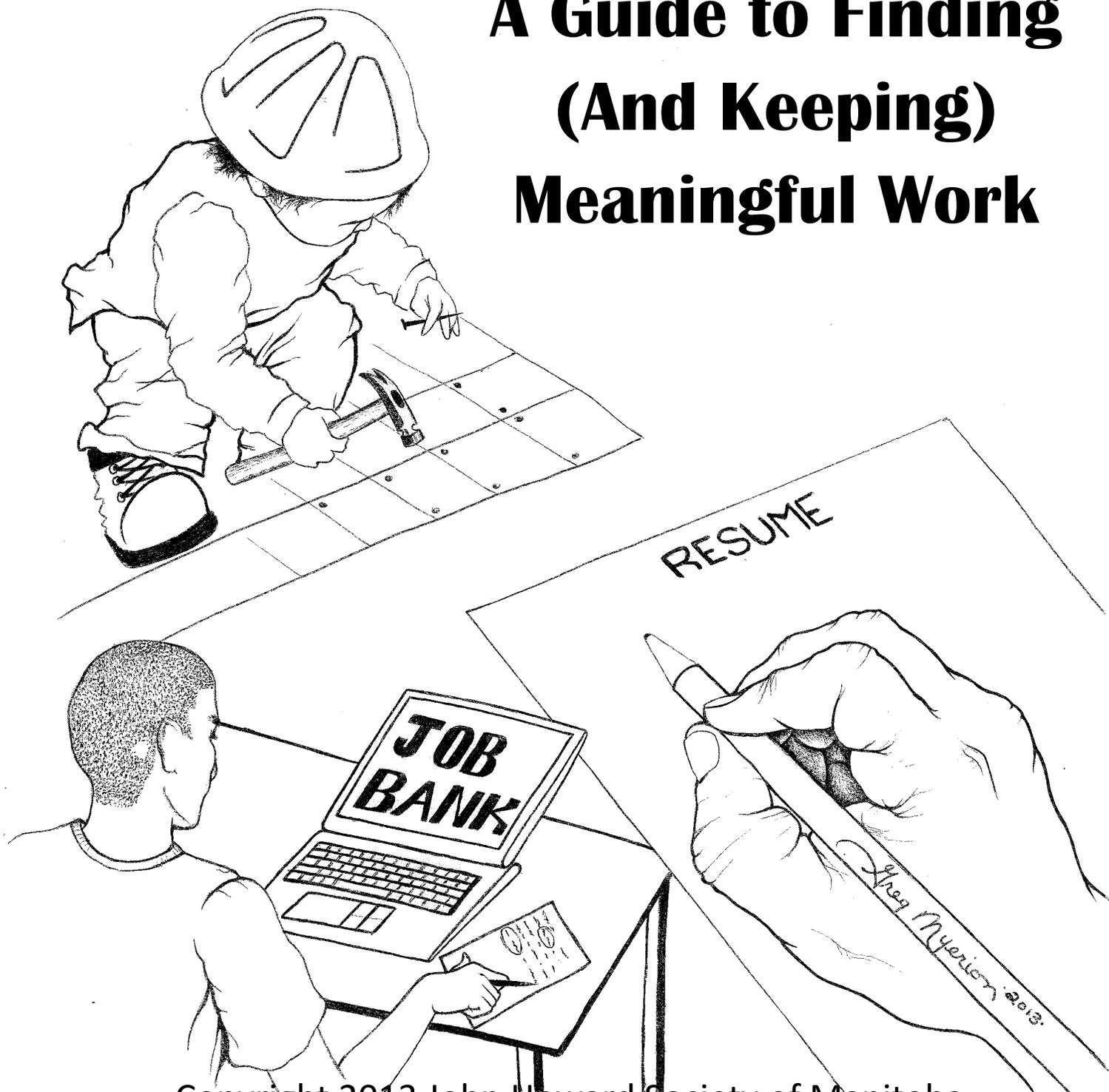


Getting a Job

A Guide to Finding (And Keeping) Meaningful Work



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Getting a Job was developed by

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Table of Contents

Lesson #1: What is Literacy?	5
Lesson #2: Can Literacy Get Me a Job, Or Help Me at Work?	8
Lesson #3: Choosing the Right Job for You	13
Lesson #4: Do I Need to Upgrade?	20
Lesson #5: Starting Your Job Search: Who Can Help	26
Lesson #6: Skilled Trades and Apprenticeship Programs	30
Lesson #7: Temporary Work Placement Agencies	36
Lesson #8: Starting Your Own Business	42
Lesson #9: Volunteering	48
Lesson #10: The Barriers of a Criminal Record: One Person's Story	53
Lesson #11: More on Job Searching with a Record	60
Lesson #12: Record Suspensions (a.k.a. Pardons).....	68
Lesson #13: Where to Look for Jobs	72
Lesson #14: Writing a Résumé	76
Lesson #15: Cover Letters	84
Lesson #16: Nailing that Job Interview.....	92
Lesson #17: Success on the Job	98
Lesson #18: Workers Have Rights: Do You Know Yours?.....	103
Lesson #19: Balancing Work and Life	110
Lesson #20: Your Goals are Possible! One Student's Experience	114
Resources List	119

Lesson #1

What is Literacy?

The word “literacy” refers to how well a person can read and write. Reading and writing are important skills for everyone, no matter how old you are, where you live, or what you do for a living.

Many people want to get better at reading and writing so they can finish Grade 12 or get a GED. This is a great goal to have, but there are good reasons to practice these skills even if you don't plan to go back to school.

We use literacy skills every day. We read recipes and bus schedules. We fill out job application forms or court documents. We search for information on the Internet. We read stories to our kids or read the directions on a bottle of medicine so we know how much to give them when they are sick. Some of us read for fun, too: books, magazines, poetry, newspapers. The list goes on and on.

There are many reasons why people can't read or write as well as they would like. Maybe they left school early to get a job or because they got in trouble with the law. Maybe they didn't learn much about reading or writing while they were in school. Maybe they speak another language and are learning English for the first time.

It's never too late to get better at reading and writing. The John Howard Society literacy program helps people to improve these skills using workbooks like this one. In writing this book we talked with our clients – men who are in jail or who have been in jail – about their challenges and successes in looking for work. Hopefully you'll find it helpful in your own future job searches!

Exercise #1

Tell us a bit about your reading and writing skills. It will help us in marking your workbook.

What grade did you last finish in school? _____

Do you remember how long ago it was or how old you were?

Think about how you spend your day. Can you think of two ways that you use reading skills?

Can you think of two ways that you use writing skills every day?

What is one literacy skill you'd like to improve? Do you want to be able to read more quickly? To read larger words? To spell better? To use commas? To write an essay or a short story? Something else?

Tell us about your most important reading and writing goal.

One important literacy skill is making predictions – or in other words, making guesses about a piece of writing before you read it. There's not enough time in the day (or in a lifetime) to read every book, magazine, story, or brochure you come across, so we all pick and choose what we are going to spend time reading based on the predictions we make about what a piece of writing will be like.

What do you think is going to be discussed in this book? What do you expect to learn from it?

How do you know what this book is going to be about? What clues and background knowledge are you using to make your prediction?

Why did you decide to read this workbook? What interests you about this topic? What are your employment goals?

Lesson #2: Can Literacy Get Me a Job, or Help Me at Work?

We asked some of our clients – inmates at the Winnipeg Remand Centre – how they had used literacy skills in some of their past jobs.

One client we talked to had worked as a telemarketer. “In telemarketing you have to go by a script,” he explained. “You have to read it over and over again throughout your shift. And your communication skills have to be there too. You need to be able to carry on a conversation with whoever you’re on the phone with.”

Another client has worked at many different jobs and used reading skills at all of them. “When I was working as a line cook I would need to be able to read the orders that were coming in, so I’d know what to make,” he recalled. “When I did contracting work, I would sometimes need to read product directions. I would be priming something, and I’d have to read about how long to let it set. Or I would rent a pair of tile cutters from Home Depot, and I would need to read and understand the contract.”

Math skills are also very important at work, said one client who is training as a bricklayer. “You’ve got to be pretty good at measurements. You’ve got to be right with your level. If you don’t have your level in right, your wall is going to be off. One thing I do is take down measurements from the other bricklayers and go and do cuts of blocks and stones for them, so I have to be accurate with recording those. There is a lot of math in my job, and it can be challenging.”

There are a few skills that everybody needs in order to be successful at work, learning, and life in general. People who teach literacy call these the Nine Essential Skills. They are listed on the next page.

1. Reading text

Being able to read and understand written information, and to use what you've learned to get things done. Almost every job has some type of written information. That could be work instructions, checklists, safety manuals, emails, memos or policies. Searching for work requires reading skills too: reading job ads and researching the company you want to work for, for example.

2. Writing

Using written words to communicate a message that can be understood and acted on by someone else. At work, you may have to keep a log book or type a report. In looking for work, you may find yourself writing a cover letter or resume.

3. Document Use

Finding the information you need in documents such as labels, lists, forms, and charts, or putting information in where it's needed. For example, filling out a job application, or filling out an order form or a checklist on the job site.

4. Numeracy

Using math skills to make calculations, make estimates, work with money, and create schedules or budgets. As our clients mentioned, skilled tradespeople use numeracy skills for taking measurements. Anyone who looks for work will use numeracy skills to figure out how much they will make each paycheque and whether they can afford to live on that amount of money.

5. Oral Communication

This includes talking with and listening to others, whether that is at a job interview or when dividing up tasks with a coworker. Oral communication involves sharing ideas, asking questions, even giving presentations.

6. Working With Others

Anything that involves being a part of a team! Directing or coordinating work activities, problem solving, and brainstorming ideas are all good examples of working with others. Staff meetings are one place where this happens often.

7. Thinking Skills

Thinking skills include problem-solving, planning and organizing, decision-making, memory, and research. They also include critical thinking – the ability to sort through information and decide what information is true or false, useful or not useful. When you make a decision at work about what to do about a tough situation, you're using thinking skills. When you try to decide what kind of job you would like to apply for, you're using thinking skills.

8. Computer Use

Using a computer to find or create information. This could be anything from using the Internet to find jobs, to using a word processor to create a resume, to using a computer at work to type memos, make a poster, publish a newsletter, or operate machinery.

9. Continuous Learning

This means being a lifelong learner, and realizing that learning doesn't stop when you finish school or even when you get a job. You are always going to want to improve and upgrade your skills and learn new ones.

Exercise #2

The Nine Essential Skills are listed here. Read the situations below and write the skill or skills being used. Some may be examples of more than one skill.

Reading
Document Use
Oral Communication
Thinking Skills
Continuous Learning

Writing
Numeracy
Working With Others
Computer Use

1. Rick went to the website of the company he was applying to and did some research before his interview. This way he was able to better respond to the interviewer's questions and to ask questions of his own.

2. Dacia got offered both of the jobs she interviewed for and had to choose between them. She did so by comparing the salaries and writing out a list of the pros and cons of each job. She called up both managers to ask more questions about the type of work she would be doing.

3. Jackson finds most of his jobs by word of mouth, so when he is looking for work he calls up friends and asks if they've heard of anything that might be a good fit.

4. Clay and Lee are starting up a junk removal business. To get the word out, Clay posts ads on Kijiji and other online message boards, while Lee takes out space in the Yellow Pages and designs posters to put up around town.

5. Parvin has been working as a cashier for five years and wants to get a new job that pays more. She decides to go back to school to apprentice in carpentry.

Read the situation below. Find and explain at least three ways that Jared uses essential skills at his job.

Jared works as a sales associate at a busy electronics store. His job is to help customers find products, answer their questions, and give them suggestions about what product might be best for them. He sells TVs, stereos, computers, cameras, and more.

Jared works on commission: he gets extra money on his paycheck based on how much he sells, so he makes more the more a customer spends. He finds that he needs to balance his desire to sell the most expensive item with the need to not be too pushy and scare off customers.

He helps customers fill out financing agreements when they buy larger items on credit. He also puts together warranties for products. Part of Jared's job is to keep track of new brands and products available in the store and learn about them, so he can inform customers. He researches these on his own time, and he attends meetings and trainings with other sales associates to learn about new items that have just come on the market.

Explain two ways that you have used essential skills at work or in searching for work:

Lesson #3

Choosing the Right Job for You

How do you know which jobs you should apply for? A good first step is to consider what is most important to you in a job: your job priorities. Are you looking for a high salary? Flexible hours? Job duties that interest and challenge you?

You also need to consider your strengths and weaknesses. What are your skills and talents? What are you great at? What are you not so great at? Most importantly, what past experience do you have and what jobs fit best with that experience?

When you are first looking for work and have very little experience, you may not have a lot of job choices. Scott, an inmate at the Winnipeg Remand Centre, told us about the hard time he has had looking for work:

“I've never felt like I had a lot of options for work. I chose jobs based on what was available and who would hire me. I only went up to Grade 10 in school, and I started coming to jail when I was 13. Those are big factors in who will hire me and what's open to me. Most of my education has been through correspondence while I was in the youth centre. I was in and out of jail all the time between 13 and 18 – a couple of months in, a couple of months out. A few months at a job, then back to jail.

I didn't really like any of the jobs that I've had, but you have to do what you have to do, you know? Warehouse jobs are pretty boring and tedious, doing the same thing all day long. My first job, when I was 16, was working in a clothing factory, putting zippers on jackets all day. Pretty dull, but whatever – it's five bucks an hour, right? I was working in a fish factory for a while. I've done lots of jobs. The best job I had was when I was doing construction; I was outside all the time. It was hard work, but the pay was okay.

I've got a job with a steel mill lined up for when I get out of here.”

Another former inmate, Jody, told us that he had a very difficult time when he first began looking for work as a young person. “I couldn’t get hired anywhere,” he said. “I didn’t have any skills or experience to offer employers, so that made even writing a resume a tough job in itself.”

Jody started by working for a temp agency, and eventually a job opened up at one of his temporary work sites. This led to full-time employment in construction. Eventually, as Jody got more experience in construction, he decided to go back to school for carpentry so he could jobs that paid better in that field.

An employment coach we interviewed admitted that a lot of time, your first job might not be something you love. If you have very little job experience you may need to start at the bottom and build from there.

“I think one of the most successful strategies is to figure out where you want to be, what job you would love to have down the road,” he said. “But then, you should realize you aren’t going to get there in an instant. Some of the most successful men and women that I’ve worked with have started out at entry level jobs that maybe aren’t ideal for them. But, they need to pay their bills and they need to gain some job experience. So they start at an entry level position and work really hard and they get a good reference, and then sometimes within just a couple of months they can move on to something a little better. And then they get another good reference, and another job they can add to their resume, and then they move up from there. They build, build, build; they’re building the blocks of their career history, always aiming for better opportunities that are closer to their goal.”

It's a good idea to set a long-term goal that you can work toward. Where do you hope to be working in five years? To do this you'll need to think about your strengths, weaknesses, and your job priorities.

Next, what are the smaller steps it might take to get you to your goal? What sorts of jobs could you start working at right now that would help you build your way up to where you want to be? What education and training might you need? Are there volunteer opportunities that could help you gain job skills?

This book will help you to answer those questions. At the same time it will help you to work on your reading and writing skills, which are important for almost any job.

Literacy Tip: Finding the Main Idea

Finding the main idea of a piece of writing is a way of summarizing that piece of writing in just a few words. Every story has a main idea. When we say, “What’s the main idea?” we mean, “What’s this story about?”

Most stories contain a lot of information, and we don’t need to summarize all of it. A main idea statement describes the most important parts of the story, and the story’s overall message. It leaves out the smaller details.

For example, in the lesson you just read you heard a short story from Scott, an inmate at the Remand Centre. Look back at Scott’s story from the lesson. Then read the main idea statements below.

- A. This story is about work.
- B. This story is about Scott’s favourite job, working construction.
- C. This story is about how Scott has few job options, and so has to take boring, low-paying work.

Statement A is too broad. Sure this story talks about work, but let’s be more specific. A lot of stories could be about work. You could write about how literacy skills can help you at work, like we did in the last lesson. You could discuss job training and upgrading, like we will in Lesson #4, or apprenticeship and skilled trades work, like we will in Lesson #6. “This story is about work,” doesn’t give us enough information to be the main idea of the story.

Statement B is too narrow. Scott does mention his work in the construction industry, but that’s just one small part of his story. There are other important things that he talks about in the story.

Statement C is an example of a good main idea statement. It includes everything in the story. Everything Scott tells us relates to his limited work options and how not having a lot of experience or education has affected the types of jobs he is able to do.

