skills you want to obtain. When setting goals, think about what is truly important to you. For example, you may want to be near family or friends, have other personal commitments to consider, or cost if the company won't help you relocate.

**1** The skills I am seeking to develop through an internship or co-op:  
Quick tip: If you did Focus2 check back on your results for this section

**2** My ideal timeline for an internship is:  
Quick tip: Consider industry trends & hiring processes and your own academic requirements. For more information regarding internships and earning academic credit, visit [ccsu.edu/csc](https://ccsu.edu/csc)

# WAIT! DON'T APPLY BEFORE CONSIDERING THESE THINGS

## PLANNING:

Finding the right job for you takes time, effort, and commitment looking at yourself and reflecting. In this guide we will help you break down some of your likes and dislikes but for more help check out Focus2 through the Career Success Center website.

## EXPECTATIONS:

Be realistic with your expectations when applying to a position. Check out websites like Glassdoor to see job & salary expectations, workplace reviews, and how the company ranks. Make sure that the company is a good fit for you and your expectations in a workplace.

## APPLICATION DOCUMENTS:

An updated and tailored resume, cover letter, and reference page must be created. Remember that these documents take time to put together. The Career Success Center (CSC) staff is available by appointment to help you create & customize these items - make an appointment online at [ccsu.edu/csc](https://ccsu.edu/csc).

## PROFESSIONAL MATURITY:

Are you ready to devote up to 40 hours or more a week; work with a variety of individuals who have different backgrounds, attitudes, and skills; be offline during work? Professional maturity is something many students don't consider when applying for full-time jobs so, assess yourself - are you ready for this next part of your career?

## COST:

Consider costs for these jobs: new clothing, course credit, commuting expenditures, and living expenses if it's unpaid, or if you have to relocate. Some unpaid internships will offer compensation or a stipend but be wary of unpaid internships unless it's something you cannot learn anywhere else or you have the financial means to work for them.





**GETTING  
READY FOR  
YOUR  
APPLICATION**

# THE JOB HUNT

One of the most daunting parts of the internship search is trying to find an internship or co-op 1) in your field and 2) that will benefit you professionally but as well work with your class and responsibility load. Living in Connecticut it may seem our job market for internships may be small but in actuality there are a vast variety of opportunities, it all starts where you look. However, with all these options which is the best for what you need?



College Central Network is the Career Success Centers own job search engine. The jobs and employers on this job board have reached out to CCSU specifically and are looking for CCSU students or graduates to fulfill their job opportunities. You can also look at CCN's full job board featuring jobs from other universities if you're looking to relocate or don't find something for you in our database.

LinkedIn is something that all students should take advantage of as an online resume and professional social media profile. In addition to updating this regularly with your new jobs, skills, and information about yourself - LinkedIn also has an awesome online job board. Based on the information you give LinkedIn in your 'live' resume they will help tailor your job search to opportunities that will best fit your interests and potential future career.



Indeed is another great job board for students to utilize as a resource for finding internships, co-ops, and jobs in their fields. Indeed will save a version of your resume for you to look back on as you search for a job and will also pull keywords to help you find the best fit for you based on the search criteria.

Need to know more about the company to which you're looking to apply? Want to learn more about the company culture or how much you should be earning? Glassdoor is an amazing resource to help you vet the jobs you're searching as well as making sure the culture is right for you and your needs. Reviews for current and former employees, interns, and interviewees are all in one place.



# The **Difference** between **SOCIAL MEDIA** and **IN-PERSON NETWORKING**

## IN-PERSON NETWORKING

### Listen first, then talk.

By listening first, you find out what people need and want, which allows you to tailor your message to so that it's relevant to them.

### Be generous first, sell second.

Share helpful information. Make referrals and connections between others. Once people see that you're not just in this for you, they'll be ready to hear more about you.

### Focus on the long-term relationship.

Your goal shouldn't be to make a sale at networking event. It should be to build relationships with people who can help bring you sales down the road.

