

Professional Skills: Resume and Application Practice

Workplace Readiness Training Benchmark and Requirement:

Acquire knowledge of professional skills to meet employer expectations.

Completion of mock applications and resumes.

Note to those providing service:

These activities are developed in a way that allows the learner to gradually build upon their skills. Each student has different foundational skills so some students may need more support or instruction than others. With that being said, you can choose what activity you start with based on your learner's strengths and needs.



Extended Pathways

Students who are interested or enrolled in career and technical education (CTE) or postsecondary education, regardless of disability (remember to presume competence!), may or may not need some of the information that seems introductory in nature. Take as much or little time as needed based on student knowledge. More specific activities related to CTE and postsecondary education are identified as extended activities and pathways.

Preparation and Materials Needed:

- Know the student's knowledge or awareness regarding professional skills (this helps with knowing how much time you may need to spend on an activity)
- Prepare needed assistive technologies and/or accommodations (ex: communication supports (visual, objects, pictures, voice output devices, etc.), physical supports/space access needs, vision supports, hearing supports, sensory needs/supports).
- Computer to access videos. Print materials in advance if necessary.



Print

- [Professional Skills Vocabulary](#)
- [Professional Skills Check-In](#)
- [Spot the Strong Resume](#)
- [Example of a Completed Job Application](#)
- [Application Cheat Sheet](#)
- [Sample Student Resume](#)

Activities to Meet Benchmarks:

Activity 1: Professional Skills Vocabulary


This activity aims to introduce vocabulary related to professional skills.



Discuss: Today, we're going to talk about something that will help you in jobs, school, and even everyday life—**professionalism!** Does anyone know what that word means? [Note to Instructors: Pause for responses.] Professionalism is how you act at work or in any serious situation. It includes things like being on time, dressing appropriately, speaking politely, and working well with others. It helps people trust you and see you as responsible.



Resource: [Professional Skills Vocabulary](#). Feel free to modify the vocabulary list to meet the student's needs.

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- **Workplace Communication:** The exchange of information and ideas, both written and verbal, among employees, peers, and supervisors in a professional setting.
 - **Work Ethics:** The set of moral principles and values that guide an individual's behavior and attitude in the workplace, including honesty, reliability, and dedication.
 - **Basic Customer Service:** The assistance and support provided to customers who need help, information, or guidance. It's about being clear, kind, and making sure the person gets the support they need.
 - **Teamwork:** The ability to work effectively with others, combining individual strengths to achieve shared goals. It involves communication, cooperation, and mutual support among team members to overcome challenges and complete tasks efficiently.
 - **Networking:** Using existing relationships or meeting new people and building relationships that can help both of you in your interests or careers.
 - **Workplace Health and Safety:** Practices and procedures designed to prevent accidents, injuries, and illnesses in the workplace, ensuring the well-being of all employees.
 - **Job Seeking Skills:** The abilities and techniques used to search for, apply to, and secure employment, including resume writing, interviewing, and following up with potential employers.
 - **Business Organization/Hierarchy:** The structure of a company that defines roles, responsibilities, and reporting relationships among employees, from entry-level to top management.
 - **Employer Expectations:** The standards, behaviors, and performance levels that employers anticipate from their employees in the workplace.

Activity 2: Evaluate Your Professional Skills

This activity aims to help students become aware of their own professional skills.



Discuss: Professional skills are important to employers. Professional skills are often needed for all jobs you will have throughout your employment career. The [Professional Skills Check-In](#) includes different statements about skills used at school, work, and in life. This worksheet includes different types of professional skills, like work ethic, teamwork, and responsibility. For each statement, choose the number that best shows how often you do that skill right now. Just be honest with yourself—this is about helping you grow. Some skills might not apply to you yet, and that’s totally okay. Each section also includes a reflection question to help you think more about your strengths and areas to grow.



Resource: [Professional Skills Check-In](#)

[Note to Instructors: After students have completed the [Professional Skills Check-In](#), be sure to encourage them to share their self-assessment and goals with their Pre-ETS instructor, OOD counselor, and IEP Team. This self-assessment can be helpful when delivering future Pre-ETS or OOD services as well as transition planning by other IEP team members.]



Interactive Opportunity: Invite a guest speaker (local business owner, human resources professional, community leader, etc.) to talk about professional skills in the workplace. Work with students to prepare questions on how to build professional skills.

Activity 3: Building a Resume

This activity aims to work with students to complete a resume.

Note to Instructors: *You can help the students fill out a resume template as a guide or have them do it independently. Make sure that you review the completed resume with them and provide feedback and adjust where needed. Be sure to gather a physical or electronic copy of the completed resume as it is a required document that is needed for service reporting.*



Discuss: The most popular job search tool is the resume. A resume is a document that shows your work experience, education, skills, and accomplishments. It is used by employers to quickly see what you have done and what you can do. Your resume is your chance to show that you are a good fit and have the right skills and experience for the job. Job offers don't come from resumes alone, but a strong resume can increase your chances of being invited to an interview. How can you make a resume? Opportunities for Ohioans with Disabilities (OOD) has developed a [Resume Standards](#) tool (also in the Click and Explore) using employer feedback. This handout can be used by individuals who are creating or updating their resume. It offers helpful tips to keep in mind to ensure that your resume looks neat, organized and professional. When working on your resume, you will want to gather information about where you have worked or volunteered before. Today we are going to use the resume standards tip sheet, resume development toolkit, and the OOD resume template to create a draft resume.