When you are asked, “What is the main idea?” picture yourself reading a story or news article, and a friend comes up and asks, “What’s that about?” Try to think of a way you can tell your friend about the whole story in just a sentence or two. That is a good main idea statement.

Exercise #3

Read the story below, from one of our students in the John Howard Society literacy program. Then identify the main idea of the story.

When I was about 19 years old I stumbled into a job as a sub-prime car salesman. I had just got out of Headingley, having done my first adult time, and I didn't really have anything to do. I was trying to get back into my usual way of making a living – the narcotics industry – and I called up an old buddy who used to be a partner of mine. He told me he wasn't selling drugs anymore. I asked him what he was doing and he said he was selling cars.

I said, "Are you making any money at that?" And he said, "Yeah, actually. I'm actually probably making more than I was before." So I said, "Hey, get me into that," and he did. I ended up liking it a lot, and I was good at it.

What is the main idea of this student's story?

Job Priorities

Lesson #3 talked about how it's always a good idea to think about what's most important to you in a job: your job priorities. Below is a list of some different job priorities. Read through them and put them into categories: Very Important to Me, Somewhat Important to Me, and Not really Important to Me. Feel free to add any others you can think of.

- | | |
|---|--|
| <ul style="list-style-type: none"> flexible work hours working with other people making a lot of money loving what I do doing different things every day opportunity for overtime work that is interesting or challenging coworkers I get along well with working with my hands a job that doesn't require much education plenty of vacation time job security (unlikely to be laid-off) making enough to support a family | <ul style="list-style-type: none"> being my own boss working alone helping others being creative having regular hours easy or repetitive work having weekends free being physically active at work working with my mind something with on-the-job training good health and dental benefits a consistent, regular paycheck no criminal record check needed |
|---|--|

Very Important to Me	Somewhat Important to Me	Not Really Important to Me

Using some of the ideas you put in the chart, write a short paragraph with the main idea of “What is important to me in choosing a job.”

If you have access to the Internet or are working with a tutor who has access to the Internet, see if you can get a Career Interests Quiz. You can use Google or another search engine to search “career quiz” or type in one of these links:

<http://www.tcu.gov.on.ca/eng/postsecondary/careerplanning/program/wizard.html>

<http://checkoutacollege.com/explorecareers/interestsurvey.aspx>

Fill out the career quiz and see what types of careers it suggests for you. Write a few sentences below about what your quiz said, and whether you agree with the career suggestions.

Lesson #4

Do I Need to Upgrade?

Once you have chosen the type of work you would like to do, the next step will be finding out what skills and training you may need. Some jobs will require general qualifications such as “good communication skills” or “ability to work as part of a team.” (The qualifications for many jobs match up with the Essential Skills we discussed in Lesson #2!). Other jobs will require specific education or training such as a college diploma, a university degree, a forklift license, or a first aid certificate.

You can gain some of these more general qualifications or essential skills through volunteer work, other jobs, or even hobbies. Helping out at a soup kitchen can give you experience both in kitchen work and in working with community members. The skills you gained in your job as a delivery driver when you were a teenager might serve you well if you’re looking to get into long-haul trucking now. If you’ve ever played sports or been part of a club or community group, you may have learned a lot about working as part of a team. All of this can help your resume and will help you to succeed at work.

To get the more specific training – the diploma, certificate, or journeyman’s ticket – you will often need to go back to school or take a course. Most cities have several literacy programs and adult learning centres to help people who have not yet completed high school. Literacy programs help with basic reading, writing and math skills. Adult learning centres offer high school level courses so you can get your Mature Grade 12 diploma. The back of this book contains a list of some of the literacy programs and adult learning centres in Winnipeg.

Some jobs require a college diploma or a university degree. Community colleges usually have shorter programs: one or two years. They focus on hands-on training, such as

teaching chefs to cook or teaching mechanics to fix cars. University programs are longer and focus on gaining knowledge about topics like history or psychology. Examples of jobs that require a university degree are: doctors, teachers, and scientists.

There are also many training shorter training courses that can help you find work. WHMIS training is required for many jobs because it teaches you how to handle chemicals safely. Another popular course for job seekers is H2S Alive. It is required for anyone who wants to work in the oil and gas industry, because it teaches you how to be safe around sour gas. Computer courses or food handling courses may also be useful for many types of jobs. If you're unsure about where to find a course you need to take, try contacting a job counselling or employment agency. We'll talk about those in the next lesson.

To find out what skills and training you need, you may need to do some research. Here are some suggestions:

- If you have a family member or friend who has an interesting job, ask them some questions about their work.
- Check the newspaper or other job postings and look for jobs you are interested in. Make notes about what qualifications and training the employer is asking for.
- If you have access to the Internet, do a search of your chosen career to get details.
- Pick up a copy of *Manitoba Prospects*, a career newspaper produced by the Province of Manitoba. It has a huge listing of different careers and what skills and training you need to get into them. Paper copies can be found at most employment centres, or you can find it online by typing in “Manitoba Prospects” and the current year.
- If you have the opportunity, attend career fairs and talk to people whose jobs interest you. Ask them what education or training is needed for their job.

Exercise #4

Below is a chart with information about the training and education required for different careers. The information is taken from the *Manitoba Prospects 2012* job information newspaper. Use the chart and the index to answer questions about these jobs.

Job Title	Starting Wage	Average Wage	Training and Education Required or Recommended	High School or Vocational Programs Recommended
Receptionist	\$21,100	\$29,800	ACC, RRC, UCN, AL, ATI, CDI, HC, PVPS, RC, YC, ATC On the job training	Grade 12 WTC
Survey Interviewer	\$20,200	\$27,100	On the job training	Grade 12
Dental Assistant	\$31,200	\$39,800	RRC, UCN, CDI	Grade 12 Math 30S or 30G Biology 40S or 40G. Dental technology. TVH
Licensed Practical Nurse (LPN)	\$47,800	\$53,200	ACC, UCN Pre-professional program at UCN (Health Transition Certificate Program)	One 40S or 40G level Science. HBO, CPRS, MCI,
Recreation and Sport Program Leader	\$20,800	\$29,900	RRC, UCN, UM, UW, Sport Manitoba, Manitoba Fitness Council CPR, First Aid certificate	Grade 12 Physical Education
Bartender	\$18,800 plus tips	\$21,600 plus tips	MTEC	Grade 12
Retail Sales Clerk	\$18,800	\$31,700	ACC, USB, MTEC, RRC, HC, PUC On the job training	Grade 12
Bus Driver	\$26,300	\$35,700	Class 2 or 4 license May need air brake endorsement	Grade 12
Welder	\$29,100	\$38,200	Apprenticeship: completion of both on-the-job and in-school training	Grade 12 DRCS, LSRS, TVH, WTC
Elementary School Teacher	\$44,900	\$66,300	Bachelor of Education degree required BU, UM, UW, USB, UCN	Grade 12
Journalist	\$27,000	\$46,200	ACC, BU, RRC/UW (joint program), UM, UW, ABC, PUC	Grade 12

Index:

Universities and Colleges:

ACC – Assiniboine Community College
BU – Brandon University
CMU – Canadian Mennonite University
ETP - Ecole technique et professionnelle du College Universitaire de Saint-Boniface
RRC – Red River College
UCN – University College of the North (The Pas, Thompson)
UM – University of Manitoba
USB – Universite de Saint-Boniface
UW – University of Winnipeg
CMB – Campus Manitoba
PUC – Providence University College

Vocational and Technical Schools

ATC – Louis Riel Arts and Technology Centre
CPRS – Crocus Plains Regional Secondary School (Brandon)
HBO – Helen Betty Osborne Ininiw Educational Resource Centre (Norway House)
MCI – Maples Collegiate Institute
MTEC – Manitoba Tourism Education Council
TVH – Technical Vocational High School
WTC – Winnipeg Technical College

Private Vocational Institutions

ABC - Academy of Broadcasting Corporation
AL - Academy of Learning
ATI - Anokiiwin Training Institute
CDI – CDI College of Business, Technology and Health Care
HC – Herzing College
PVPS – Patal Vocational Preparation Schools
RC - Robertson College
YC – Yellowquill College

Use the chart and the index to answer these questions:

Which of the jobs listed has the highest starting salary? _____

Which of the jobs listed has the lowest average salary? _____

Look at the average salaries. How much more does the highest paying job make than the lowest paying one?

Which jobs require that certain high school courses be completed?

Which jobs require or recommend a university degree?

Which jobs require or recommend a college diploma?

Which jobs on this chart could you train for if you lived in Thompson or the Pas and weren't able to move for school?

Which of these jobs is most interesting to you? Why?

Lesson #5

Starting Your Job Search: Who Can Help?

Looking for work is not something you need to do all on your own. Many communities have employment counsellors and job search agencies that can help you.

One example in Winnipeg is Opportunities for Employment. Their office is at 294 Portage Avenue. Their purpose is to help people find stable, long-term, full-time employment by helping them to develop the skills they need for work and for job searching.

Opportunities for Employment (OFE) offers some of the training that we talked about in the last lesson. They do forklift courses, Safe Food Handlers, WHMIS, first aid, non-violent crisis intervention and computer literacy. They also help job seekers to put together a resume, practice interview skills, and set goals for their job search. They have computers you can use to search the Internet for available jobs, and they often have tips on where to find jobs. Their employment counsellors are always calling around to find “job leads” – businesses and organizations that are looking for new workers.

It’s easy to become a client of OFE. They will help anyone who is over 18 years old, living in Winnipeg, and who is working or going to school less than 20 hours per week. OFE has a lot of experience working with people with criminal records. They can offer advice about how to get training or education if you need it, how to gain work experience and references, and how to talk about your criminal record in job interviews. (We’ll talk more about this in Lesson #12).

Kenton Eidse, who works at OFE, says his program tries to be flexible and meet the different needs of everyone who comes in the door.

“We know everyone is different, so we don’t shove everybody through the same programming,” he says. “We will sit down with a client and find out what their goals are, whether it’s just to find work as quickly as possible, to upgrade their skills, or something else. We will work with clients both one-to-one and in groups. We know that job-searching is time-sensitive. You need a job quickly to pay the bills and move on with life. We try to make that as quick as possible.”

Another useful job searching organization is CAHRD: the Centre for Aboriginal Human Resource Development. CAHRD are located at 181 Higgins in the Aboriginal Centre. Their employment services department helps Aboriginal job seekers with resume building and job searching strategies. They give workshops on interview skills and other job search skills. They can also help you with plans to go back to school for further training. There is an adult learning centre and a college in the same building, so if you want to finish Grade 12 or take some college courses, CAHRD is a one-stop shop!

All of the services at CAHRD and OFE are free. This is the case with most employment centres. Check out the resource listing at the back of the book for other ideas about where you can go for help in starting your job search.

Literacy Tip: Writing Complete Sentences

In many types of writing you will want to use complete sentences. If you're writing a grocery list or a text message, you may write using just a few words. But if you are writing a cover letter or an email to a future employer, you will want to write as clearly and as completely as possible. A complete sentence is one that has a subject (the person or thing in the sentence that is doing something) and that contains a complete thought.

These are **not** complete sentences:

Can help you with your job search.

Went to the store.

A very talented kid.

They are missing the subject, which is the most important part of any sentence. Adding the subject is easy enough. The subject of a sentence is whatever comes to mind when you say, "Who can help you with your job search?" or "Who went to the store?"

Opportunities for Employment can help you with your job search.

Damian went to the store.

My little sister is a very talented kid.

Sentences also need to contain a complete thought. They need to explain what the subject is doing, or being.

These are **not** complete sentences:

A bicycle with a broken wheel.

The capital of Manitoba.

Making a sentence complete sometimes involves filling in missing information, answering the question "is what?" or "does what?"

A bicycle with a broken wheel isn't much good to anybody.

The capital of Manitoba is Winnipeg.

Exercise #5

Decide whether these sentences are complete, or whether information is still missing. Write “C” if the sentence is complete, and “I” if it is incomplete.

1. All of the services at CAHRD and OFE are free. _____
2. Workshops on interview skills and other job search skills. _____
3. Over 18, living in Winnipeg, and working less than 20 hours per week. _____
4. Looking for work is not something you need to do all on your own. _____
5. According to Kenton Eidse, who works at OFE. _____
6. Can help you with plans to go back to school for further training. _____
7. OFE has two offices in Winnipeg. _____
8. A useful organization for Aboriginal job seekers. _____

Choose three of the incomplete sentences and rewrite them below to make sure they are complete.

Lesson #6

Skilled Trades and Apprenticeship Programs

After years working in low-paying jobs, one John Howard Society client believes he has finally found the secret to career success.

“People who enjoy working with their hands and working outdoors should really think about getting into trades,” said Nick, who is apprenticing to become a bricklayer.

“Bricklaying is challenging and keeps you physically fit. It’s a way to learn a new skill, get paid while you’re doing it, and make better money in the long run. When I started in construction in 1999 I was making \$10 an hour. I enjoyed the work, but I didn’t want to make \$10 an hour for the rest of my life.”

Most of the time, if you go to university or college you will be paying for your whole education. Apprenticeship is different: you get paid to learn! Most programs take between 2 and 4 years to finish, and combine about 80% on-the-job training with 20% in-school training. During your on-the-job training, you are paid an hourly wage by your employer. During your in-school training, you can get Employment Insurance if you have worked enough hours, and that will help with your living expenses.

Apprentices who are just starting out in a trade must complete a certain number of hours of on-the-job training with their employer. The number varies depending on the trade, but is usually about 1,000 hours, or about 6 months full time. After you have completed your hours, you will go to a college or technical school to take your first level of in-school apprentice training. Then you’ll complete another set of hours, followed by another several weeks of in-school training.

Some trades have four levels; others have five. Once you have completed all of your

levels, you can write your journeypersons examination, and you will be a certified journeyperson in your trade. Certified journeypersons make more money, and they can also mentor apprentices.

There are 50 skilled trades in Manitoba, everything from welders to mechanics and electricians to hoist operators. There are also several trades in the service industry, including chefs, hairdressers, and skin care technicians. All of these are jobs that you can become an apprentice in and receive paid, on-the-job training.

The one challenge with trades is finding someone to take you on as an apprentice. This can be more difficult than most types of training, where you submit an application and fee and see if they accept you. You need to approach apprenticeship like a job search, because the business or company training you will also be paying you. You will be more like an employee than a student. You'll need a resume and cover letter and you will probably have to go to job interviews. It will help to have some experience working in similar jobs.

If you have no experience working in the trade you want to train in or can't find anyone to apprentice you, you may wish to take a pre-employment program at a community college or vocational school. For example, someone wanting to be a plumber can take a 5-month pre-employment course at Red River College to gain skills in using tools and reading blueprints. After this, that person will probably have a better chance of being hired on as an apprentice.

Nick told us that apprenticeship programs are a good option for people who have been involved in the justice system.

“I think that trades are more open to hiring people with a criminal record,” he said. “As

long as you're good at what you do and you get your job done, they don't judge you. With the people I work for, it's all about putting a wall up. If you're good at that, they're happy with that. There's quite a few other guys I work with who have records, and nobody feels like they're being judged. I think it's a good option for people.”

If you are interested in more information about skilled trades and apprenticeship training, you can contact Apprenticeship Manitoba at (204) 945-3337 or toll free at 1-877-978-7233. Their office is at 1010 - 401 York Avenue and their website is at <http://www.gov.mb.ca/tce/apprent/index.html>.

Literacy Tip: Alphabetical Order

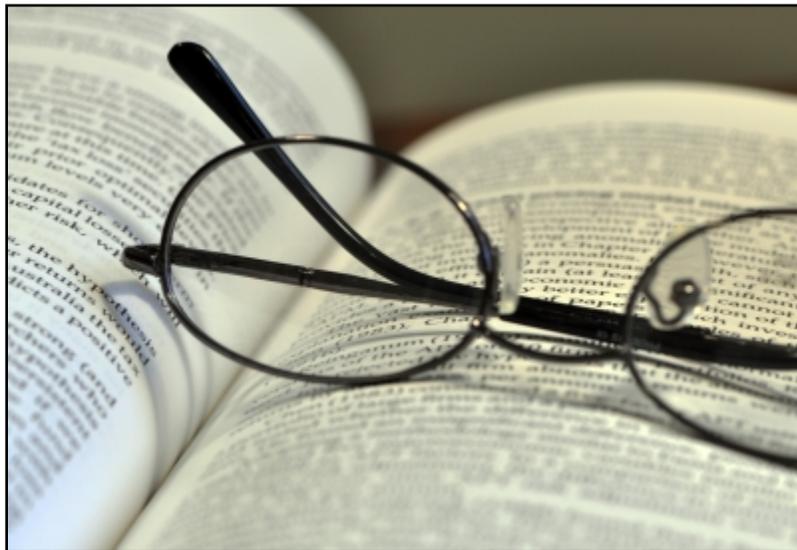
A common way to organize information is to put it in alphabetical order. If you've ever browsed through a library or a CD store, you'll notice that everything beginning with "A" is grouped together at the beginning and everything beginning with "Z" is grouped together at the end, with all the other letters falling in order between.