### Be consistent.

Show up regularly and often, because it takes multiple impressions for people to really remember you and get to know you.

### Go where your target audience hangs out.

Where are your prospective clients going to meet people? If you're not sure, try a few different places and hang out there for a while. Keep coming back to the best places; ignore the rest.

### Become friends with the popular kids.

As the saying goes, it's all about who you know. Find out who the movers and shakers are and build relationships with them using the tips above.

### Be open to learning.

The people you're meeting know things you don't, and that's an opportunity for you to broaden your own knowledge. Listen, ask questions, engage in discussion. You're here anyway, why not learn while you're at it?

### Engage in conversation.

Talk about things besides work. That's what friends do, and you're here to build professional friendships.

## SOCIAL MEDIA NETWORKING

### Listen first, then talk.

By listening first, you find out what people need and want, which allows you to tailor your message to so that it's relevant to them.

### Be generous first, sell second.

Share helpful information. Make referrals and connections between others. Once people see that you're not just in this for you, they'll be ready to hear more about you.

### Focus on the long-term relationship.

Your goal shouldn't be to make a sale at networking event. It should be to build relationships with people who can help bring you sales down the road.

### Be consistent.

Show up regularly and often, because it takes multiple impressions for people to really remember you and get to know you.

### Go where your target audience hangs out.

Where are your prospective clients going to meet people? If you're not sure, try a few different places and hang out there for a while. Keep coming back to the best places; ignore the rest.

### Become friends with the popular kids.

As the saying goes, it's all about who you know. Find out who the movers and shakers are and build relationships with them using the tips above.

### Be open to learning.

The people you're meeting know things you don't, and that's an opportunity for you to broaden your own knowledge. Listen, ask questions, engage in discussion. You're here anyway, why not learn while you're at it?

### Engage in conversation.

Talk about things besides work. That's what friends do, and you're here to build professional friendships.

# CREATING YOUR COVER LETTER

A cover letter can be one of the most important parts of your application package, it can become the difference between the Hiring Manager being interested in you as a candidate or not. Your cover letter should be an extended version of your former idea of an 'Objective Statement'. This is your chance to expand upon your resume and tell the company how you'd fit within their organization.

## TIP

Your name and contact information should always match your resume & references. If you're using Microsoft Word, make sure you put your information in the header so it will carry from page to page.

**RUSS A. MAY**

1615 Stanley St, New Britain, CT 06050  
LinkedIn.com/russamay

(860) 832 – 1615  
career@ccsu.edu

Date: Write the date that you're submitting the application

Mrs. Smith  
Position Title  
XYZ Company  
Company Address  
City, State, Zip Code

1) **Dear Mrs. Smith,**  
⇒ If name is unknown,  
look at options 2 and 3

3) **Dear Hiring Manager,**  
⇒ Never say "To Whom It  
May Concern"

2) **Dear Search Committee,**  
⇒ Only if you are positive it  
is a search committee

The Cover Letter should follow a four-paragraph approach. The first paragraph is the Opener paragraph. Here you will acknowledge the position and company that you are applying to. Next you will mention who you are including your name, your major, your school, and your expected graduation date. Lastly explain your objective/goal for applying. This first paragraph should be 3-5 sentences long.

Paragraph number 2 is the Why I Am Perfect paragraph and should be about 5-7 sentences long. This is your chance to identify the 3-4 main things the company is looking for and address how they pertain to you. Be sure to review the application and identify what the company wants and explain how you would be a positive addition to their company.

Paragraph number 3 is the "Kiss Butt" paragraph which should be about 5-7 sentences long. This is your chance to turn the attention to the company. Within this paragraph you want to explain why the company is a perfect fit for you. You may want to look up the mission statement or any community involvement the company partakes in and emphasize why you want to work there. Accentuate what makes this company "special" to you.

