# 6 Getting Hired





## UNIT OUTCOMES

- Identify skills and characteristics
- Conduct a job search
- Write a resume
- Write an email
- Prepare for a job interview
- Find a job online

**Look at the photo and answer the questions.**

1. Where is this man?
2. What is he wearing?
3. What do you think he is doing?
4. How do people dress for job interviews where you come from?



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LESSON 1

# What Skills Do You Have?

GOAL ▸ Identify skills and characteristics

**A** **PREDICT** Look at the photos. What jobs are these people doing? Discuss them with a partner.













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**B** **A *skill* is something you can do, such as use a computer or write a report. What skills are required for each job in A? Discuss your ideas in a small group.**

**C** **Below is a list of job titles. Work in groups to write the job responsibilities that go with each job. Then add two more job titles to the list.**

| Job Title | Job Responsibilities |
|---|---|
| accountant | |
| administrative assistant | |
| business owner | |
| cashier | |
| computer technician | repairs computers |
| construction worker | |
| delivery person | |
| dental assistant | |
| electrician | |
| firefighter | |
| garment worker | sews clothing |
| hairstylist | |
| homemaker | |
| landscape architect | |
| lawyer | |
| mail carrier | |
| reporter | |
| salesperson | |
| security guard | |
| _____ | |
| _____ | |

**D** **Practice the conversation using the information that you wrote in C.**

**Student A:** What does a computer technician do?

**Student B:** A computer technician repairs computers.

**E** **CONTRAST** **In groups, discuss the difference between skills and characteristics. A *skill* is something you can do, such as change a tire or type a letter. A *characteristic* describes your personality and work habits, such as hardworking or well-organized. What are some other examples of characteristics?**



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**F** **Read some characteristics that employers look for in employees. Discuss the characteristics with your classmates and choose the ones that describe you.**

| | | |
|---|---|---|
| ☐ a quick learner | ☐ creative | ☐ dependable |
| ☐ detail-oriented | ☐ efficient | ☐ flexible |
| ☐ good with numbers | ☐ great with people | ☐ hardworking |
| ☐ well-organized | ☐ willing to accept responsibility | ☐ works well under pressure |

**G** **Read the descriptions and choose a characteristic to describe each person.**

1. Suzanne always makes everyone around her feel comfortable. _____
2. You can always rely on Linh. _____
3. Li is always calm, even when work is very stressful. _____
4. You never have to explain anything to Vlasta twice. _____

**H** **Listen to four people describe their skills, characteristics, and interests. Take notes in the first column. Then suggest a job for each person in the second column.**

| | Skills, Characteristics, Interests | Most Suitable Job |
|---|---|---|
|  Lam | | |
|  Lilia | | |
|  Morteza | | |
|  Hilda | | |

**I** **Make a list of your skills and interests in your notebook. List at least three jobs that you might enjoy and be good at. Then list the characteristics that make you good for each job.**


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LESSON 2

# Looking for a Job

GOAL ▶ Conduct a job search

**A** **What is the best way to look for a job? Make a list of different ways to look for a job.**



**B** **Make a list of things you need to think about before you begin your job search. Compare lists with a partner.**

1. hours available to work
2. _____
3. _____
4. _____
5. _____
6. _____

**C** **CLASSIFY** **What information is usually included in job ads? What information do you usually need to ask about? Put the information in the correct column.**

| | | |
|---|---|---|
| benefits | job title | salary / pay |
| how to apply | possibility of overtime | vacation |
| job hours | required qualifications | |
| ~~job location~~ | required skills | |

| Information Found in the Ad | Information I Need to Ask About |
|---|---|
| job location | |



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**D** **Think about the job you have or have had. (If you are a student or a homemaker, that is your job.) Complete the chart.**

| | Information about Your Job |
|---|---|
| Job title | |
| Job location | |
| Job skills | |
| Qualifications | |
| Hours | |
| Salary | |
| Benefits | |

**E** **SURVEY** **Interview your classmates about their jobs. Write questions for each piece of information. Then ask your classmates the questions and complete the columns.**

| Interview Questions | Classmate 1 _____ | Classmate 2 _____ | Classmate 3 _____ |
|---|---|---|---|
| **Title:** *What is your job title?* | | | |
| **Location:** | | | |
| **Skills:** | | | |
| **Qualifications:** | | | |
| **Hours:** | | | |
| **Benefits:** | | | |

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**F** **Imagine that you want to work for a company. It is important to find out some information about the company or business ahead of time. Fill in the table.**

| What kind of information is useful to know? | Where can you find this information? |
|---|---|
| 1. the number of employees who work for the company | 1. on the company's website |
| 2. | 2. |
| 3. | 3. |
| 4. | 4. |

**Life ONLINE**

There are websites that have a lot of information for prospective employees. On these sites, you can find information such as:

- benefits offered
- company culture
- what people in your desired position are paid

These sites are also an online job marketplace where you can search for jobs by salary, location, and many other factors.