Learning about alphabetical order will help you in organizing files in an office, looking up a word in the dictionary, or finding a name in the phone book.

In alphabetical order, we look at the first letter of a word and compare it to the first letter of other words. For example, "falcon" comes before "sapphire" in alphabetical order because the letter "f" comes before the letter "s". "Hand" comes before "kerosene", "crisp" comes before "run", and "torch" comes before "under".

It gets a little more difficult when the first letter of two words is the same. At that point, we move on to the second letters, and compare them.

"Folk" and "fan" both begin with "f", so if we want to put them in order we need to look at the second letter. "A" comes before "o", so "fan" would come before "folk" in alphabetical order. "Club" and "clap" both begin with "cl", so we'd move on to the third letter to decide which comes first. "Clap" would come before "club", because "a" comes before "u".



Exercise #6

Here is a list of the skilled trades available for apprenticeship in Manitoba. Check off ten or twelve that you think look interesting and then use the blank chart below to put them into alphabetical order.

Industrial Electrician	Automotive Painter	Painter and Decorator	Sprinkler System Installer
Power Electrician	Transport Trailer Technician	Interior Systems Mechanic	Refrigeration and Air Conditioning Mechanic
Steel Fabricator	Truck & Transport Mechanic	Carpenter	Water and Wastewater Technician
Welder	Agricultural Equipment Technician	Cabinetmaker	Steamfitter-Pipefitter
Boilermaker	Aircraft Maintenance	Roofer	Sheet Metal Worker
Machinist	Heavy Duty Equipment Technician	Boom Truck Hoist Operator	Gasfitter
Electric Motor System Technician	Gas Turbine Repair and Overhaul Technician	Mobile Crane Operator	Partsperson
Industrial Instrument Mechanic	Recreational Vehicle Service Technician	Crane & Hoisting Equipment Operator	Pork Production Technician
Industrial Mechanic	Automotive Service Technician	Ironworker	Floor Covering Installer
Tool & Die Maker	Motor Vehicle Body Repairer	Domestic Gasfitter	Landscape Horticulturist
Rig Technician	Marine & Outdoor Power Equipment Technician	Boom Truck Hoist Operator	Esthetician (Nail Technician) (Skin Care Technician)
Diesel Engine Mechanic	Construction Craft Worker	Tower Crane Operator	Electrologist
Railway Car Technician	Construction Electrician	Mobile Crane Operator	Hairstylist
Concrete Finisher	Glazier	Pre-Engineered Building Erector	Cook/Chef
Bricklayer	Plumber	Insulator	

Choose one of the 10 or 12 trades you listed and write about what you find interesting about this trade. (Be sure to answer in complete sentences!)

After reading the lesson on skilled trades, what questions do you still have about apprenticeship programs? List them here.

The person interviewed in the lesson, Nick, had a very positive experience with trades. Do you think there might be any disadvantages in this kind of work? What are they?

Lesson #7

Temporary Work Placement Agencies

If you live in Winnipeg, you may have heard of temporary work placement agencies such as Labour Ready, Adecco, Pinnacle, Spherion or Staffmax Personnel. These agencies find workers to do temporary jobs that wouldn't normally be advertised in the paper.

Some staffing agencies take your resume and then call you when something comes up. Others require you to show up at their office to be sent out to a job site if a job comes up that day.

At Labour Ready, job-seekers sign up by bringing in their Social Insurance Number and a piece of photo ID. They complete a test called a pre-employment survey. If they pass the test, they then take a safety orientation to prepare them for the job site. After that, they are ready to sign up for jobs.

The office doors open at 5:30 am, and those who arrive earliest have the best chance of being sent out on a job that day. The temp agency will try to match everyone with work, but sometimes there isn't enough to go around. On those days, some people may end up waiting at the office but still going home without a paycheque.

If you do get sent out on a job, you will be guaranteed at least four hours of work, and how much you make will depend on the employer. Labour Ready sends workers mainly to industrial jobs such as construction, warehousing, landscaping and assembly line. There are also temporary work placement agencies that specialize in other types of work, such as office work.

We asked our clients how they felt about temp agencies, and we got mixed responses. While nobody liked waking up at 4:30 in the morning, some people had found good jobs that way.

“When I first moved to the city I didn’t have much work experience or confidence, so I thought those temporary agencies might be a way to build some skills,” one former inmate told us. “There were lots of days I waited around at the office and never even got work, but it did eventually lead to a full-time job. One day I got sent out on a construction site, and the guy there offered me a permanent job. I ended up working with him for a couple of years.”

Another client said that temp sites could be “a real waste of time.” He remembered getting up at 4:00 in the morning and bussing down to the office, only to wait for hours and be sent home. “And even if you do go out on a job one day and you know they’ll be needing you the next day, at some places you still need to go down to the office the next day and wait there to see if you get called again.”

One man we spoke to in the Remand Centre said he’d had good luck with the temp site Adecco. “You go and fill out their forms, and then they’ll call you. You don’t have to go there at 5 in the morning or whatever. You’re basically on call, and then they’ll get a hold of you when they have a job for you. Maybe tomorrow, maybe in a week. And if the employer likes you, sometimes it leads to full-time work.

“There was a trade show at Assiniboia Downs and I went there to do set-up for this company. I went there and unloaded all these trucks, unloaded all these palettes. Afterward, the company asked if I wanted to work for them full-time.”

One employment counsellor we interviewed had some advice about temporary work

placement agencies. He suggested that job seekers who want to do temp work should go for it, but should also put aside some time each week to look for regular work.

“Sometimes temp sites can be an excellent plan to get some experience, and make some money right away,” he said. “But we do encourage people not to do it full-time, to keep some of their time free to look for stable, permanent work.

“You’ve also got to prepare for the discouragement of waking up at 4:30 in the morning, getting there at 5:00 and sitting there until 10:30 and nobody calling your name. At some agencies it seems like they wait until you have come a bunch of times and waited around before they finally give you a job. That can be really discouraging. But once it does start happening you can build up some experience that way. But still, put aside time to job-search. The more time you spend, the quicker you’re going to find something.”

In Lesson #13, we’ll talk about other strategies for looking for stable, permanent work.

Literacy Tip: Making Decisions

Remember when we talked about the Nine Essential Literacy Skills in Lesson #2? One of the skills was “thinking skills,” which includes things like solving problems and thinking critically about information to determine if it’s true or false. Thinking skills also includes decision-making.

What do you do when you have to make a really tough decision? Do you think it over for days or weeks? Do you ask a loved one, mentor, or elder for advice? One thing many people do is to compare the good and bad things that may come out of the decision – also known as “pros” and “cons”. Most people do this in their heads, but it may also help to write it out on paper. That allows you to look at all the information at once, which may help you make your decision. Here is an example:

Sanjeev has been working in a fast food restaurant since he came to Canada four years ago. He started at minimum wage but has worked his way up to a better salary as an assistant manager. He is glad to be able to support his wife and two young children, but he is not very happy at his job. He finds it boring and frustrating. He would like to train to become an engineer, but he knows that going back to school will mean that he can no longer work full-time. What are the pros and cons of going back to school?

Pros	Cons
Sanjeev will be working toward doing a job that he loves	He will be giving up a stable income for several years to go to school, and money will be tight
Engineers make more money than restaurant workers, so in a few years he and his family will be a lot better off	He will probably need to take out loans to go to school, and those will need to be paid back over many years
He may be able to work part-time at the restaurant while he is in school, so he won’t be giving up his entire income	He is going to be very busy if he decides to work and go to school. He may not be able to spend as much time with his family

Now that he has taken the time to sit down and write out some of the pros and cons, Sanjeev might find it easier to make this difficult decision. He will also probably want to talk it over with his wife, since the decision will affect her and their children as well.

Exercise #7

What would you do if you were in Sanjeev's situation and had to make a decision about giving up a steady job to go back to school? Explain the reason for your decision.

Have you ever had to make an important decision that you knew would really affect your life? What was the situation and how did you make up your mind?

Looking back on it now, how do you feel about the decision you made? Would you do anything differently if you had to do it again?

Look back at the last lesson, on temporary work placement agencies. What do you think are the pros and cons of using these agencies to find work? There are quite a few pros and cons listed in the lesson, but you may have some of your own ideas as well.

Pros	Cons

After making this list, do you think you would use a temp agency to look for work? Why or why not?

Lesson #8

Starting Your Own Business

“Finding a job is hard for anyone,” says Frank Atnikov. “When you add a criminal record, it can be even more challenging. For some people coming out of jail, it may be natural to say, ‘Okay, maybe I can employ myself.’”

Frank works for SEED Winnipeg, an agency in the North End that helps low-income Winnipeggers start their own businesses and save money for future goals. SEED has an 8-week training program that helps people develop the skills they need to start their own business, such as creating a business plan. They also do one-to-one sessions for people who want to learn more about this, but who aren’t ready to commit to 2 months of group classes.

“With the one-to-one sessions, we can change the advice and resources we give based on the needs of the client and the business,” Frank explains. “For example, somebody starting a lawn care service out of their home doesn’t need the same level of service as someone looking to start up their own restaurant with \$150,000.”

There are many positive things about being self-employed, says Frank. Being independent and being your own boss can be very rewarding. You may be able to have a more flexible schedule and set your own hours. You can make more of your own decisions about your work, and run the business according to your own values. This is all very exciting for someone with a great business idea and a lot of passion for the work involved.

However, running your own business isn’t for everyone. Business failures are very high, warns Frank, and income isn’t always steady. A real estate agent, for example, may

make a whole lot of money when they sell a house, but there may also be long stretches between sales where they aren't making anything. Some people also find it very difficult to go from taking orders from a boss to having to make so many choices on your own. And it takes a lot of self-discipline to get up and go to work when nobody is making you go!

Frank says his best advice for new business owners is to start small, and be patient. Often the most successful businesses start out as a side project to make a little extra income on top of social assistance, or something that you do in addition to a paid job.

“People who expect to be able to rely just on your business to pay all your bills right away are often in for a surprise,” he says. “If you have a lot of capital to start a business it helps, but most people don't have that. It's best to start small, and build up slowly.”

He also adds that while there are many important skills needed to run a business – marketing, organizational skills, and management skills – some people already have some of these skills without even going to school for years and years.

“If you've been a drug dealer, for example, you already have some experience,” Frank says. “You already know how to buy something and market it, selling it for more than you bought it for. You're already a smart business person! You already have those skills! A lot of folks doing illegal activities don't realize this, but they have many talents and skills that can be used to benefit them in legal businesses that are good for the community.”

SEED is located at 80 Salter Street and their phone number is (204) 927-9935. Contact them with your questions about starting up your own business.

Exercise #8

SEED Winnipeg uses this quiz to help their clients find out whether starting up a business would be a good choice for them. If you're interested in small businesses, take the quiz yourself to see how you do! (If you're not, feel free to skip this exercise).



Are you ready to start a business?

Read each question carefully, then write your answer in the blank beside it. The possible answers are:

- Strongly disagree: **1**
- Disagree: **2**
- Agree: **3**
- Strongly agree: **4**

Add up your totals at the end of each section. Be honest! Your answers will help you see your strong points, as well as things you need to work on as you think about starting your own business.

A. People	Score
1. I am willing to give up some of my family life to be successful in business. My family agrees to this change.	_____
2. I have support from family and friends. They will take care of some of the details in my life so I can work long hours when needed.	_____
3. I have people in my life who will listen to me and encourage me in starting the business.	_____
4. I have people in my life who can advise me about business. Examples: a friend who owns a business, a lawyer, an accountant	_____
5. Before making important decisions, I ask for help from people who are older or more experienced.	_____
My score for this section:	_____

B. Small Business Skills

- 1. I like to work with numbers, stick to budgets and find the best prices. _____
- 2. I have skills in performing the service of my business. _____
- 3. I have experience related to my business idea. _____
- 4. I enjoy meeting new people. _____
- 5. I am able to work on my own. _____

My score for this section: _____

C. Management Skills

- 1. I am a good leader. It is easy to get other people to do things. _____
- 2. I can take “no” for an answer without getting upset. _____
- 3. I enjoy taking care of details. _____
- 4. When I start a job, I set clear goals for myself. _____
- 5. When I try to figure out a problem, I come up with more than one solution. _____

My score for this section: _____

D. Money

- 1. I am willing to live on less money to succeed in business. _____
- 2. I have enough money to pay for housing, basic needs, and my bills while I start out in business. _____
- 3. I am in control of my money. _____
- 4. I am up-to-date with my credit card and bill payments. _____
- 5. I have money to put toward my business. _____

My score for this section: _____

E. Basics

- 1. I have help to take care of my children (or other family members) while I work at the business. _____
- 2. I have a safe, affordable place to live. _____
- 3. I have reliable, affordable transportation. _____
- 4. I can manage my stress, illness or disability. _____
- 5. I am able to work long hours over a long period of time. _____

My score for this section: _____

F. My Attitude

- 1. Once I decide to do something, I do it. Nothing can stop me! _____
- 2. I am able to take charge of my life. I can make changes to improve my situation. _____
- 3. I enjoy taking risks just for the thrill of it. _____
- 4. When something goes wrong, I ask myself if I could have done better, instead of blaming someone else. _____
- 5. Even when other people criticize me, I am able to continue feeling good about myself. _____

My score for this section: _____

For each section, write your score. See the next page for what it all means!

My score from A:	People	_____
My score from B:	Small Business Skills	_____
My score from C:	Management Skills	_____
My score from D:	Money	_____
My score from E:	Basics	_____
My score from F:	Attitude	_____

- 5 – 10 It's important to think about all parts of your life when starting a business. You need to really think about what you can do to increase your abilities in this area, or find help. Without that, you may have a difficult time starting a business right now.
- 11 – 14 You have got qualities or supports in place that will help you be successful. Take a look at the questions where you answered “Disagree” or “Strongly Disagree”. Think about whether those things are important to you and your type of business. You may want to work at getting some of those skills or supports in place.
- 15 - 20 This is an area where you have a lot of strengths – these are positive things to have in place when starting a business. You can feel good about these parts as you build strengths in other areas.

Write a paragraph below about how you did. Which were your strongest areas and which were your weakest? Why do you think that is? Overall, do you think you're a good candidate for starting your own business? Why or why not?

Lesson #9 Volunteering

Doing volunteer work is one more strategy that can help you in your job search.

Volunteering for an organization that you care about can be a way to ‘test out’ a type of work to see if it’s really for you. It can also be a way to get references for your resume and to meet new people who might be able to help you find a job. Many groups or agencies who use volunteers also choose their volunteers first when they are hiring new staff.

Volunteering can help you gain some of the skills you need for work. If you find a volunteer position in a field you want to work in, volunteering can be like a type of training or education. It can also help you build skills that will help you at any job, such as following directions or working as part of a team.

“Any volunteer position will teach you the ability to plan ahead,” explains Noreen Mian, program manager for Volunteer Manitoba. “For example, you will quickly learn what time you need to leave the house to get there for 9:00 am. You’ll also learn about how to use different types of communication for different situations. If you volunteer in a personal care home you will communicate differently than you do when you’re in an office. If you’re giving a presentation you’ll communicate differently than if you’re talking one-to-one. If you’re meeting with your supervisor you’ll communicate differently than if you’re chatting with your friends. These are things they don’t teach you in high school, but they are important skills for real life, especially working life.”

Volunteer Manitoba is a not-for-profit group that helps people find volunteer work that fits their skills, interests, and goals. Hundreds of organizations use their website to recruit volunteers. Volunteer Manitoba staff also meet with potential volunteers in

person to help them find volunteer work that is right for them.

Noreen believes that volunteering is a rewarding experience and a great way to gain job skills, but she also knows it can be difficult for people who have a criminal record. Many common volunteer sites – such as schools and hospitals – require a criminal record check and can be very careful about who they take as volunteers.

Fortunately, there are a few places in Winnipeg who will take volunteers with a record. Noreen often refers people to Winnipeg Harvest, a large food bank that always needs help packaging food donations. Salvation Army and Siloam Mission are two more examples of agencies that are open to people who have been involved in the justice system. Some non-profit thrift stores are also a pretty safe bet.