Paragraph number 4 is the Closer and should be 3-5 sentences long. Here you should thank the company for their time, mention how you look forward to hearing back from them, remind them of your email and phone number, and how you look forward to possibly meeting them in an interview.

Sincerely,

(Your Name Here)

(optional if you have an e-signature also goes here)

# CREATING YOUR RESUME

Having trouble getting going on your resume? You're not alone. Most students get stuck in either template or content. We highly recommend NOT using an online template and instead generating your own, unique resume. Below is a template full of resume FAQs, use this as a place to start. Make an appointment with our resume after you have finished your rough draft and we can work on it together to make sure you have the perfect resume!

## RUSS A. MAY

1615 Stanley Street, New Britain, CT 06050  
LinkedIn.com/russamay

(860) 832-1615  
career@ccsu.edu

### SUMMARY OF QUALIFICATIONS

- List skills or qualifications such as:
- Languages you speak and fluency
- Communication skills
- Research you've worked on
- Laboratory experience
- Related course work
- Problem solving skills
- Computer programs you know

### EDUCATION

**Central Connecticut State University, New Britain, CT**  
*Bachelor of Arts, Strategic Communications, Minor in Sociology* May 2020  
GPA: Include it if it's over a 3.2, between a 3.0-3.2 is optional

### PROFESSIONAL EXPERIENCE

**Current Employer, City, St** August 2015 – Present  
*Position Title*

- Be sure to list your experience in reverse chronological order.
- List the employer, location, dates worked, and position title.
- If you are still employed with that company, be sure to list that you're presently working there.

**Current Employer, City, St** August 2018 – July 2019  
*Position Title*

- Use accomplishment statements whenever possible to describe experience in order to add impact.
- Action verbs add interest and polish job duties listed under your experience.
- Words like: Administered, Built, Designed, Planned

### CONFERENCES & PROFESSIONAL DEVELOPMENT

- Conferences and professional development programs like ElectHer or ACUI Leadership Conference. April 2019
- Be sure to list all dates on the right-hand margin so it looks more organized & legible. June 2017
- Any section in your resume other than Education and Experience is adaptable for each resume. March 2018

### COMMITTEES

- Sections to add may include: August 2018 – Present
- Committees, Volunteering, Leadership Activities, Community Service September 2016 – Present

### RESUME DOs

- Be honest, print on white 8.5"x11" paper on one side
- Provide original copies of your resume when you go to your interview
- Use standard font sizes
- Keep it visually simple, bold, underline, or italic to stress major points
- Keep it current & up to date – having a master resume to pull from is always better than starting from scratch!

### RESUME DON'Ts

- Be too wordy, exaggerate, or lie
- Inappropriate emails for business
- Photographs or headshots
- Personal data i.e. physical appearance, marital status, etc.)
- Salary history
- References – wait for them to ask!

# ACTION VERBS

Action verbs are a hidden key to having a well-read, and descriptive resume that best represents you. In the beginning of each job description bullet, you should include an action verb to describe what you did in that role. However, you never want to repeat an action verb - luckily there's about 250 in the English language with most of them being synonymous. Below is a list of just a few to get your thoughts going!

## Management/ Leadership Skills

administered  
analyzed  
appointed  
approved  
chaired  
considered  
consolidated  
coordinated  
decided  
delegated  
developed  
directed  
eliminated  
emphasized  
enforced  
enhanced  
established  
executed  
generated  
handled  
headed  
hired  
hosted  
improved  
originated  
overhauled  
oversaw  
planned  
presided  
prioritized  
produced  
recommended  
strengthened  
supervised  
terminated

## Communication/ People Skills

addressed  
advertised  
authored  
clarified  
collaborated  
communicated  
composed  
convinced  
corresponded  
debated  
defined  
described  
drafted  
edited  
expressed  
formulated  
furnished  
incorporated  
influenced  
joined  
judged  
lectured  
listened  
marketed  
mediated  
moderated  
negotiated  
observed  
outlined  
participated  
proposed  
publicized  
reconciled  
resolved  
responded