Review: [Job Search Preparation | OOD](#). This website contains guides and resources, including an Additional Downloads section with a Resume Standards and Resume Development Kit. Review these documents for resume tips and recommendations.



Interactive Opportunity: Now let's pretend you are the business owner of a company looking to hire someone to work at the grocery store. You have been given two resumes from people interested in the job. Based on what you have just learned, carefully review the two resumes and choose which candidate you would extend an interview to.



Resource: [Spot the Strong Resume](#)



Reflect:

- Why did you pick this candidate?
- What did you like about the resume of the candidate you picked?
- What did you dislike about the other resume?
- Why do you think it is important to take your time when filling out a resume?



Resource: [Resume Development Kit from OOD](#) Now that you have seen some examples and reviewed the resume tip sheet, let's take a moment to create our own working resume. This kit contains three different resume templates based on your experience or type of job you are interested in. The link provides more information about each resume template option.



Click and Explore:

- [Job Search Preparation Guidebook | Opportunities for Ohioans with Disabilities](#) – Contains a guidebook for how to prepare for job search and other tools.
- [Resume Standards Tip Sheet | Opportunities for Ohioans with Disabilities](#) – Provides tips and ideas when completing a resume.
- [Resume Development Kit | Opportunities for Ohioans with Disabilities](#) – Simple tool to guide what to include in a resume.
- [Resume With No Work Experience | Resume Help](#) – Tips and example resumes when someone has no work experience.

Activity 4: Job Applications: What's It All About?

This activity aims to help students complete a mock application.

Note to Instructors: *You can help the students fill out the job application using the cheat sheet as a guide or have them do it independently. Make sure that you review the completed application with them and provide feedback and adjust where needed. Be sure to gather a physical or electronic copy of the completed application as it is a required document that is needed for service reporting.]*



Discuss: Job applications are a way for you to show a company you are interested in working for them. Many businesses will ask you to fill out a job application and submit a resume. Job applications and resumes are tools that employers use to learn more about you, your skills, and your experience to see if you are a good fit for the job.

Today, we are going to explore job applications—what they look like, what information they ask for, and how to fill them out correctly. Before we get started, let's think about this:

- Why do you think job applications are important?
- What type of information do you think goes onto a job application?
- Have you ever filled out a job application before? If so, what was the experience like?
- How do you think a well filled out job application can help you get a job?
- What kind of information do you think employers look for on a job application?



Resource: Here is an [Example of a Completed Job Application](#).



Discuss: When you start filling out job applications, it can be overwhelming. It is hard to remember all the details: the addresses, phone numbers and years. Creating a cheat sheet can be helpful so you always have something to reference as you begin filling out job applications. Today we are going to fill out a cheat sheet that will not only help you when filling out a job application but will also assist you in creating a resume. This is something that you can keep and update as you gain more experiences, graduate from various schools, and develop new skills.



Resource: We are going to start with filling out a mock job application. You can do this by choosing to print one off or practice filling out another application. Here are two options for a mock application for students to choose from. [Application Cheat Sheet](#) or the [Sample Application from OOD](#).



Extended Pathways

Activity: Real-World: Submit a Resume or Application

This activity aims for students to submit a resume or application.



Discuss: Is there a job, program, or other opportunity you are interested in? What is the opportunity you're interested in? Does it require a paper application, an online application, or submitting a resume? Consider taking the next step. If you are not yet ready to apply for the real opportunity, consider the mock application or resume you would submit and how you would do it.



Resource: Here is a sample resume for someone that would have some volunteer and work experience: [Sample Student Resume](#)

However, if you are ready to submit:

- Fill out a real or mock application, paying attention to detail, grammar, and professionalism.
- If applying for a real opportunity, double-check deadlines and submission requirements. Depending on the application process, this may take 20-30 minutes.



Reflect: For mock submissions, students submit applications and resumes to the instructor for review and feedback. For real submissions, students can share where they applied and reflect on the process.

- What was the most challenging part of completing the application?
- How do you think your resume represents your skills and experiences?
- What improvements will you make for future applications?

If you apply for a real opportunity, consider sharing with your guardian(s), academic counselor, guidance counselors, IEP team, VR Counselor, etc.



Wrap-Up

Writing a strong resume and learning how to fill out job applications are big steps towards building skills to help you with getting a job. These skills make a difference for you whether you're looking for your first job or your career. Practicing these skills can be difficult and take time but remember, this is your opportunity to make an impression with an employer. You can always ask others, like a teacher, professor, other school administrator, or mentor to review a resume or mock application.