Depending on where you live, Noreen adds, you may also be able to find volunteer work through your local neighbourhood association. Neighbourhood associations in the West End and North End are responsible for many exciting projects such as building community gardens and hosting summer street festivals.

You might also want to look into volunteering at one-time events, such as the Manitoba Marathon or one of the Canadian Cancer Society's fundraising walks. These huge events need many volunteers to run properly, and rarely require a criminal record check to get involved.

Volunteer Manitoba's website has a listing of volunteer opportunities, and each job description states whether a criminal record check is required. Soon they will also be listing whether the group looking for volunteers is open to taking people with past criminal convictions. This way, you'll know right away whether you can still volunteer if you have been to jail.

Another good place to look for volunteer postings is in the Monday issue of the *Winnipeg Free Press*. They have a special section all about volunteering.

Even if you are incarcerated there may be volunteer work you can do; you just might have to be a bit creative. The John Howard Society literacy program trains inmates to become volunteer tutors and help their peers with their reading, writing and math skills. You can also volunteer to write articles or poetry for the *Inside Scoop* newsletter. If you've got an artistic streak, you should know that the people who draw the artwork for our literacy workbooks are volunteers and receive a letter of reference for their efforts.

Inmates at the Remand Centre have even organized fundraising campaigns for local organizations. In 2012, WRC inmates, with the help of the JHS literacy program, raised \$1,800 for a local community centre that offers programming for youth in the Point Douglas area. There may still be options for you even if you are incarcerated!

If you are interested in checking out Volunteer Manitoba, you can go to their website at www.volunteermanitoba.ca or call them at 204-477-5180.

Exercise #9

When you apply for a volunteer position, you'll need to talk about your skills and strengths, just like when you apply for a job. The following volunteer positions are opportunities taken from the Volunteer Manitoba website. Read them over and choose one that sounds interesting. On the next page, write about why you want this volunteer position and why you'd be a good candidate for it.

Position title: Sports coach

Organization description: Robert A. Steen Memorial Community Centre is committed to providing the community with a variety of high-quality recreational activities in a safe and friendly environment.

Description of duties: We need volunteer coaches for a variety of sports and a variety of levels. We need people who have leadership experience, who enjoy working with youth, and who have a good knowledge of the sport they are coaching.

Position title: Aboriginal artist

Organization description: Ikwe Widdjiitiwin is a crisis shelter for Aboriginal women and their children. We are a non-profit agency and we offer safety, programs and short-term second stage housing.

Description of duties: We would like a volunteer to design and create an Aboriginal-focused poster depicting our shelter as a safe place for women and their children. We are looking for an artist who understands Aboriginal culture and how it relates to women who have been abused. This would be an excellent opportunity for someone to display their work across Winnipeg and Manitoba.

Position title: Bike repair helper

Organization description: The Bike Dump strives to make cycling and repair knowledge accessible to everyone. We organize democratically and non-hierarchically and we offer creative alternatives to automobile dependency.

Description of duties: We need volunteers to help with the operation of our volunteer-run bicycle repair "teaching" shop. This may include basic tasks like tidying up, helping people fix their own bicycles, teaching bike repair workshops, and driving loads of bikes from Brady Road landfill to community bike shops.

Position title: Delivery driver

Organization description: Meals on Wheels delivers nutritious meals to the people in our community who are unable to prepare or otherwise obtain them.

Description of duties: Our volunteer drivers pick up and deliver a route of up to 20 meals. Volunteers commit two hours once a week or twice a month, or spare when it fits their schedule.

Lesson #10

The Barriers of a Criminal Record: One Person's Story

Kelly Stefanation loves his job working with inner-city youth at the Spence Neighbourhood Association.

“My job can be stressful and difficult, but it's important work and I'm passionate about what I do,” he says. “The kids I've been involved with, I think of them night and day. Even on my days off I'm always dropping by there. I cannot not go to work; I like my job that much.”

Kelly has had a long journey to get to a job he enjoys. He spent most of his adult life in and out of jail, mainly for offenses he committed to feed his addiction. He left home at 17 and received his first jail sentence just a year later.

“Even when I was a kid, I always told my guidance counsellor I wanted to be a drug dealer,” Kelly recalls. “I was drawn to the prestige, the ego, this world where everybody wants you and everybody needs you.”

“Once you're living on the streets and living a certain kind of life, that life becomes normal for you. You get caught up in kind of a fantasy world lifestyle and you forget about the other world where people work and get a paycheque every two weeks, and pay their bills. You get consumed by this whole different world, and once you start going to jail and getting caught up in that system, it's very hard to get out.”

Now that he has been out of jail for over six years, Kelly looks back on the difficulties he faced trying to give up on crime and go straight. So many of those challenges had to do with finding legit work and supporting himself.

“The whole time you’re in jail, you think about how you want to change,” he says, “but when you get out and all you get is a welfare cheque, it becomes more likely you’ll go back to what you were doing. Living accommodations is the biggest issue. If you don’t have family to stay with, you’re back to crashing with friends – probably the same friends you were dealing drugs with. A lot of people don’t get around to making the changes they want.”

For those who do try to look for work, a criminal record closes a lot of doors, says Kelly.

“I scrolled through the Job Bank website and every other posting said, ‘Criminal Record Check required.’ I wouldn’t even bother with those ones – my record is just too long. It’s all networking for me when I’m looking for work. It pretty much has to be.”

Another setback is that many people who have spent time in jail don’t have a lot of work experience for their resume. “I worked on my parents’ farm as a teenager, so I knew how to work hard,” says Kelly. “But I didn’t have any other employment I could use on a resume. That makes it tough.”

Former inmates may also lack some of the social skills needed to succeed in work, he adds. This is especially true for those who have spent long stretches of time in prison.

“I think I’m still institutionalized in some ways,” Kelly says. “Even now I’ll be hanging around with people I work with and sometimes I’ll feel like I have nothing to talk about, because I spent so much time living in that other world.”

Kelly says he found some of his early employment at call centres, because they would hire almost anyone. He also used temp agencies for odd jobs and temporary work. Eventually he managed to find some jobs that paid a bit better, but he says he had to lie

about his criminal record to get them.

Finally Kelly landed his current job working with youth. In his interview, he was honest about his past and about his criminal record.

“I put a positive spin on it,” he says. “I talked about the things that I’ve learned, and how grateful I am when I do get good work – how I never take it for granted.”

He has a few pieces of advice for people who have been in jail or prison and who are now struggling to make ends meet on the outside.

“Take whatever job you can get and work your way from there,” he recommends. “I’ve been at Labour Ready at 5:30 in the morning and it sucks, but it’s what you’ve got to do if you don’t want to do back to jail.”

“Also, if you have an addiction, deal with it as soon as you can. Without that, you’ll just be caught in a revolving door. I’ve seen this again and again during my time in the system. Try to get into a good treatment program that works for you. I had good luck with Mainstay at the Main Street Project.”

Finally, he says, get educated about the types of jobs that might be open to someone with your kind of criminal record. Do this before you invest time and money into job training or education. You don’t want to train for a job and then realize that you can’t do it because of your record. One good option could be getting a trade, such as carpentry or plumbing.

Non-profit organizations could also be a good option, Kelly suggests, as they tend to be more understanding about people’s pasts.

Kelly says he can understand businesses' fear of hiring people with criminal records, but he wishes that society in general was more accepting of people with a history who want to change their lives.

"There's a stigma against people who have done time," he says. "There's no such thing as paying your debt to society anymore. It used to be, you walked out of jail and you were done. Now, it follows you forever."

"I'm a normal person in society now, but still I'm always walking around fearful that one day it's all going to end."

Literacy Tip: About the Author

We can learn more from writing when we think carefully about it. So far, we've been asking questions about writing like, "What is the main idea of this piece of writing?" or "What is this piece of writing about?" In the next exercise, you'll ask yourself other questions about what you've read. You'll think about the author of the piece of writing, and ask yourself the following things.

1. Who is the author's intended audience?

Who is this piece of writing for? Who do you think the author had in mind when they wrote this piece? Who do you think they hoped would read it?

For example, an author who writes a newspaper article about unsafe child car seats is probably hoping that parents of young children will read it. A restaurant reviewer who writes about a fancy restaurant is probably writing for potential customers of that restaurant – specifically, people with lots of money who can afford to go there. A man who writes a love poem about his girlfriend probably has her as his intended audience. But, he may also hope that other people in love will enjoy the poem, too.

2. What is the author's purpose?

Why was this piece written? If it's a memo from your boss, the purpose might be to give important information or instructions. If it's a novel, the purpose might be to entertain you. If it's an editorial in the newspaper, the purpose might be to convince you to change your mind about something. If it's an advertisement, the purpose might be to get you to buy the product.

3. What is the author's opinion?

Does the author have an opinion about what they've written? Sometimes, like with an editorial, the opinion is obvious. Other times, like with a news article, the opinion is hidden. Some pieces of writing are meant to be "unbiased", which means the author isn't supposed to have an opinion, but you can often guess their opinion anyway. Ask yourself, how does the author feel about this topic? What is he or she trying to say?

Exercise #10

The following poem was written by Kelly Stefanation, whose story was told in the lesson. Read it and see if you can identify Kelly's intended audience, purpose, and opinion.

I Walk Out of Jail

I walk out of jail
Done my time
Paid my debt to society
(So they say)
I am eager and excited
Had a long time to think
Of my life and damage I have caused
I want change
I need a purpose
I want to change the wreckage of my past
The first step is to go school
Then get a job
Do people actually hire ex-cons?
You know the answer to that
No, simple as that
Record? No job
No job, no money
No money, no home
You know where this is going
I am right back on the street
1 month later in jail
A year later, still in jail, it feels like home
Costing you and taxpayers \$80,000 a year
And all I needed and wanted was a job
I guess that will never happen.

Who do you think is the author's intended audience? How do you know?
(Hint: there may be more than one audience)

What do you think was the author's purpose in writing this piece? How do you know?

What opinions does the author express? How can you tell?

Lesson #11

More on Job Searching With a Record

As we learned in the last lesson, people who have been to jail face many challenges in looking for work. They may not have much job experience or good, solid references to use on their resume. They may lack the training and education needed for certain jobs. Finally, some employers may not want to hire someone with a criminal record.

This book has given you some advice about how to gain the skills and education you need to get the kind of job you want. This chapter will talk about how to deal with your criminal record while you are looking for work.

In Lesson #5 we met Kenton Eidse from Opportunities for Employment. He has spent many years working with people who are looking for work after being in jail or prison. He has a few tips for job searching with a criminal record. The most important things, he says, are honesty, responsibility and confidence.

“Sometimes it just doesn’t come up,” Kenton says. “Some employers don’t care. Half of their workforce has a criminal record. It doesn’t bother them. I usually tell people that if your record isn’t going to affect your job, and the employer doesn’t ask about it, just let it be. You don’t need to say anything about your criminal record.”

He adds that some of the best industries for ex-offenders are construction, woodworking, warehousing, and anything in the trades. Kitchen or restaurant work can also be easy to get into, even if you’ve done some time. It all depends on your history, of course. For example, if you’ve got home invasions on your record, an employer may not see you as trustworthy to be able to do a plumbing job in a customer’s house. If you’ve got thefts, you might have a hard time getting work in retail.

Some of the harder industries to get into are government jobs or working with children or other vulnerable groups. These types of jobs often require a criminal record check. But, Kenton adds, he has had clients get jobs in all of these fields, even with lengthy criminal records. There are always exceptions and it always depends on the person, their record, and the job.

So what do you do if an employer asks about your record on an application or in a job interview? If they ask, Kenton says, it's important to tell the truth. He suggests a three-step approach to answering this question.

1. Be ready for it

“You should prepare for the question ahead of time,” Kenton says. “Think about it and know what you're going to say. If you're not prepared, you might be nervous and stammering. The more prepared you are, the more confident you are going to feel and act, and the more the employer will feel that you're past it and you're moving on with your life.”

2. Take responsibility

“Maybe it wasn't your fault and you were in the wrong place at the wrong time,” Kenton says. “We all know that happens. But if you say that, the employer may see it as you making excuses or not taking responsibility. It's better to frame it as something you are owning up to. You don't need to give a lot of detail. You can say, ‘I made some stupid mistakes, and I paid for them by spending some time in jail. They were mistakes, but I learned from them, and I decided to make changes.’”

3. Talk about how you've changed

“Take the focus off the offense itself by telling the employer what you learned from the experience and what you're doing to move past it. ‘I had a time in my life when I was

making a lot of bad decisions, but I've made some changes since then. I've got a family to take care of and it's important to me that my kids have a stable home.' Show what motivates you, what you're doing to change your direction, and what you've learned from your experiences. All of that can really help."

Keep a short leash on the conversation, Kenton suggests. Once you've gone through those three steps, turn the conversation back to why you're qualified for the position. If the employer wants to know specifics of what you were charged with, then you have a decision to make.

"You can refuse and say, 'I'm not comfortable talking about that,' but then the employer may really think the worst," Kenton says. "On the other hand, sharing everything might be overwhelming for the employer. It is your decision and it's going to change depending on the circumstances, but if you have an offence that is not very serious you may want to tell the employer exactly what it is. If you were caught with a bit of weed a few years ago and you don't mention that's what your offence was, the employer might assume something much worse. It's a tough decision and it's always going to depend on the record, the job, and how the interview is going."

One thing that is always important, Kenton says, is to try to be positive and confident. "Yes, there are some extra barriers in job searching if you've been to jail, but it's not impossible! If you go into that interview feeling and acting as though you've got 'Criminal Record' stamped on your forehead, you might have already doomed yourself. But if you go in confident and feeling good about yourself, you stand a much better chance. At first you may need to practice pretending to be confident – learning to smile, give a firm handshake, lift your head up high, and talk positively about yourself. You might be faking it at first, but slowly it will become real. And then you'll be much more likely to get the jobs you want. Good luck!"

Exercise #11

Opportunities for Employment keeps a list of businesses and organizations who have hired their clients with criminal records. The word search below contains the names of places in Winnipeg who have hired people with criminal records within the last four years. Circle as many as you can find!



MAACO
 Midtown Ford
 Goodies Bakeshop
 Telesolutions
 Bee Clean
 Ndinawe

Olson Farms
 Slotin Electric
 Roofco
 Clarion Hotel
 Norcraft
 Loubac Inc.

Nygaard
 Santa Lucia
 RONA
 YMCA
 Westco

Now, turn the page for the names of a few more...