## Research Skills

analyzed  
clarified  
collected compared  
conducted  
critiqued  
detected  
determined  
diagnosed  
evaluated  
examined  
experimented  
explored  
extracted  
formulated  
gathered  
identified  
inspected  
interpreted  
interviewed  
invented  
investigated  
located  
measured  
organized  
researched  
searched  
solved  
summarized  
surveyed  
systematic  
tested

## Financial/ Data Skills

administered  
adjusted  
allocated  
audited  
balanced  
calculated  
computed  
determined  
developed  
estimated  
forecasted  
managed  
marketed  
measured  
planned  
programmed  
projected  
reconciled  
reduced  
researched  
retrieved  
creative skills  
acted  
adapted  
began  
combined  
conceptualized  
condensed  
created  
customized  
designed  
developed  
illustrated  
initiated  
instituted

# CREATING YOUR REFERENCE PAGE

## RUSS A. MAY

1615 Stanley Street, New Britain, CT 06050  
LinkedIn.com/russamay

(860) 832-1615  
career@ccsu.edu

### References

Dr. John Doe  
Associate Professor  
Department of Economics  
Central Connecticut State University  
1615 Stanley St,  
New Britain, CT 06053  
(860) 832 – 0000  
doe@ccsu.edu

Ms. Stacy Smith  
Director of Marketing  
Smith Financial  
37 Pearl St,  
Hartford, CT 061110  
(860) 555 – 0000  
stacy@smithfinancial.com  
Internship Manager

Mr. Brent Hawkins  
Director of Parks and Recreation  
City of West Hartford  
47 Hart St,  
West Hartford, CT 06050  
(860) 555 – 0000  
hawkins@whpr.gov

### TIPS FOR WRITING YOUR REFERENCE PAGE

- Same header as Resume & Cover Letter
- Make sure to write how you would address the reference (i.e. Dr, Mrs, Mr)
- Write the address as you would labeling an envelope
- Be sure to list their contact information at the bottom and verify which number the reference would prefer you to use (i.e. Office Phone, Work Cell, etc)

**IT'S  
INTERVIEW  
TIME**



# WHEN PREPARING FOR YOUR INTERVIEW, THINK ABOUT...

Going into an interview can be nerve wracking - What are they looking for? What do I talk about? What is this company like? When preparing for the interview here's a few things to think about...

## WHAT DO EMPLOYERS LOOK FOR?

- Positive attitude
- Good attendance record
- Flexible and open to change
- Punctuality – arrive on time
- Diligent and committed worker
- Team player – ability to work well with others
- Skills: writing, computer, communication, problem-solving and decision making

## GET TO KNOW THE EMPLOYER

Along with knowing how you match up with the job description, it is also very important to know the employer.

- What kind of company is it?
- What kind of service do they provide?
- What is their "mission statement" or "company philosophy"?
- Do you fit in with the "company culture"?

## TOPICS TO CONSIDER SPEAKING ON

- Leadership | Management Skills
- Technical Skills
- Adaptability | Flexibility
- Teamwork | Team-Building
- Creativity
- Communication Skills
- Analytical/Financial Skills
- Organizational Skills

## QUICK INTERVIEW TIPS!

- Sell yourself when asked about your strengths.
- When asked about weaknesses discuss those that can be improved on and how you're actively working to improve them.
- Describe difficult situations in which you have learned from or have made it better.
- Be careful not to reveal any negative or poor relationships/experiences. Make it positive by saying you learned from this by....
- Don't be afraid to discuss your accomplishments in leadership, art, business, etc!
- Practice answers in advance with a friend, our staff at CSC, or with Big Interview online.

# INTERVIEW FAQ

While each interview is different for every job, there are core questions that tend to be asked across the board. Here's some examples to think about as you prepare for your interview.

## EDUCATION

- Explain how your education has prepared you to pursue your career interest. In which respects are you best prepared or most knowledgeable?
- What led you to your major and what courses did you like most in college?
- What is the most significant contribution you made during your internship/co-op or a class project?

## WORK RELATED

- How have your previous experiences prepared you for this position?
- What do you consider to be your greatest strengths and weaknesses?
- What is a weakness of your manager or boss?

## CAREER PLANS/GOALS

- What are your short and long term career goals and objectives?
- Why did you choose the career for which you are preparing?
- What are the most important rewards you expect in your career?
- How does this position fit into your career goals?

## PERSONALITY QUALITIES

- Tell me something about yourself other than what I can glean from your resume?
- What three character traits would your best friend use to describe you?
- How do you work under pressure?
- How do you manage your stress?
- Have you ever received constructive criticism and how did you handle it?

## SPECIFIC TO ORGANIZATION

- What specific skills or experiences make you the best match for this position?
- What ways can you contribute to this organization?
- Why are you interested in this position with our organization?

## QUESTIONS TO ASK THE INTERVIEWER

At the end of every interview, the interviewer will ask if you have any questions regarding the position or the interview. This is your opportunity to engage the interviewer in conversation and find out more about the company and what makes it a place employees enjoy working at. Here are a sample but do research the company and create your own questions based on the position. The questions should be 2-3 that were not addressed in the interview so it's okay to have 5-6 written down in your notebook.

- How would you describe a typical day in this position?
- What is the career path for a person who is successful in this position?
- What priorities would you have for me as a new staff member?
- What is your organization/department most proud of?
- What is the next step in the interviewing process?
- What do you enjoy about working for \_\_\_\_\_?

# SIX KEY STRATEGIES FOR A SUCCESSFUL INTERVIEW

Congrats on landing the interview! You're probably feeling a good mixture of excitement and anxiety. One good way to alleviate the nervousness is to be well prepared.

At its core, interviewing centers around an employer using this process to hire the best possible candidate. Hopefully, that's you. Approach the interview like a consultant. Clearly demonstrate through past work experience how you can solve the company's challenges and demands. But at the same time, assess for yourself whether this position is a good fit for you too.

Here are six key strategies to help you excel during an interview:

## 1. Know Your Strengths (& Weaknesses)

Jobs are like people. They're both unique and have their own special characteristics. As part of your interview preparation, take stock of your strengths, weaknesses and skills. Identify how they align with the organization. Highlight specific skill sets that are mentioned in the job description and cite examples of how you best performed those skills. Have good answers for any job requirements that you don't meet. Be honest. If you don't know how to use certain programs or machinery, be proactive and say you've already begun learning and if hired, you'll be ready to go.

## 2. Become an Expert

You must research everything. You need to learn all you can about the job, department, company and the field. Pull the latest annual reports and read as much as possible on industry websites. Talk to people. Conduct your own mini interviews with friends in similar positions. Better yet, talk to current or former employees of the company. Armed with this information, you will feel more comfortable and excited as your interview day gets closer.

## 3. Practice Makes Perfect

Have a friend pretend to be the hiring manager and conduct some mock interviews. Treat it like a dress rehearsal complete with your professional attire. Set up a camera and record it. Go through a list of common interview questions and answers; have your friend throw in a few surprise questions as well. This will help you practice thinking spontaneously. Watch the recording and make any adjustments to make you look and sound your best.

# SIX KEY STRATEGIES FOR A SUCCESSFUL INTERVIEW CONTINUED

## 4. Dress for Success

You want to look like you belong there when you walk in for the interview. Dress a little more formally than what the standard is at that company. For instance, if during your research you found that employees tend to wear jeans and a polo shirt, come to your interview wearing a suit and tie. Bring a binder with a pen, paper, copies of your resume and references. Also, make sure to arrive five to 10 minutes before your interview is scheduled to begin. You don't want to show up too early and catch your hiring manager in the middle of something. Or worse, sprinting into the interview 10 minutes late grumbling about traffic. During the interview, have good posture, relevant hand gestures and good eye contact. If you look and act confident, you'll be confident.