Garden Grove Distribution
 Berger Peat Moss Ltd.
 Saturn Shows Ltd.
 Valu Lots
 Oakridge Accounting Services
 Thinkbox National Marketing Inc.
 MySurvey
 Winnipeg Airport Authority
 Dias Auto
 Ram Collision
 Performance Radiator
 Riverside Auto
 Mitsubishi Dealership
 Chabot Enterprises
 City Wide Truck and Trailer Repairs
 Big Guys Financing
 Park City Mazda
 Michelin Tire
 Mr. Lube
 Ultra Transmission
 Furby Auto Supply
 City Bread
 I-Marketing Solutions Group
 Basstel
 24-7 InTouch
 Skybridge Marketing
 Canada Drugs
 Inspire Solutions
 Kisquared
 Finline Solutions
 Inspyre Solutions
 311 City of Winnipeg Call Centre
 CanTalk Canada Inc.
 S R and J Customer Service
 TelStar Marketing Group
 Chamois
 Midtown Car Wash
 Storm Catering
 Wolseley Family Place
 West Central Women's Resource Centre
 Kookum's Place Daycare
 Victor Mager Lunch and Afterschool Program
 Class A Service Ltd.
 Villa Cleaning Services
 Bison Building Services
 Belle's Floor Cleaning Service
 Clean and Green Team
 Emily's Home Cleaning Service
 Marquise Facilities Corporation
 Cinderella Cleaning Services
 Endocom Industries
 Residential Janitorial Services
 Roux Cleaning
 Scott Bathgate
 SGM Inc.
 Vary Clean
 City Window Cleaning
 DA Matthews & Co Limited
 Picture Perfect
 Downtown Biz
 Thomas Design Builders
 JMK Construction Ltd.
 Fabucon Construction
 H 5 Exterior Contracting
 Houston Properties
 Ken Beatty Construction Ltd.
 Logan Stevens
 BIRD Construction
 Caldo Construction
 Steve Van Construction
 SVB Inc.
 Dominion Construction Ltd.
 Ibaraka Construction

Pothole Plus Ltd.
 Prairie Truss
 Seine River Construction
 Sierra Construction
 Sigfussa Northern
 Stuart Olson Dominion Construction
 Tahoe Construction Services
 Transkor Construction Ltd.
 Change Innovators Inc.
 NDN Consulting
 Buscemi G Plaster and Masonry
 Glen Rollins
 Lambert Construction
 Wall-Tec Interiors
 Icon Painting
 Penta Protective Coatings Ltd.
 Dynamex
 Crosstown Dental Laboratory
 Nationwide Drapery
 North West Co
 Rental Experts
 Safeway
 Casterland/Reid Wheel Corp.
 Northern Meat Service
 B.A. Robinson Lighting
 Dominos Pizza Distribution
 Regional Products Ltd.
 Sysco Winnipeg
 Nemco Resources Ltd.
 Collision Parts Specialists Inc.
 Precision Drilling
 Canadian Linen & Uniform Svc.
 Eabametoong First Nation Education Authority
 Elwick Community School
 Garden City Collegiate
 University of Manitoba – Faculty of Medicine
 Winnipeg School Division
 Centre for Aboriginal Human Resource Development
 South East College
 Ingram Consulting Ltd.
 Western Polymers
 Red River Exhibition Park Association
 Select Shows
 Golden Eagle Toys
 Little Mountain Sportsplex
 MTS Iceplex
 SNC Lavalin
 Auto City Finance
 Farm Business Consultants Inc.
 Grants International Inc.
 Me-Dian Credit Union
 Canada Compound
 Frito Lay Canada
 Cavalier Candies
 Ovations Food Services
 University of Winnipeg – Diversity Food Services
 Big Daddy's Dogs
 Manitoba Clinic Cafeteria
 The Kitching Group
 Shaarey Zedick Cemetary
 Domo Gasoline Corporation Ltd.
 Red River Coop
 Shell
 City of Winnipeg
 River City ReManufacturing
 SM Industries
 Active Personnel Services
 Norwood Tent and Awning Inc.
 TLC Staffing Agency
 Great Plains Rail Contractors
 LMF Lightning Crackseal
 Structural Composite Technologies
 Gordon Fiddler

Manitoba Structure and Infrastructure
 Randon Pipeline
 Western Scrap Metals
 NAS Construction
 Neufelds Carpentry
 Sovereign Construction
 Jerry's Concrete
 Jose Vierra Concrete
 Belvidere Construction
 Kepsco Construction Services Ltd.
 Trades Labour Corporation
 Peloquin Insulation & Contracting
 Red River Construction
 S & J Construction
 Bockstael Construction
 Orloff Scrap Metals
 Alliance Home Builders
 Gateway Construction
 Leo's Home Handyman Home Renovations
 PCL Constructors Canada Inc.
 W. Giesbrecht Homes
 Western Construction Services
 Albany Keystone Builders & Renovators
 Bayview Construction
 Borland Construction Inc.
 Capstone Construction
 Colin's Custom Installation
 Epic Environmental
 Forum Construction Services, Ltd.
 Graphic Construction
 Hofer Construction
 I N R J Contracting Inc.
 Maple Leaf Construction
 Northern Construction
 Panainaaq Construction
 Passmore Construction & Painting
 PTC Construction
 Red Lake Construction Co. Ltd
 South Wind Construction
 Triple CCC Construction Ltd.
 Whiteside Contractor
 World Wide Construction Services
 Imrie Acme Demolition Ltd.
 Manitoba Green Retrofit
 Tiger Ventures
 Kloos Hauling & Demolition
 Gateway Demolition
 Jay 3 Incorporated Construction
 John Dicks Landscaping and Lawn Care
 Loewen Drywall Ltd.
 Wiz-Nerds of Drywall
 Manitoba Hydro
 St. Vital Electric
 Rondor Excavation
 Crymatech
 Dominion Bridge
 Boudreau Flooring
 Elmhurst Gymsum Floors Inc.
 Imperial Foundation Repair and Concrete
 R & C Construction
 Basement Systems
 Airmaster Signs
 Madusky Windows & Doors
 Stony Mountain Insulation
 J & D Penner Ltd.
 Sherwood Forest Professional Tree Service
 C J Rental and Contracting Ltd.
 Guy Smith Grass & Snow
 TLC Lawncare
 Chuck's Landscaping
 Cornerstone Landscaping
 Patio World
 Sun-up Sun-down Landscaping

Sunshine Maintenance & Landscaping
A T & T Snow Removal
B Rocke Landscaping
Cutting Edge
First Impressions Lawncare
M-4 Properties
McEwen Bros Ltd.
Mike's Custom Lawn Care
Perfect Landscaping
The Tree Guys Inc.
Randy's Maintenance and Painting
Cachet Stucco Coatings
Carlson Decorating & Sandblasting
Home Pro Painters
Priceless Painting & Decorating
Security Decorating
Superior Finishes
A/T Firestop Solutions Inc.
Ace Painting & Decorating
Boisco Enterprise Limited
Selkirk Painting Co. Inc.
Winnipeg Paint Masters
Alpine Concrete
Armtec
B M Masonry
Taraform Paving Ltd.
Inner City Renovations Inc.
Anderson Roofing & Renovations Ltd.
J Wyatt Construction
Mac-Dunn Drywall
Neat-Freak Renovations
Titan Interiors
BUILD Inc.
Brofort, Inc.
Dave's Roofing & Renovations
MADDesign Ltd.
Del's Plastering
Nisby Home Renovations
North End Community Renewal Corp
All Canadian Renovations
Ogijjita Pimatiswin Kinamatwin (OPK)
Perry Wellington Professional Painting
Harpenn Construction Inc.
Reliable Roofing and Renovations
Inland Cement
Colin Resorations
Oakwood Roofing & Steel Metal Co. Ltd.
All Purpose Hauling
Wheat City Roofing
MJ Roofing
Noriega Roofing
Chateau Roofing & Siding Ltd.
Mymryk Brothers Roofing
Above All Roofing & Renovations
Power Roofing
Cougar Roofing
Flynn Roofing
JML Roofing
Normandau Roofing
Roofco
Allied Roofing Inc.
Basiol Roofing
Everyday Roofing
John Voss Roofing
Michaud Roofing
Patrick Roofing
Pristine Roofing
Rheal Chaboudet Sub-Contractor
RJ's Roofing
Total Roofing
Vermette Roofing
Alliance Painting & Renovations
Calwood Properties

Lockart Roofing & Renovations
Phoenix Custom Exteriors
Beaver Sewer & Water Services Ltd.
Electra Sign Ltd.
Western Display
SCT Welding, Lazer & Manufacturing
METRO Waste Paper Recovery Inc.
Intercontinental Truck Body
Arnes Trailer Welding
Keystone Windows
Southwood Golf & Country Club
Niakwa Country Club
The Players Course
Employment Manitoba
First Nations of Northern Manitoba CFS
Manitoba Family Services and Labour
Concordia Eye Centre
Ekota Lodge
24/7 Quality Home & Health Care Services
Bonded Health and Mobility Services
Glen Young Physiotherapy
Winnipeg Regional Health Authority
Winnserv
Go Orderly
C H Health and Home Care Services
Comforts of Home Care
Compassionate Care
Pulford Community Living Services
Shaftesbury Park Retirement Residence
Home Depot
Barkwell Renovations
Seven Oaks Hospital
German Society of Winnipeg
Montanas Restaurant
Winnipeg Convention Centre
Canadiana Motor Inn
Radisson Hotel
St. Regis Hotel
Assiniboine Gordon Inn On the Park
New West Hotel
Northern Hotel
Viscount Gort Hotel
Winnipeg Thrift Lodge
Maryland Hotel
Sandman Hotel
Central Hotel
McLaren Hotel
Royal George Hotel
Woodbine Hotel
Canad Inns
Four Points by Sheraton
Garrick Hotel
Louis Riel Hotel
Motel One
Super 8
Victoria Inn
Winnipeg Hotel
Lynn Lake Hotel
Econo Lodge
New Cavalier Inn
Westwood Village Inn
Edgewood Estates
Prairie West Industrial
Stephen's Edge Painting
A+ Computers & Services Inc.
Great West Life
James Dube Spraggs Adjuster Ltd.
Wawanesa Mutual Insurance Company
WIS International
St. Boniface Landscaping
Green Blade Lawn Care
Gage Grass & Garden
Green Cut Environmental

Michie Brothers Complete Lawn Care
Lawn Clinic Ltd.
Shape Industries Inc.
Fresh Water Fish Marketing Corporation
Western Spring & Wire
Roblin Athletic Inc.
AMC Foam Tech
Fort Gary Industries
Motor Coach Industries Ltd.
Bokyo and Sons Ltd.
Brown and Rutherford
Cleanair Filter Services
Cleanway Supply Inc
Gateway Group
Great West Metals
Herd Integrated Vehicle Protection
Imperial Seed
Indutec Alchemist
Menson Construction Materials
Northern Blower
Phoenix Manufacturing Ltd.
Quality Bed and Spring
Saturn Industries
Carlson Engineered Composites
Dynapro Environmental
Equinox Industries
Flynn Canada Ltd.
FoamPak
Genie Block
Great Northern Remanufacturing
Gunnlaughson Spray-On
JR Metals Specialty
Kelsey Sportswear
Quick Coatings
R J Stevenson Mfg Ltd.
Sabourin Seed Service Ltd.
San Gold Corporation
Sterling Industrial Coatings
Western Reman
Wolsley Canada
Chemcrest Corp.
Kitchen Craft
Lafarge
MacDon Industries
Buhler Industries Inc.
Ambassador Furniture
Robert Bury & Company
Security Glass Ltd.
Tandy Leather Factory
Winnipeg Forest Products
Red River Galvanizing
Capitol Steel
Precision Metal Craft
BMW Machine Works
Gerdau AmeriSteel
Leon's Manufacturing Company
Ryerson Metal
Western Marble and Tile
Color Ad Label
Botanical Paperworks
Plas-Tech Industries
Topsyn Flexible Packaging
Russel Metals
Chisik Metal
Western Steel & Tube
South Manitoba Memorials
Loewen Windows
Jeld-wen Windows and Doors
Accurate Dorwin
Border Glass and Aluminum
Northern Lights Cedar Tubs
Prairie Gear
Dimark Research

Calvary Temple
 C & I Packing
 Julius Moving & Storage
 Winnipeg Small Move Specialists
 Hands of Hope
 Two Men With a Van
 Winnipeg Art Gallery
 Winnipeg Metro
 Winnipeg Free Press
 West End Cultural Centre
 Winnipeg Pet Rescue Shelter
 Contemporary Printing
 Pakmark Ltd.
 Cold Country Pork
 Kromar Printing
 Place Promenade
 Wintec Building Services
 Ararat Contracting
 Proud Bros Yard Care
 Tip Top Building Maintenance
 Prime Properties Ltd.
 Brydges Property Management Inc.
 Del Bigio Ltd.
 Dobie Properties Inc.
 Globe General Agencies
 426 Marland
 Manitoba Housing
 Onyx Property Management
 SAM Management
 Smith Personnel
 Perfect Placement
 Aactive Personnel
 EZ Workforce
 Labour Ready
 Spherion Staffing Solutions
 Nasco
 Pinnacle Staffing Solutions
 Work Source Solutions
 David Aplin
 Drake International
 Staffmax
 NRS Mail Consulting Inc.
 Jerry's Garage Door Repair
 Smitty's Family Restaurant & Lounge
 Saffron's Restaurant
 The Keg Steakhouse & Bar
 Boston Pizza
 Nicolinos
 Subway
 Movie's Classic Grill
 Park Towers Restaurant
 Salisbury House
 Beachcombers
 Bistro 1800
 Brooklynn's Bistro
 Confusion Corner Bar and Grill
 Denny's Restaurant
 George's Burgers & Subs
 Ivory Restaurant
 Johnny Gs
 Pizzeria Gusto
 Stella's Café & Bakery
 Tavern United
 Assiniboine Downs
 Buccacino's Cucina Italiana
 Carbone Coal Fired Pizza
 Chicken Chef
 Don Pedro's Authentic Mexican Grill
 Ellice Café & Theatre
 Flying Pizza
 Gondola Pizza
 Homers Restaurant
 Hot Pot House

Marcello's
 McDonalds
 Organza Natural and Organic Market
 Pizza Pizza
 Promenade Bistro
 Stagger Bar & Grill
 Swiss Chalet
 Tim Hortons
 Earls Kitchen & Bar
 Elephant and Castle
 Gizzy's Restaurant and Bar
 Grace Café
 Howard Johnson Grill
 Junior's Restaurant
 King Pie
 Litza's Café
 Olive Garden
 Paladin
 Princess Grill
 Ritz Club Inc.
 Royal Forks Buffet
 Sorrentos Pizza
 Southdale Village Family Restaurant
 Tony Roma's
 Tuxedo Village Restaurant
 Vangoes Pizza and Chicken
 Wendy's
 Costco
 Garden City Shopping Centre
 Park Pontiac Buick GMC
 Napa Auto Parts
 Piston Ring
 Value Village
 Flying J Travel Plaza
 Goodwill Industries
 The Bay
 Wal-Mart
 Dollarama
 The Bargain Shop
 Zellers
 Marshall Fabrics
 Aaron's
 Safeway
 Neechi Foods Community Store
 Real Canadian Superstore
 Lucky Super Market
 Sobey's
 Home Depot
 McDiarmid Lumber
 Star Building Materials
 Dickie Dee
 Claire's
 Doug Demare Enterprises
 Western Paint
 Cloverdale Paints
 Surgeon Tire
 Party Stuff
 Main Street Pharmacy
 Avis Rent-a-Car
 Shoe Warehouse
 Payless Shoes
 Ambrose Uniforms
 Power Vac
 K4 Equipment
 PKS Enterprise
 Handyman Connections
 Parts City Auto Finance
 Aboriginal Senior Resource Centre
 Canada Wide Vehicle Finance Ltd
 Avion Services Corporation
 K & S Electronics
 Kingfisher Lake Band Office
 SEED Winnipeg

Gateway Mechanical
 Direct Distribution Centres
 Sentinel Storage
 Diamond Self-Storage
 George N. Jackson Limited
 Russell Food Equipment Ltd.
 Dubois Reinforcing
 Neecheewan Group Home
 FASD Life's Journey Inc.
 Dakota Ojibway Tribal Council
 Minoayawe Gumick
 South East Child & Family Services
 Lindenwood Manor
 SSCOPE Incorporated
 Dasch Inc.
 Turning Leaf Community Support
 New Directions
 John Howard Society of Manitoba
 Occupational Rehab Group of Canada
 Light House Mission
 Siloam Mission
 Bethania Mennonite Personal Care Home
 Macdonald Youth Services
 The Salvation Army Weetamah
 Randstad
 ATI Telecom International
 Xentel
 Carmac AFS
 Lazy Bear Lodge
 Custom Transport
 Direct Integrated Transportation
 Perimeter Aviation
 Connect Logistics
 Earl Keith Trucking
 Fast Freight
 Mattu Trucking
 Tracomex
 Whitemouth Transfer
 Clark Transport
 Accurate Mail Services
 DHL
 Purolator Courier Ltd.
 Shoal Lake #40
 Rollys Transfer
 Universal Reload
 Sunrise International
 Winnipeg Trustees
 Habitat for Humanity
 CHEP Canada
 PFM Warehouse & Distribution
 Langtry Industries
 Timber-Tech Lumber Ltd.
 Emterra Environmental
 BFi
 Pratts Wholesale Ltd.

In Lesson #11, Kenton suggested that job-seekers with criminal records should “practice pretending to be confident” until they really do feel confident.

In this exercise, you will practice pretending to be confident. You’ll need a partner. It could be your literacy tutor, a JHS staff member, or a friend or classmate – anyone you can feel comfortable with.

Think of something you are an expert on and have a short conversation with your partner in which you tell them some of the things you know on the subject. As you speak, try to act confident. Speak firmly and clearly, like you know what you’re talking about. Sit up straight and smile, if a smile is appropriate for the topic.

You can choose any topic you want. If you know a lot about sports, explain a rule of football to someone who doesn’t know the rule. If you’re crafty or good with your hands, tell your partner about how to make a dreamcatcher or star blanket or measure out the pieces for a table or bookshelf. If you have a strong opinion about politics, parenting, or education, tell your partner why you feel the way you do about the issue.

Afterward, write about what you talked about and how it felt. Did acting confident help you to feel confident? Did you feel silly or self-conscious? How did your partner react to the conversation?

Have your partner share their thoughts below. How do they think you did? Did they learn something new?