## 5. Ask smart questions, listen smarter

This is your chance to find out everything you can about the position. Approach it like a reporter or detective. Ask leading questions that will provide insight into what the job is really like on a daily basis. Craft some questions beyond what you found out from your research. You want the interviewer to know you did your homework. Whatever you do, don't ask about the salary, benefits and vacation time. The hiring manager will most likely cover it during the interview. And if not, that can be handled at a later date.

## 6. Before you Wrap

Ask if they have any concerns with your experience and provide solutions to alleviate those issues. If you think you could see yourself working there, state that. "I've really enjoyed learning about this position and would like to be considered for the job. What's the next step in the process?" As you're getting ready to leave, shake hands and ask for a business card.

# BREATHE, YOU'RE GOING TO DO GREAT

Whether it's your first interview or your 60th interview, they can be intimidating. It's okay to be nervous, it's how you help those nerves that can make the difference.

- **Deep breathing** - Close your eyes & breathe in for 10 seconds, breathe out for 10 seconds. For additional relief, breathe into your hands as if they were cold or you were breathing into a paper bag.
- **Power pose** - Standing up straight upright, hands on your hips, shoulders back and breathe out. It's scientifically proven that standing like this for 30 seconds increases serotonin and slows ones heart rate which will help you get your nerves under control
- **Music therapy** - Put on music that relaxes you. For some it's R&B, for others it's rock but whatever helps you collect your thoughts and self will help you get into the best mindset for your interview.

## INTERVIEW CHECKLIST

Every interview you should go in as prepared as possible. We have curated a list of what you need going into an interview:

- AT LEAST TWO COPIES OF YOUR RESUME
- DRESSED TO IMPRESS
- PAD-FOLIO WITH YOUR NOTES, RESUMES, AND OTHER MATERIALS
- BRIEFCASE OR APPROPRIATE BAG
- SHOWER, STYLE YOUR HAIR, BRUSH YOUR TEETH

# WRAP IT UP WITH A LETTER

## Thank You Letter:

Dear Ms. Smith,

Thank you very much for interviewing me yesterday for the finance position with ABC Company. I enjoyed meeting you and learning more about your company and the Finance Department.

Meeting with the other staff members was especially enjoyable as was seeing that the kinds of projects they are working on are in line with the type of work I have done in the past. My education, skills, and experience fit nicely with the job requirements, and I am certain that I could make a significant contribution to your company over time.

You provide the kind of opportunity I am seeking, and I want to reiterate my strong interest in the position and in working with you and your staff. Please call me at 203.841.9854 if I can provide you with any additional information.

Again, thank you for the interview and your consideration. I look forward to hearing from you soon.

Sincerely,  
Taylor Smith

## Mentorship Letter:

Dear Mr. Blue,

Dr. Sam White, professor of business administration at Central Connecticut State University, suggested that I contact you. He thought that as an alum, you would be an excellent person to assist me with a career decision.

As a business administration major, I am exploring which career path to pursue. Marketing, management, finance, and administration all interest me at this point, but I want to go into my campus interviews next semester with a clear sense of direction. I would like to get your advice on the long-term career implications of each path as well as a better understanding of the day-to-day activities.

I would love to set up a call with you next week at your convenience to discuss the marketing field and find out more about working in the industry.

Thank you for your time.

Sincerely,  
Jessica Brown

When in the interview process, you want to be as personable with the company and their hiring manager as possible. The advice used to be to mail a letter to the manager right after you leave your interview to thank them for their time. Now, send an email 3-4 days following your interview to the person with whom you had your interview. Here we have listed a few examples of letters that you would send throughout the process. If you ever need help writing one of these, feel free to stop by our office for assistance.

## Rejecting Offer Letter:

Dear Mr. Smith,

Thank you very much for offering me the finance position with ABC Company. It was a difficult decision, but I have accepted a position with another company.