Lesson #12

Record Suspensions (a.k.a. Pardons)

If it's been years since you were in trouble with the law, you might be able to get a record suspension. "Record suspension" is the new name for getting a pardon. A record suspension removes your criminal record from the Canadian Police Information Centre database. This means that a search of the database will not show your criminal record. Getting a record suspension does not erase your criminal record, but it does set your record aside so that it is kept separate and apart from other criminal records. For some people, this can make it easier to find a job.

How do you know if you are eligible to apply? You cannot get a record suspension if you have been convicted of more than three indictable offenses (offenses with a prison sentence of two years or more). You are also not eligible if you have been convicted of any sexual offence involving a child.

You are eligible to apply for a record suspension once you've finished your sentence and then completed a waiting period without being convicted of another crime. For summary offenses (jail terms of less than two years) the waiting period is 5 years. For indictable offenses (prison terms of two years or more) the waiting period is 10 years.

Record suspensions are issued through the Parole Board of Canada and cost \$631. To apply, you need an application guide, which lays out all of the steps. There are several steps in the process, such as getting a copy of your criminal record check, photocopying your ID documents, and filling out forms. Many people choose to apply and fill out the forms themselves. There are companies that help people to apply for record suspensions, but they usually charge money and they don't speed up your application or guarantee it

will be accepted. The John Howard Society of Manitoba can help you with the forms for free, but we also cannot guarantee your record suspension will be granted. It is up to the Parole Board to approve your request.

You can get an Application Guide by calling the Parole Board at 1-800-874-2652 or by going to their website at <http://www.recordsuspension.gc.ca> or emailing them at suspension@pbc-clcc.gc.ca.

On the next page, there is a copy of the Record Suspension Application form. Being able to understand and fill out forms properly is an important literacy skill. Practice filling out the record suspension form, even if you are not planning to apply for one any time soon. You should use fake information about yourself and your convictions to protect your privacy.

Exercise #12



Parole Board
of Canada

Commission des
libérations conditionnelles
du Canada

Protected when completed

Record Suspension Application Form

Please print clearly using blue or black ink. You must answer all questions.

SECTION A: PERSONAL INFORMATION – You must answer all questions.

1. **What is your full legal name?** (You must fill in your name and date of birth at the top of page 2 as well.)

Last Name: _____ Given Name(s): _____

2. **Have you ever used another name other than your legal name above?**

NO YES → If YES, write these other names below or your application will be returned to you.

Previous Last Name(s)	Previous Given Name(s)

3. **What is your gender?** MALE FEMALE

4. **What is your date of birth?**

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

5. **Were you born in Canada?** NO YES → If NO, see STEP 5 of the Record Suspension Application Guide.

6. **Do you have a Driver's Licence?** NO YES → If YES, what is your Driver's Licence number?

Number: _____ Province: _____

7. **Are you employed?** NO YES → If YES, who is your employer?

Employer Name: _____

SECTION B: CORRESPONDENCE AND RESIDENCE INFORMATION – You must answer all questions.

8. **What is your Mailing Address?**

(All information about a decision will be sent to your current address)

 Apartment/House Number and Street Address City/Town Province Postal Code Country

9. **Do you want information in English or French?** English French

10. **What addresses have you lived at in the last 10 years?** Include your current address. **P.O. Boxes will not be accepted.**

Apartment/House Number and Street Address	City/Town	Province	Country	From						To					
				Y	Y	Y	Y	M	M	Y	Y	Y	Y	M	M

Please turn this form over. →





Protected when completed

Record Suspension Application Form

Please print clearly using blue or black ink. You must answer all questions.

APPLICANT INFORMATION - YOU MUST FILL IN THIS INFORMATION.

Indicate the full legal name and date of birth of the applicant provided on the front of this form:

Full legal name: _____ Date of birth:

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

CONTACT INFORMATION - You must answer all questions. The Parole Board will need to contact you directly.

11. Telephone Number: () - → Can we leave a voicemail message? YES NO

If you do not have a telephone, provide a mailing address: _____

12. Can we contact someone else about your application?

NO YES → If YES give us their name and telephone number:

Name: _____ Telephone Number: () - _____

13. Have you ever been a member of the Canadian Forces?

- NO
- YES - Former
- YES - Current
- YES - Former or Current Reserve Member

If YES, See Step 3 of the Record Suspension Application Guide and fill in the information below.

Military Service ID Number: _____

Date of Enrolment:

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

 Date of Discharge:

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

Provide the complete mailing address of your unit (your commanding officer may be contacted).

Unit Name	Sub-Unit Name	Street Address or P.O. Box Number	City/Town	Province	Postal Code

CONVICTION INFORMATION - You must answer all questions.

14. Do you have any other convictions that do not appear on your Criminal Record?

NO YES → If YES provide details below:

Date	Description of Conviction	Sentence	Status

APPLICANT AUTHORIZATION - You must answer all questions.

15. The information you provide in this application is collected under the authority of the *Criminal Records Act* for the purpose of processing your request for a record suspension. You have the right to the correction of, access to and protection of, your personal information under the *Privacy Act*. Personal information collected through the processing of your application will be stored in Personal Information Bank Number PBC PPU 010 and can be accessed and assessed for accuracy by sending a written request to the Access to Information and Privacy Coordinator, Parole Board of Canada, 410 Laurier Avenue West, Ottawa, ON K1A 0R1. Exempt personal information obtained from external partners in the course of processing this application cannot be provided upon request.

You must sign and date this form to confirm the following: I understand that the information may be used in a record suspension decision, to conduct inquiries, and may be used in summary form for reporting, quality control, performance measurement, evaluation, research purposes and to establish an inventory of record suspensions. I grant permission for the disclosure of relevant personal information about me with justice system participants as defined in the *Criminal Code*, as may be deemed necessary for the purpose of the investigation related to this application and for the purpose of any record suspension decision.

I certify that the statements made by me in this application are true and complete. Failure to sign this authorization will result in your application being returned to you as incomplete.

Sign here: _____ Date:

Y	Y	Y	Y	M	M	D	D
---	---	---	---	---	---	---	---

(Applicant's Signature)

Lesson #13

Where to Look For Jobs

Now that you're ready to look for work, where do you start looking? There are many different places to look for a job. The classified ads section of the newspaper is one place to start. The *Winnipeg Free Press* publishes a section called "Careers" every Saturday that includes many job ads as well as articles about work.

Online classifieds are another option. Sites like kijiji.com and craigslist.com have lots of job postings. There are also Internet job banks such as <http://www.jobbank.gc.ca>, a site run by Service Canada. There are also some email listserves that will send information about community events directly to your email-box; they may include information about job openings as well.

Check out employment bulletin boards at your school or community centre or in your neighbourhood. You also might want to attend job fairs, where dozens of different employers set up booths to advertise openings in their companies.

But these posted jobs are only part of the whole picture. Job search experts say that up to 80% of job opportunities aren't even advertised. They are not posted online or in the newspaper. Sometimes the only way to find out about them is to know the right people.

Networking is an important part of looking for work. Networking means contacting family, friends, and acquaintances to get their help in your job search. Your goals are to let your contacts know you are looking for work, and to ask them to let you know if they hear of any jobs that might be a good fit for you. You should give your contacts some details about yourself and the type of work you are looking for.

Let's say you are talking to your uncle and you mention you are looking for a job. You mention you have quite a bit of experience with manual labour and he tells you he has a friend who is just starting up a moving company. There you go! You just got a connection to a job that you would probably never have heard about otherwise.

Here are some ideas for who you could put on your network list:

- relatives
- friends
- neighbours
- employment agencies
- former coworkers
- former employers
- volunteer connections
- members of your church
- friends of your family
- teachers
- classmates
- counselors or social workers
- probation/parole officer
- everyone on Facebook

When you're talking with your contacts about your job search, don't ask directly, "Can you get me a job?" That can be considered rude. It's best to give a very short summary of your skills and what type of job you are looking for, then ask, "Do you know of anyone who might be hiring in that area?" or "Could you let me know if you hear of anything?"

One more important job search strategy is cold calling. Cold calling is where you contact places that you would like to work but do not have a job advertised. Remember, only about 20% of jobs are advertised, so if you want to find the other 80% you have to ask. Even if the employer doesn't have a job open right now, they may agree to keep your resume on file and contact you when something comes up.

You might decide to do a cold call to follow up on a job lead you got from networking. Once your uncle gives you the name and number of the guy starting the moving company, you might give him a call or an email and let him know you're interested.

It's a good idea to have a short script to introduce yourself and talk about what you have to offer the employer. If it's going well you can make a request for a meeting, or ask to drop off or send a resume. Here's an example of a script:

“Hello, my name is Jorge Medina and I got your contact information from my uncle, Julian Medina. He mentioned you were starting up a moving company. I'm looking for work and I have several years of experience in general labour positions, including time as a mover for Move-it Movers. I'd be interested in hearing more about your company and in dropping off a resume.”

A student in our literacy program shared with us a great story about his success in cold-calling.

“One time I got this job because I was visiting my brother, and there was a construction crew working just down the street. So I just went up to the guy in charge and said, 'Hey, I know a little bit about construction.' And he said, 'Oh yeah, what do you know?' I told him a little bit about my skills and what I'd been taught. And he said, 'Okay, well come on by tomorrow. Bring your boots, be here early in the morning and we'll see if you work out. I'll give you a week to show me what you can do.' So I showed up, and he ended up hiring me. My brother was the one who suggested it. He knew I was looking for work, and he said, 'Go and ask these guys,' and I was kind of shy, but I needed a job, so I thought, 'No time to be shy,' and I gave it a shot.”

You'll notice this story is about networking too, since the student had told his brother about his job search, and the brother pointed out the construction crew. Cold-calling can be scary, but it sometimes really pays off. What have you got to lose?

Exercise #13

Use the space below to write a short script you might use to make a cold call to a potential employer. Keep it short – three or four sentences! You can use the one in the lesson as an example.

Make a list of as many networking contacts as you can think of. Look back in the lesson for examples of the types of people who you can recruit to help you in your job search.

<hr/>	<hr/>

Lesson #14

Writing a Résumé

There are many, many different ways to write résumés and there is not enough space to get to all of them in this book. It is a good idea to do some research on résumé-writing if you can, or visit an employment help centre to discuss the different options and see what would be best for you. This chapter will show an example of just one type of résumé, a combination résumé.

As you prepare to write your résumé, make a list of all of your experience and skills that might help you in the job you are applying for. Include everything – all of the education and training you have, other jobs you’ve worked, and volunteering you’ve done. Then you can go through and pick out the information that is most useful. You want to include a lot of information, but not too much! A résumé should not be more than two pages long.

Here are some examples of headings you might include on your résumé:

Career objective - This is where you can state the type of employment you are looking for, and even specify whether you are looking for a part-time or full-time job.

Highlights of qualifications - This section is a summary of some of your best skills and experience, in three or four points. It could include statements like “12 years of experience in the sales and service industry” or “Strong written and verbal communication skills and experience in a variety of different office environments.”

Education and training – This section can include formal education such as a high school or college diploma, or other types of training such as a First Aid or computer course.

Work experience – Here you would list your two or three most recent jobs, as well as any jobs that closely relate to the position you are applying for now. If you’ve had quite a few jobs you shouldn’t try to include all of them. Remember, you want to keep the résumé under two pages if you can. Your work experience section should include the names and addresses of your employers as well as when you worked there. You should also write your job title and a few short sentences about what you did at that job.

Volunteer experience – This can be great to include, not just because you may have gained skills through volunteering, but also because it shows you are active in your community. Volunteer experience could include something you do every week or something you do once per year.

References – You should have two or three people who are willing to tell future employers how great you are and talk all about your skills and experience. These can be former bosses, coworkers, teachers, classmates, fellow volunteers, or other community members. Try to choose people from different areas of your life so that they can all say something a little different about their experience with you. You shouldn’t choose family members and you should be careful about choosing close friends. Whoever you choose, you can include their contact information and their relationship to you on your résumé. Or, you can write, “References available upon request.”

On the next page you’ll find an example of a combination résumé. You might find it helpful in creating your own.

John C. Carpenter

583 Ellice Avenue
Winnipeg, MB R3B 1Z7
Phone: 204-775-1514
Email: johnhoward@givemeajob.ca

CAREER OBJECTIVE: An apprenticeship position in cabinet-making or general carpentry.

EXPERIENCE AND SKILLS:

- Experience in using a variety of machines and tools: power saw, plane, chisel, wood file, and mortiser
- A variety of painting experience, including spray, roller and brush
- Experience in both residential and commercial settings

EDUCATION:

June 2012 5-month Carpentry Certificate
Red River Community College, Winnipeg MB

March 2006 Completed GED examination

WORK EXPERIENCE:

2009-2011 Carpenter's assistant
B. Penner Carpentry, 265 White St., Winnipeg, MB
- prepped wood by planing and sanding
- constructed cabinets and wood furniture
- performed some customer service responsibilities

2006-2009 Painter and general labourer
Citi Properties Ltd, 111 Tanner St., Winnipeg, MB
- painted units as part of renovations/condo conversions
- installed new appliances, shelving and window fixtures
- performed minor repairs to units

2004-2005

Sales associate

Red's Hardware, 1377 Some St, Winnipeg MB

- assisted customers with inquiries about products
- measured and cut wood in the lumber department
- operated a cash register

VOLUNTEER EXPERIENCE:

2011-present

Maintenance and general labour

Golden Gate Retirement Home

1685 Anderson Highway, Winnipeg MB

- made repairs in living units and common areas
- performed general maintenance duties
- cleaned exterior windows and other minor groundskeeping duties

REFERENCES:

Available upon request.

Literacy Tip: Action Words

Words that describe action are called verbs. They are some of the most important words, because it's pretty much impossible to have a sentence without a verb. If you think back to our Literacy Tip on "Complete Sentences", there were some incomplete sentences that had a subject, but we didn't know what the subject was doing. Those sentences were missing a verb, and so they weren't complete sentences.

To get a better sense of what a verb is, fill in the blanks below with anything you want:

Clarissa _____ a letter to her boyfriend.

Dan _____ football on the weekends.

When the car wouldn't start, we decided to _____ to the party.

The words you put in the blanks are verbs – words that describe action. No matter how creative or silly you are being here, you can bet that you're writing verbs. Maybe Clarissa wrote a letter to her boyfriend, or maybe she sent the letter, sprayed the letter with perfume, or destroyed it in a fit of rage. All those underlined words are verbs.

Maybe Dan plays football on weekends, or maybe he watches football, coaches football, or referees football. Maybe he loves football on the weekends or maybe he hates it. Anything you can write here that makes sense will be a verb.

The people going to the party may have decided to walk to the party, bus to the party, hitchhike, take a taxi, ride horseback, or snowshoe across a wintry plain. Again, all of the underlined words are verbs because they describe the action of the sentence.

Having good verbs can make your sentences better and more interesting. Why describe someone walking down the street when they could be strolling, strutting, sauntering, skipping, ambling, hurrying, or bustling? Why write that two people are talking when they could be chatting, whispering, arguing, conspiring, debating or discussing?

Verbs are very important for résumé writing because they are the words you use to describe your job experience and skills. On the next page is a huge list of action words that should help you a lot in creating a résumé.

Action Words for Writing Out Your Résumé

(Courtesy of North End Community Renewal Corp)

accomplished	delivered	investigated	revamped
achieved	demonstrated	launched	reviewed
adopted	designed	lowered	revised
adjusted	developed	maintained	revitalized
administered	disseminated	monitored	risked
advised	distributed	motivated	saved
analyzed	diverted	multiplied	scheduled
ascertained	doubled/tripled	negotiated	secured
assessed	eliminated	obtained	selected
assisted	enforced	opened	simplified
attained	engineered	operated	sold
budgeted	equipped	ordered	solved
calculated	established	organized	stimulated
collaborated	evaluated	originated	strengthened
communicated	executed	persuaded	submitted
completed	expanded	predicted	succeeded
conceived	expedited	prepared	supported
conducted	generated	prescribed	transferred
consolidated	implemented	produced	translated
constructed	improved	promoted	trouble-shot
consulted	improvised	proposed	uncovered
contributed	increased	provided	unified
controlled	initiated	realized	upgraded
coordinated	inspected	recommended	utilized
counselled	inspired	reconciled	widened
created	installed	reduced	won
decreased	instructed	reinforced	wrote
delegated	introduced	repaired	

Exercise #14

Go back to the example résumé in the lesson and circle as many verbs as you can find. Write them in the space below.

Pick any two jobs (or volunteer positions) you have had and make a list below of as many things you can think of that you did at that job. Think of what your job description was, what you did during the course of a day, and any special projects you worked on or any major accomplishments you had. List them below.