I sincerely appreciate you taking the time to interview me and to share information on the opportunity and your company.

Again, thank you for your consideration.

Sincerely,  
Victoria Jane

## Post-Career Fair Letter:

Dear Mr. Appleby:

Thank you for taking the time to speak with me at the CCSU Career Fair today regarding potential positions at Acme Company. I certainly appreciate your time and attention in the midst of so many students seeking jobs. You were extremely thorough in explaining Acme's customer service and marketing trainee program. Now that I have a better idea of what the position entails, I am even more convinced that I would be an asset to your team and to Acme.

I will be graduating in May with a Bachelor Degree in Business Administration, and have completed two internships in the marketing field. In addition, I have worked my way through college which demonstrates a solid work ethic and determination, two qualities you said were important to success at Acme.

I look forward to an opportunity to speak to you further about the trainee program. Please contact me at your earliest convenience for an interview at 203-555-3926.

Thank you again for your time and consideration.

Sincerely,  
John Patrick



**MAKING THE  
MOST OF  
YOUR  
EXPERIENCE**

# CONGRATS!

Now that you have accepted an offer for an internship or co-op experience, there are a few strategies to ensure success and a great first impression!

## BEFORE YOUR FIRST DAY

- Get in touch with your supervisor about what to expect on your first day
  - If you don't already have one, make sure to purchase a padfolio or professional looking notebook. On your first day, and throughout your internship, you'll be taking many notes and keeping track of the network you create. A padfolio is a great place to store all this information you may need to reflect back on.
  - Two forms of Government-issued identification such as a driver's license or social security card. Your internship or co-op may require a background check so be sure to have that information prepared for your employer prior to your first day.
- Do some light research on the company. Look at every employee bio you can get your hands on, stats about the company's health and history. For example, how long has it been around? Has the company ever had a layoff? Is it publicly traded? Are the stocks doing well? Research your team members and your boss. You don't have to go total stalk-mode, but simply refresh your memory and get acquainted with the details.
- Some people do this daily out of habit, but if you don't, take a few minutes before bed to pick out your outfit. No matter what the weather is like or what season we're currently in, make sure to have a few layers incorporated into what you're wearing in case your office is cold (or hot).

## WRITE 3 SKILLS YOU WANT TO DEVELOP DURING YOUR INTERNSHIP:

---

---

---

## DURING YOUR INTERNSHIP

- Develop clear communication with your supervisor. Find out how they preferred to be contacted and addressed. Talk about office expectations, rolls, and positions - this may not only help you in your internship but also learn how a company functions.
- Establish relationships with your co-workers. Whether they're interns, sales, management, IT, it's good to grow your network and get to know your co-workers.
- Offer to help on extra projects your boss has mentioned in passing but hasn't had the time to do. If your boss has said, "Eventually we'll want to do this..." follow up on it and ask how you can help. Once you know your responsibilities and can complete them well, go the extra mile. This will impress your supervisor and it sends a clear message that you're serious about your internship.
- Keep a record of what you accomplish. Write down everything you accomplish at the end of your first week, and every week after that. The simple trick won't just boost your self-confidence, with this list of skills you learned and projects you accomplished, you'll be better prepared to help your manager write a great recommendation letter for you and vouch for yourself if there's opportunity for a full-time role.



# 20 TIPS FOR STARTING YOUR NEW JOB

## YOU'VE BEEN HIRED! NOW WHAT?

BELOW ARE SOME TIPS TO HELP YOU AS YOU BEGIN YOUR NEW JOB.