Job #1 duties and accomplishments

Job #2 duties and accomplishments

Use the space below to write about each job as though it is an entry on your résumé. Choose the best job duties from the list you just made, then use the list of action words to find strong verbs that will help you describe what you did at these jobs.

(dates or years of employment)

(job title)

(company name)

(company address)

(Job duties)

(dates or years of employment)

(job title)

(company name)

(company address)

(Job duties)

Lesson #15 Cover Letters

Some job postings will ask you to include a cover letter with your résumé when you apply. Others may not ask for a cover letter, but it's still a good idea to include one. A cover letter is a letter of introduction that tells the employer what you have to offer. It states the type of position you are applying for and gives you a chance to explain why they should hire you.

A résumé is mostly a list of your experience and skills, while a cover letter is your chance to talk about who you are and why you are a good candidate for this job. It is also a chance to show the employer that you have strong writing skills.

Here are some things to keep in mind when writing your letter:

DO	DON'T
Change your cover letter to match each job you are applying for. (Don't just use a form letter! Employers can tell!)	Address the letter "To Whom it May Concern." Do a little research and find out the name of the person doing the hiring.
Read the job ad carefully to see what skills the employer is looking for. Then include those skills in your letter.	Leave out details like the employer's address or postal code. Look it up!
Use real examples to show how you're qualified. Instead of just writing that you're a "team player," give an example of your experience working with others. Don't just say you're "hardworking". Give an example to prove it.	Write a cover letter longer than one page. Be brief and write only about skills and qualities that are important to the position.
Get a friend to proofread your cover letter.	Forget to date the letter and sign your name at the bottom. Forget to check out the example cover letter on the next page for ideas!

Kevin Salesguy
123 Some St.
Winnipeg, MB R3C 3W3
204-775-1514

← YOUR ADDRESS

November 27, 2012

← TODAY'S DATE

Phil Manager
Big Box Store
321 Another St.
Winnipeg, MB R3B 4M1

← EMPLOYER'S ADDRESS

Dear Mr. Manager,

← GREETING

Explain which position you are applying for and where you heard about the job

I am interested in being considered for one of the positions advertised on your website. I understand you are looking for full-time sales associates at your St. James location. I've enclosed my resume, which details my five years of experience working in retail and customer service.

Describe the skills and experience you have that would make you a good fit for this job

My passion for customer service and my strong organizational skills make me the ideal candidate for a position on your staff. I believe every customer deserves exceptional service that is both friendly and informative. During my two years at Other Big Box Store I took pride in my product knowledge and my ability to keep track of even the most sophisticated details about new technologies to help customers make the best, most informed decisions. This paid off with customers: I had the highest sales figures for six months running and received an Employee of the Month award in 2011.

Before Other Big Box Store, I worked in the Student Services department at my university, a position that required not only face-to-face customer interaction, but also keeping careful track of files and student records. I'm confident my organizational skills and attention to detail will be an asset to your organization. You also state you are looking for associates willing to take on a wide variety of tasks, and I have always enjoyed performing a range of different duties to keep my workday interesting. I've done everything from shipping and receiving to data entry and am always eager to learn new things.

Invite the employer to contact you for an interview and give them your contact information

I would appreciate the opportunity to discuss my qualifications further with you. I can be reached for an interview at (204)-775-1514 or by email at kevinsalesguy@gmail.com.

Thank you for your consideration and time,

Kevin Salesguy

Kevin Salesguy

← CLOSING AND SIGNATURE

Literacy Tip: Pre-Writing

Very few people can just sit down and write a good letter, essay, or short story from beginning to end. Most writing involves several steps, and lots of editing and re-writing before it is finished. We call these steps the Writing Process.

The first step in the writing process is pre-writing, also sometimes known as “brainstorming”. Pre-writing is basically all of the work you do as you prepare to write your letter, essay, or story. It’s about writing down all of your ideas so that you can pick the best ones and then start to write. The exercise you did in the last chapter, where you made a list of all of your job duties and then picked out the best ones, was a type of pre-writing.

There are many kinds of pre-writing. Pre-writing can be just making a short list of points you want to include in your writing. It can be doing a “freewrite”, which means giving yourself time to write quickly about your topic, writing whatever comes to mind without stopping and without worrying about spelling, punctuation, or even making sense!

For writing a short story, pre-writing can be thinking about your characters and where your story takes place, writing down what your characters are like or even drawing pictures of them. For a longer project like an essay, pre-writing could be drawing an outline of what you want to write about in each of your paragraphs, to make sure that when you finally start writing the essay you don’t forget any of your important points.

For other people, pre-writing is like a map or a group of word clusters, where you put your main idea in the middle and then draw branches off to the side that lead to other things you want to talk about. This gives you plenty of room to add new ideas anywhere.

The purpose of pre-writing is to get your ideas organized before you start to write. Everyone has different ways of doing it. On the next page, there are some examples of the pre-writing activities Kevin the Salesguy might have done before writing his cover letter.

Idea-mapping



Kevin begins in the middle with a main idea (job qualifications), then branches out from there, listing some of his skills. Then he expands even more, listing examples and other notes under each skill. Notice that he didn't use all of this information in the cover letter, only his best ideas.

Lists and Outlines

Notes for cover letter:

- altogether I've worked 5 years in customer service.
 - Other Big Box Store
 - Student Services
 - Fred's Hardware
 - focus on interpersonal skills *
 - Employee of the Month award in 2011
 - product knowledge - emphasize that there's more to customer service than being friendly!
 - good at memorizing info about new products
 - good demeanor with customers
 - student services job is a type of customer service
 - sorted and stored files + student records → Organizing* skills!
 - did maintenance stuff, entered info,
 - led in sales at other box store
 - shipping/receiving at Fred's Hardware? (relevant?)
 - good phone skills
 - good at building rapport (good sense of humour)
- Variety of tasks

Outline

- ① Intro
 - full-time
 - St. James store
 - 5 yrs experience
 - customer service
- ② Customer Service skills
 - personality
 - product knowledge
 - help customers w/ decisions
 - led in sales - 6 mo.
 - got Employee of the Month
- ③ Organizational skills
 - eg. Student Services ~ files + records
 - "attention to detail"
- ④ Variety of tasks
 - exp. with data entry
 - shipping + receiving
 - ready + willing to try new things!
- ⑤ Closing - phone #, email

Kevin begins by listing as many skills and qualities he can think of. Then he goes through and groups together ideas that are related and picks out his best ideas. Below his list he makes an outline of what he plans to put in each paragraph of his letter. Now writing the letter itself will be a lot easier.

Exercise #15

In the last exercise you did a pre-writing activity where you wrote about the duties you performed at some of your past jobs. In this pre-writing activity, you'll write about some of the skills you have gained from your past experiences.

In the left hand side of the chart on the next page, list the experiences you have had that have helped you gain job skills. This could include jobs, but it could also include many other things: volunteer work, education and training, hobbies and extracurricular activities, and more. Try to list any life experience that has given you skills you can use for work. On the right hand side of the chart, list what those skills are.

Here is an example to use if you need help. This chart is about the experiences and skills of someone in the John Howard Society literacy program:

Experiences I've Had	Job Skills I've Gained
Working at a call centre	<ul style="list-style-type: none">- communication skills- ability to follow a written script- ability to improvise- being persuasive (convincing people to give money)- problem-solving
Going to literacy classes with John Howard Society	<ul style="list-style-type: none">- improving reading and math skills- working independently (homework)- mentoring (helping other students)
Writing for the Inside Scoop newsletter	<ul style="list-style-type: none">- writing skills- creativity- ability to meet deadlines
Working out: training for a 10k race	<ul style="list-style-type: none">- setting short and long-term goals- self-discipline and persistence

Now try one of your own:

Experiences I've Had	Job Skills I've Gained

Below, write a paragraph for your cover letter describing your skills and experiences. Use some of the ideas you came up with in your brainstorming chart. Remember, choose only the best ideas for your paragraph; you don't need to use everything you came up with.

How do you usually prepare to write a longer piece like a letter, story, or essay? Do you do any pre-writing activities? What do you do?

Do you find pre-writing activities helpful? Why or why not?

Lesson #16

Nailing That Job Interview

If you've been called in for an interview, you must be doing something right! The employer liked what they saw in your résumé or application and wants to know more about you. Here are some tips for a great interview.

Do Your Research

Learn as much as you can about the position you are being interviewed for. If there is a job description, see if you can get a copy. If not, see what you can learn from the company's website or pamphlets. If you have friends or family who have worked there, now is the time to ask them questions about their experiences.

Learn some facts about the company or business as a whole. What do they do? What are their values? How many locations do they have? Finally, get the name and position of the person who will be interviewing you.

Prepare and Practice

Review your résumé. Think about your experience and how it has prepared you for this position. Think about the different interview questions you might be asked. Practice answering them, either with a friend, in your head, or on paper – whatever works best for you. One thing that might help you prepare is to have some examples of past job experiences ready and memorized. This way, when the interviewer asks, “Tell me about a time when you resolved a problem with a co-worker,” or “Give me an example of a situation where you used good communication skills,” you won't be put on the spot.

You should also think of two or three questions you can ask the interviewer. This can show how interested you are in the company and also help you to learn more about the position you have applied for. Remember that an interview is not just a chance for your future boss to check you out. It's also a chance for you to check out the job and the company and make sure both are right for you.

Look Your Best and Be on Time

Some job experts recommend wearing clothing that is about one level more formal than what you would wear to work if you got the job. So if the job is in an office where you'd be wearing a dress shirt and tie, you might want to go a step further and put on a suit jacket. If the job is in a casual workplace where employees wear jeans and T-shirts, try dark jeans or slacks and a collared shirt. Get your hair looking its nicest, shave if you have to, and make sure you have fresh breath!

Look up the address of the company well before the interview, and know how to get there and how long it takes. If you need to take the bus, the Navigo function on the Winnipeg Transit website (www.winnipegtransit.ca) can show you how to get anywhere in the city and tell you how long your ride will be. Plan to be 15 minutes early so if anything comes up along the way you won't be late.

Relax and Be Yourself!

Prepare for the interview, but don't feel the need to script every word. Trust yourself a little bit to know what to say when the time comes, and focus on being friendly and real. It sounds corny, but be yourself!

One challenge in a job interview is being honest, but not too honest. For example, maybe you are applying for something that is not exactly your dream job. Maybe you just need a job and this was the first interview you got. Or maybe the job seems awful but the pay is a little bit better than other jobs you've worked. When the interviewer asks a question like, "What interests you about this job?" maybe the honest answer is, "Um, nothing. I just need a job," or "The half-decent pay, but that's about it." In this case, feel free not to be totally honest! It sucks to have to beg or suck up for a job you're not even all that crazy about, but if you get this one, you can always look for something else.

The two most common first questions in job interviews are, "Why would you like this job?" and "Tell me about yourself and what qualifications you have for this job." As you prepare for your interview, give some thought to how you will answer these questions. You may have to be a little creative in focusing on the positive instead of the negative.

There are a few really tough questions that often come up in an interview. The interviewer is looking for "red flags" and to see how well you do under a bit of stress. Examples of tough questions could include:

"What are your weaknesses?"

"Have you ever been fired from a job?"

"Why did you leave your last job?"

"How long would you expect to work for us if you were hired?"

"Tell me about a problem you had with a supervisor in the past."

"Tell me about these gaps in employment in your resume."

"Do you have a criminal record?"

It's best not to avoid these questions, but you also want to put a positive spin on your answer. Think hard about how you will answer these as you prepare for the interview.

Some Common Interview Questions

Tell me about yourself.

What interests you about this position? Why do you want to work for us?

What do you know about this company/business/organization?

What experience do you have in this field?

Explain how you would be an asset to this organization?

Why did you leave your last job?

Can you give an example of a way you have used organizational skills/communication skills/people skills/whatever types of skills relate to the job?

Tell me about your ability to work under pressure.

Tell me about a problem you had with a coworker and how you resolved it.

How well do you work as part of a team?

What would your former coworkers say about you if asked? Your boss?

What is your greatest strength as an employee? Your weaknesses?

What have you learned from mistakes on the job?

What has disappointed you about a job in the past?

What motivates you to do well on the job?

Tell me about the most fun you've had at a job.

What are you looking for in a job?

What qualities do you look for in a boss?

What are your long-term career goals? Where do you see yourself in five years?

Are you willing to work overtime? Nights? Weekends?

What are your salary expectations?

Why should we choose you over all of the other candidates?

Do you have any questions for me?

Exercise #18

Go through the classifieds section of the newspaper and choose a Help Wanted ad. Try to find one with lots of details about the position. You can choose something you are actually interested in and qualified for, or a job that's not at all in your field, just for fun.

Imagine you are going to an interview for this job. Write down at least three questions you could ask the employer during the interview.

Find a partner to do a practice interview. It could be a friend, a classmate or a tutor. Choose ten of the Common Interview Questions for the interview, and two of the "Tough Questions" from the lesson. Then have your partner play the role of interviewer. You can answer these questions as yourself, with honest answers. Or, you can make up a character and give fake answers if you prefer, as long as you try to give the best answers you can.

Ask your partner for some feedback on how they think you did. Would they hire you? Can they give you any advice on how to improve? Write their response below.

Now, these questions are for you:

Which interview questions were the easiest to answer? Why?

Which questions were the most difficult to answer? Why?

Do you agree with the feedback your partner gave you? Why or why not?

Lesson #17

Success on the Job

We have spent most of this book talking about how to get a job, but the hard work really begins when you finally get one! There are many reasons that people have a difficult time keeping a job, especially if they aren't used to working.

According to our clients, one possible challenge is addictions. Many people feel confident they have overcome their addictions when they begin their job search, but it can be very difficult once you get that first paycheque.

One of our clients landed a great job, but found himself back in jail after getting into cocaine and oxys. "I had a lot going on in my life," he recalled. "Long days at work, a custody battle, and not getting to be with my kids. I started screwing it up and I ended up back in here. I would advise other people: if you feel yourself slipping, reach out for help before it gets the better of you. When I get out of here I'm going to go back to work, try hard to stay positive, go to lots of meetings, and support my buddies at work who are also struggling with addictions."

Another possible problem is not meeting your employer's expectations. Try to learn as much as you can about what your employer expects from you. What are the rules at your workplace? How should you dress? What time do you need to be at work? How should you resolve conflicts with customers or other workers?

Personal hygiene is also very important, said one of our clients who once managed employees at a large company. "You need to be clean and presentable and take pride in your appearance," he said.

You should also pay close attention to expectations that might not be written down or stated directly, but that might still be important.

“Some employers are more lenient than others,” explains Kenton Eidse, the employment counsellor at OFE. “In some workplaces, as long as you are getting your work done, you can get away with checking your email or chatting with coworkers. Other places are stricter and you need to be working hard unless it is break time. Try to pay attention and learn as much as you can about what is acceptable and what isn’t. They are not giving you this job as a gift. They’re giving it because they want something from you.”

Here are a few qualities that employers value in their workers. These were put together by the Path Resource Centre, which gives workshops on finding and keeping a job.

Taking initiative:

Employers will expect you to complete your own tasks, often without being asked. If you haven’t been told what to do, look around, see what needs to be done, and do it!

Willingness to learn:

You should show an interest in learning about the way things are done in this company, as well as a willingness to learn new skills.

Honesty:

Employers expect honesty, and look very harshly not only on employees who steal company property, but also those who “steal” company time by coming in late or leaving early.

Acceptance of criticism:

Listen and learn from suggestions your supervisor makes about how to do your job better. Even if you feel the criticism is unfair, try to not to lose your temper.

Accepting (and offering) help:

Ask for instructions if you’re not sure how to do something. If someone offers to help you, let them. If your work is finished, you can offer to help someone else. You’ll build stronger working relationships, and they may repay the favour one day.

Literacy Tip: Sharing Your Opinion

There will be many situations in your life where you will share how you feel or what you think about something. Some of these situations may relate to work or job-searching, and others may not. Here are some examples:

I feel that I deserve a raise.

I think I would be a good candidate for the full-time shipper/receiver job.

We need to stop buying the kids everything they ask for.

This government is doing a terrible job of running the country.

Country music has really gone downhill in the last ten years or so.

Some of these will be opinions you want to share in order to get something, such as asking for a raise or convincing your partner to spend less money on toys for the kids. Others might be opinions you want to share just to see if others agree with you. Maybe you're arguing with your friends about music, or you want to write a letter to the newspaper about politics.

There are many different reasons you might want to share your opinion, but no matter what your reason is, it's always going to be important to share *why* you have that opinion. If you want to convince others of your opinion, you need to not only share what you think, but give your reasons for coming to that decision.