1. Choose a mentor. Mentors do not all have to be upper level professionals, someone just one or two levels above you can also serve as a great resource. When choosing a mentor:
  - a. Think about your needs and what you'd like your mentor to do for you.
  - b. Develop a list of several potential mentors.
  - c. Decide how you will approach the prospective mentor(s).
  - d. Be prepared to explain why you selected them as a mentor.
2. Always have a positive attitude.
3. Work a full day – be on-time or early, stay a little bit later and be flexible.
4. Understand fully what your company does and where your position fits into the company.
5. Know the company's culture; be prepared to meet expectations by giving 100%.
6. Be a self-starter and take the initiative on projects; arrive on time to meetings.
7. Asking questions and receiving feedback expands your knowledge of the workplace.
8. Know and respect the email policy of the company you are working at.
9. Do not post any comments (either positive or negative) on any social networking sites about your job or employer.
10. Be patient with yourself, it takes a while for you to learn everything that you need to know.
11. Personalize your work area, but not too personal - it will make it feel more homey and comfortable
12. Don't speak ill of current or former boss.
13. Spoken and unspoken office policies are important. How do individuals who have been successful at the organization dress and represent themselves, what personality traits do they have in common?
14. Mistakes will happen; keep them to a minimum, own them, learn from them and move on!
15. Visibility, accountability and responsibility are keys to success!
16. Keep in mind the Five Principles of Ethics: do no harm, make things better, respect others, be fair and be compassionate.
17. Communicate with others and be flexible.
18. Do a self-assessment of yourself. What are your strengths, weaknesses and goals?
19. Balance excitement with rest and stay healthy.
20. Set goals and achieve them!

# INTERNSHIPS & ETHICS

## YOUR RIGHTS & RESPONSIBILITIES AS A JOB SEEKER

The Career Success Center adheres to the ethical standard of the Principles for Professional Practice that were established by NACE. All parties associated with the Career Success Center (staff, employers, third-party recruiters, volunteer, and other recruiters) are held accountable to ensure:

1. Students and alumni can openly, freely, and objectively select employment and internship opportunities based on their assessment of the best use of their abilities and personal goals.
2. The recruitment process is fair and equitable to students and employers alike.
3. Resources are available for students to utilize in making informed and responsible decisions.

### Misrepresentation

- If you misrepresent or falsify information to an employer, regarding your GPA, dates of graduation, work experience, eligibility to work in the United States, or other relevant information, the Career Success Center has the right to rescind or restrict your privileges to use our services. Employers have the right to withdraw an offer or terminate your employment for misrepresentation.

### Accepting a Job Offer

- If you are uncertain whether you should or should not accept a job offer or have multiple offers, consult with your career counselor prior to connecting with the employer. While your career counselor will not decide for you, they can help you discuss and identify areas of needed clarification or concern. Once you make a decision to accept a job offer, it is considered a commitment to that employer and you are no longer eligible to apply for full-time opportunities online. If you still have applications pending with other employers it is your ethical responsibility to withdraw your candidacy.

### Negotiating a Job Offer:

89 percent of U.S. workers in one study believed they deserve a raise but only 54 percent planned to ask for one. 7 percent say they prefer to get a root canal, be part of the percentage that will ask! Adopt a positive frame of mind, identify your leverage, and know your worth. Plan for the question of 'how much were you thinking?', determine your bottom line, be prepared to explain your rationale for why you deserve that hourly rate or salary increase. Make sure to approach your supervisor at the right time and be sure to show confidence and use the right tone, try to be as level as possible. Prepare for their counter offer and consider negotiating perks in exchange like paid for parking or extra vacation days if the department is on a fixed budget.

### Declining a Job Offer:

If you are offered a position that does not meet your expectations, you can decline the job offer. Prior to declining an offer, we recommend that you discuss this decision with the Career Success Center and/or your circle of trusted mentors. For those positions you decline, it is strongly recommended that you speak with the employer and follow up with a professional letter stating your appreciation for the offer, the decision, and thanking them again for the opportunity to interview for the position.

## **If you are concerned the job posting isn't legitimate:**

If you are unsure of a job posting online whether it is through our office or another website, please come in and we can help you vet the company. If it sounds too good to be true, it usually is.

# NOTES:

A series of horizontal lines for writing notes, alternating between green and blue colors. The lines are evenly spaced and extend across the width of the page.