I feel that I deserve a raise. I've been working here for over two years and all of my performance reviews have been very positive. I work hard and I think I've contributed to the success of this company.

We need to stop buying the kids everything they ask for. I'm worried that they will become spoiled and will start to expect everything handed to them. They are old enough to start doing odd jobs and earning some of their own money, plus they need to know you can't always have everything you want.

Country music has really gone downhill in the last ten years or so. It sounds too much like pop rock music now. I miss the old days of Johnny Cash and Merle Haggard, who had a real gritty, twangy sound.

Exercise #17

Here are two stories about employees in difficult situations at work. Read the stories and share your opinion about what you think these employees should do.

Brad is a plumber's apprentice who just got a job with a company he's always wanted to work for. The pay and hours are great, and he's learning a lot. His boss is a good guy, but a little hands-off. He is very busy and doesn't seem to like to answer questions.

Brad is having a problem with one of his coworkers, Eric, another apprentice who is about 10 years older and who was hired a few weeks before him. The two of them are often assigned to work together, and they don't get along very well. Eric is a big know-it-all who treats Brad like his employee. He's always giving him helpful "advice" that sounds more like criticism than advice. He tells Brad he needs to work faster, or do things differently, and asks him to fetch tools for them both. Once he even tried to send Brad to get him a coffee!

A few times Brad has responded to the "advice" with a polite, "Thanks, man, but I know what I'm doing." Eric usually replies, "You know, I've been here longer and I know more about how things work around here. I can tell you you're not going to last here if you don't step it up." Last week at the end of a long day Brad lost his temper and told Eric to "F--- off." Eric steered clear of him for a couple of days after that, but this week he's back to his old self. Brad thought he'd love this job, but he is coming home from work every day feeling furious.

What do you think Brad should do? Make sure to give reasons for your choice.

Brenda is a single parent and has spent the last few years at home raising her young daughter, Lorrie. They have always had a hard time making ends meet on social assistance, so when Lorrie turned three Brenda decided to return to work while her brother watches her daughter during the day. She found a good-paying job at a meat packing plant and is now working every weekday at 7:00 am. Lorrie spends the day at her uncle's and then Brenda picks her up on the way home from work.

This had been working out well until Brenda's brother got picked up one Tuesday night on an outstanding warrant for some old drug charges. Now he is in jail for at least a couple of months and Brenda has no one to watch Lorrie. She calls in sick to work on Wednesday morning and spends the day phoning day cares to try to find somewhere to take Lorrie, but they are all full. She calls in sick again the next day, but she is still on her three-month probation period and knows they won't put up with this for long. She doesn't want to lose her job but she doesn't want to leave her child with a stranger either.

What do you think Brenda should do? Give your reasons for your choice.

Lesson #18

Workers Have Rights: Do You Know Yours?

In every province there are laws in place that give workers the right to be safe at work, to be paid fairly, and to be free from harassment and discrimination.

We asked some students in our literacy program whether they had ever been asked to do something at work that they felt was unsafe. Several of them said that they had, and some said they had listened to their boss because they were worried about what would happen if they didn't. Others said they refused to do the work.

One student told us this story:

“This one guy I worked for, he had us working on a three-storey house and he wanted me to climb up the ladder while I wasn't tied off, and climb onto the roof. Then he wanted me to hang off the roof to take an eavestrough off. Not tied off or nothing!

I told him, ‘No, I'm not doing that. You can fire me if you want, but I'm not doing that.’

The guy that asked me to do it wasn't my boss, but he was second-in-command and the boss wasn't around that much. The boss had said, ‘Just do whatever this guy tells you to do.’ So normally I did what I was told. But in this case, I refused.

I said, ‘No way, man. You do it. I'm not going up there to hang off the roof. You ain't paying me nearly enough to get killed.’

He ended up doing it himself. He's crazy, that guy.”

Another student told us about a time when he was working on a construction site in Edmonton.

“They were building a road along the side of a river, to do an outfall or whatever for the sewage and stuff, the rainwater. We had to fix that and it was on a big steep incline. The boss was like, 'Okay, you have to climb up that hill.'

This freakin' hill was like, 80 degrees. We had no ropes or nothing, but me and my partner, we're like, 'Uh... okay.' They got us up there with a tractor with a scoop on it, but then the boss left us to climb down on our own.

We're like, 'Holy shit,' right? It was about 30 feet up. Going down we were just sliding, holding on. That was pretty bad. Neither of us was hurt, but that was pretty dumb. Nobody could have just waited to give us a lift down? That was pretty stupid.”

Sometimes people who have criminal records are so grateful just to get a job that they are afraid to speak up when something is wrong at work. But all workers should know that they have the right to refuse to do any work that is not safe. If your boss tries to make you do something that is not safe, you can say no; it's the law. You also have the right to know about hazards in your workplace, and to be trained in how to avoid accidents and injuries.

In Manitoba you can call the Department of Workplace Safety and Health to file a complaint about an unsafe workplace, or even just to ask questions about your rights. Their number is 204-945-3446. If you are calling just for information, they won't contact your employer and your identity and other personal information will be kept confidential. If you file a complaint, they will contact your employer to try to resolve the issue.

In Manitoba, most workers are covered by laws called Employment Standards. Some of the laws don't apply to certain types of workers, such as independent contractors, baby-sitters, part-time domestic workers, and some agricultural and construction workers. But about 90% of employees in Manitoba are covered by these laws.

One rule of Employment Standards is that employees must be paid at least the minimum wage. Employees need to be paid at least twice per month, and must be paid extra for any overtime worked. When employees and employers agree that an employee will work more than 8 hours per day or 40 hours per week, employees will be paid 1 ½ times their regular wages for those extra hours. Employees who work on a general holiday like Christmas Day or Canada Day are also entitled to 1 ½ times their regular wages.

Employees have the right to one 30 minute unpaid break after five hours of work, and at least one day of rest per week. After completing one full year of work, employees are allowed two weeks of vacation. During vacation they will be paid 4% of their salary for the year.

Workers have responsibilities under these laws too. For example, if a worker quits a job, he or she needs to give notice. The amount of notice depends on how long the worker has been employed.

30 days – 1 year	one week notice
At least one year	two weeks notice

Employers also need to give notice if they are letting you go. If a worker is being fired, the employer must give him or her notice. It ranges between one and eight weeks, depending on how long the worker has been employed.

This one may seem obvious, but employers also are required to pay you! Even if you're fired from your job, you are entitled to be paid for the time you worked. Even if the

company goes out of business, they still need to pay you for the time you worked. If you have a concern about wages and Employment Standards, you can contact the provincial department that is in charge of this area. They are at 204-945-3352. Like the safety department, they can help you file a complaint against your employer if your rights have been violated.

Manitoba also has laws against harassment and discrimination in the workplace. Workers have the right to be free of bullying or discrimination based on their race, gender, religion, sexual orientation, age, or disability. If you have questions about discrimination and human rights at work, you can call 204-945-3007.

Remember that all workers have the right to be safe, to be paid fairly, and to be free from discrimination. It doesn't matter if you've been to jail and you feel lucky just to have a job. You still deserve to have your rights respected.

Is your workplace safe enough to hire your kids?



IT SHOULD BE



safemanitoba.com



Exercise #18

The poster shown here was created by SAFE Work Manitoba, a government department that tries to reduce workplace injuries.

Posters such as this one are called public service announcements, or PSAs. While many ads try to sell a product, such as a car or clothing, PSAs try to “sell” an idea or a message, such as “Stay in school,” or “Don't drink and drive.”

Can you think of other public service announcements you've seen on TV, in magazines, or on bulletin boards? Make a list of some other messages or ideas you've seen in PSAs.

What is the message or idea that the PSA shown here is trying to get across to you?

Who do you think is the audience of the PSA? Who was the creator of the ad hoping would see it?

Is this advertisement effective? Why or why not? Do you like this ad? If so, what do you like about it? If not, what do you dislike?

What would you make a PSA about if you had the chance? What issue is most important to you? Explain why you think it is important.

Lesson #19

Balancing Work and Life

“Are you working to live, or are you living to work?”

Have you ever heard that old saying about not letting work take over your whole life? Our clients tell us it is easier said than done. Often people who have a criminal record and very little work experience or education find themselves in low-paying jobs, and they need to work many hours just to make ends meet. This can be a stressful and tiring situation, and sometimes results in a return to doing crime to earn a living.

“If you’ve been living the fast life, and now you’re going to try to do legit work, you’re in for a surprise,” said one of our clients in the Remand Centre. “You’re working day-in and day-out, with no time to do anything but work and sleep. You’re exhausted at the end of the day, and you’re up and gone in the morning before the kids are awake. It feels like all you do is work, and you’re looking forward to a thousand bucks at the end of two weeks? You’re thinking, ‘Holy shit, a thousand lousy bucks for a hundred hours of work? I know a way I could make that in an hour!’ It’s no wonder that so many people end up coming back to jail.”

It’s not just people in conflict with the law who are feeling burnt out. A study in 2012 showed that almost two-thirds of Canadians are working more than 45 hours per week. That’s 50% more than two decades ago. In the study, only 23 percent of working Canadians said they were highly satisfied in life. That’s only half as many as in 1991.

If you’re feeling tired and unhappy at work, it might help to know you’re not alone. But there are no easy answers to this problem. Some people find that it helps to talk with someone who can help them to problem-solve, set goals, or even just blow off steam.

This could be a friend or family member, an elder, a spiritual advisor, a mentor, or a counsellor. Klinik in Winnipeg offers free drop-in counselling. You can call them at 204-784-4067.

Some clients told us that they fight stress by getting involved in activities and hobbies that will help them to feel like they have a life outside of work. Exercise and sports, art and music, attending traditional ceremonies, and spending time with family were all popular ideas. Another client says that his partner and her friends take turns watching one another's children so that they have more time to work, cook, run errands, and take time for themselves. Connecting with others in your family or community to support one another can make life easier when you're feeling overwhelmed.

Our clients told us that even though work can be hard, they remind themselves that it's better than taking the chance of coming back to jail.

"I don't think there's any such thing as a successful drug dealer," said one person we talked to. "Look at George Jung, the guy the movie Blow is based on. In the movie, he says, 'A lot of people let life pass them by while they're making grand plans for it.' He had a lavish lifestyle, but at what cost? He's in jail now and doesn't get out until 2015. He doesn't know his daughter. He doesn't know his family. It makes you think, 'Was any of it worth it?' That's kind of how I feel now, too."

"I want to try to succeed at work for my kids," added another incarcerated client. "I just want to get out of here and stay the hell out of here. It's better to be broke and free than rich and in jail. You could have all the money in the world but if you're in jail you still have nothing. You're still going to be in that cell all by yourself."

Exercise #19

Create a piece of writing with the main idea, “My ideas for balancing work and life.” Look back at the job priorities you listed in Exercise #3 for ideas on how to choose a job that will fit with your other responsibilities in life. Write about ways of dealing with stress and finding time for other things that are important to you.

Use this space below to make notes or do other pre-writing activities. (See Lesson #15 for a review of pre-writing). Then write your piece on the next page.

Lesson #20

Your Goals are Possible: One JHS Student's Experience

One of our students, Jody, wrote this essay about finding (and keeping) meaningful work. It is a great example of an essay and a great way to end this book. We hope you enjoy it.

This essay will hopefully identify some of the struggles of finding and maintaining employment, and also provide solutions to attaining that goal. I will mention some personal ways that I got my work experience and skills, as well as other options to get work experience for you. I realize that many of us are unsure of what type of work we want, so I will make some suggestions to help you find your passion for work. I am an addict in recovery and I used to think I had a good balance between my job, my family, and my addiction, but I wasn't happy. So I asked for help with that.

When I first started looking for work I couldn't get hired anywhere. I knew I didn't have any skills or experience to offer employers, so that made writing a resume a tough job itself. I didn't even know what kind of work I would be good at, but I knew I wanted to earn some money. That led to me putting together a resume with the little experience I had, and I applied anywhere and everywhere I could. Unfortunately, I had no success in finding a job, so I began thinking, "How will I ever get a job without any skills or experience to offer?"

I learned there are many ways to get work experience and skills. I started working for a temp agency earning minimum wage, but I was really just there for the work experience. While I worked for the temp agency, I was offered a more permanent job at one of the work sites I was sent to. I worked with a carpenter for over a year, earning \$15 per hour. While I worked for this carpenter my dad told me about how I could apply for a certified carpentry course. Within two months, I applied and got accepted into the course. It took me 10 months of training to complete the certified Level One carpentry course at R.B. Russell High School.

I realize that getting accepted into a training course might be more difficult for some people than it was for me. For that reason, I suggest connecting with one or more of the many employment resource centres available. These resource centers help with job search, resume building, interview skills, computer skills, and knowledge of training courses that are available for you. It is also important to know that getting a job or

getting accepted into a course is a tough job in itself. Try not to be discouraged or unconfident in your search if you don't have success right away, because perseverance does pay off.

Finding a job can be tough, but realizing what type of work best suits you will help. By doing a self-inventory you will have a better understanding of your passions in life, and the types of work related to those passions. Self-inventories would include your interests, goals, values, desires, needs, and personality, as well as the things you don't like. Once you do a self-inventory it would be a good idea to research jobs that will best suit you. Of course searching for your work passion might require some trial and error. For example, I was lucky to get into the carpentry trade, but I realized that ain't my passion. I did a self-inventory and realized that I like to help people, I try giving good advice, and I like to help find a solution to problems. So I think I'd like to get into social work.

While I was working as a carpenter I developed an unmanageable addiction to alcohol. I thought I had control over my addiction and was doing fine, until I realized that the people in my life who care for me hated how my addiction was affecting me at home and at work. I knew I had to get help to overcome this addiction before I lost my family. I then made up my mind that I will do whatever it takes to overcome my addiction. I found a residential treatment program that offers support for addicts in recovery. I am now thankful to say I have been sober for 23 months. I encourage you that if your addiction is affecting your life, ask yourself, "Is my addiction unmanageable?" and "Where can I get help?"

When looking for a job or career, there may be different obstacles that you have to overcome. Keeping a positive outlook and being optimistic will help you in your search. The ability to ask for help, whether it's for advice on employment or training or assistance with overcoming addiction, can make a difference in your life. Realizing who you are inside and out will give you an understanding of where you want your life to go. My hope is that this essay will show you that there are many different struggles in life, but with a desire to succeed, your goals are possible.

Exercise #20

Have you tried any of the tips Jody suggested for finding or keeping a good job? How did they work out for you?

What advice do you have for people looking for work? Advice can come from your own experiences, from what you've learned in this workbook, or from things you've learned elsewhere.

Look back at Lesson #1, where you listed things you expected to learn from this workbook. Were your guesses correct?

Is there anything you hoped you would learn about that wasn't in this book?

How could you go about finding that information?

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Resources

Employment

Opportunities for Employment
294 Portage Avenue, Winnipeg, MB (204) 925-3490

Canadian Centre for Aboriginal Human Resource Development
304-181 Higgins Avenue, Winnipeg, MB (204) 989-7110

PATH Resource Centre
627 Selkirk Avenue, Winnipeg, MB (204) 927-2338

Osborne Village Resource Centre
1-107 Osborne Street, Winnipeg, MB (204) 989-6503

Social Skills
201-583 Ellice Avenue, Winnipeg, MB (204) 774-1749

Winnipeg Transition Centre
1836B Main Street, Winnipeg, MB (204) 338-3899

Youth Employment Services (Ages 16-29)
614-294 Portage Avenue, Winnipeg, MB (204) 987-8661

Immigrant Employment Assistance Centre
100 Adelaide Street, Winnipeg, MB (204) 943-9158

JobQuest Career Services
511 Robinson Avenue, Selkirk, MB (204) 482-2100

Partners for Careers – Brandon Friendship Centre
836 Lorne Avenue, Brandon, MB (204) 727-1407

Partners for Careers – The Pas Friendship Centre
81 Edwards Avenue, The Pas, MB (204) 627-7500

Ma Mow We Tak Friendship Centre
122 Hemlock Crescent, Thompson, MB (204) 677-0964

YWCA Employment Links
39 Nickel Road, Thompson, MB (204) 778-6341

Education

Worker's Rights

Counselling and Self-Care

Workbook Evaluation Form

Please take the time to fill out the form below and tell us what you thought of this workbook. Your feedback will help us in developing new workbooks in the future.

Did you enjoy doing this workbook? Why or why not?

Did you learn anything you didn't already know?

Was the reading: Too easy? _____ Too difficult? _____ Just right? _____

Were there any activities in this book that you found were too difficult?

Were there any activities or chapters that you really liked?

What other topics would you like to learn about in a workbook?