**G** **VISUALIZE** **Think of the perfect job for you. Complete the table with what you want from that perfect job.**

| | |
|---|---|
| Job title | |
| Job location | |
| Size of company | |
| Hours | |
| Salary | |
| Benefits | |
| Other | |

**H** **Share your perfect job with your class and ask for ideas on where to look for a job like this.**



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LESSON 3

# Resumes

GOAL ▶ Write a resume

## A Read about Ranjit.

Ranjit Ghosh is from India. He moved to the United States seven years ago. In India, he attended the National Computer Education Center and received a certificate in network security. His first job was troubleshooting computer repairs for a financial company. After he moved to the United States, he started assembling computers and was able to use the skills he had learned in India. Although he loved his job, he needed another job to pay the bills. In addition to assembling computers, now he also works as a part-time network security specialist in the evenings for another company. Ranjit is busy, but he is doing what he loves.

## B Answer the questions about Ranjit.

1. Ranjit has had three jobs. List them with the most recent first.

   a. _____

   b. _____

   c. _____

2. Where did he go to school and what did he receive?

   _____

3. Why does Ranjit have two jobs in the United States?

   _____

## C Think about your job history. List your jobs starting with the most recent.

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____



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**D** **Read Ranjit's resume.**

# Ranjit Ghosh

**Objective:** To obtain a full-time job in the computer repair industry.

## Contact

**Email**
ranghosh@amc.com

**Address**
859 East 44th Street #16,
New York, NY 10017

**Phone**
(212) 555-8973

## Education & Certification

**May 2022 – present**
New York City College –
New York, NY
English as a Second Language, Adult Basic Education
Network+

**2011**
National Computer Education Center –
New Delhi, India
Certificate in Network Security

## Work History

**Global Financial, LLC - Network Security Specialist**
New York, NY • 07/2022 - Current
- Test and maintain security systems (VPNs, firewalls and email security)
- Generate performance and failure reports
- Help establish internal security procedures

**CompBuild - Computer Technician**
New York, NY • 06/2018 - Current
- Set up hardware and install software
- Repair equipment and devices

**Machine Construct - Associate Computer Tech**
New Delhi, India • 02/2012 - 03/2017
- Repaired computers.

## Skills

Fluent in Hindi, organized, responsible, and self-motivated
Works well with others
**Computer Literacy:** Microsoft Office, Adobe, and Google Suites

## Hobbies

Playing the guitar, running

## References

References provided upon request.

*certificate or degree received*

**E** **Can you identify the parts of a resume? Use the words in the box to label Ranjit's resume in D. Cross out the things that are not on a resume in the US.**

| | | |
|---|---|---|
| address | job responsibilities | name of company |
| age | languages | name of school |
| ~~certificate or degree received~~ | location of company | photo of person |
| computer skills | location of school | skills |
| dates of education | marital status | things you enjoy doing |
| dates of job | name and last name | |



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**F** **ANALYZE** **Look at the words in the box in E. Why is it important to put each of those pieces of information on your resume? Discuss the reasons in a group and make notes about each item.**

**G** **Think about your own resume. Fill in your information.**

1. Schools you have attended: _____

2. Classes you have taken: _____

3. Certificates or degrees you have received: _____

4. Awards you have received: _____

5. Names and locations of companies you have worked for: _____

6. Job titles and responsibilities you have had: _____

7. Special characteristics you have: _____

8. Things you enjoy doing: _____

**Life ONLINE**

**Professional social networking sites** are a great way to find jobs and help companies find you. In addition to your resume, you can request recommendations, show projects, set job alerts, and take assessments to show your skill set and make you more attractive to employers. Just remember to keep it professional on these sites—it's not appropriate to use them to socialize.

**H** **Using the information you wrote in G, write your resume on a separate piece of paper or type it on the computer.**


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LESSON 4

# Cover Letters

GOAL ▶ Write an email

**A** **Read the email that Ranjit wrote when he sent his resume. What is the purpose of this email?**

**Computer Technician Needed: Trizon Electronics**

Qualified, experienced computer technician to maintain equipment and operation.

Dynamic, friendly work environment, and full benefits.

Submit cover letter and resume to apply.

Apply Now

Send Delete

**To:** hiring@triz0n.com

**Cc:**

**Subject:** Computer Technician Position

To the hiring manager at Trizon Electronics, — Greeting

I am writing to apply for the computer technician position posted on MyTechLink. I believe I have the education and qualifications you are looking for and would be an asset to your team. — Identify the position you wish to apply for.

As you can see from my attached resume, I have a certificate in network security and experience working on computers. I am a hard worker and willing to learn new things. Trizon Electronics is a well-known, well-respected company, which I feel could teach me a lot. My schedule is flexible and I am willing to work whenever you need me. — Outline your key strengths and abilities for this job.

Thank you for taking the time to consider my application. I will follow up next week with another email. I look forward to meeting you and discussing this opportunity. — Suggest next steps.

Sincerely, — Closing

Ranjit Ghosh



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**B** **Read the job descriptions.**

**Company Name: Healthy Living**
(Grand Rapids, MI)

**Company Description:** A company that produces and sells vitamins.

**Job Title: Warehouse Supervisor**

**Job Description:** In charge of packaging orders in the warehouse.

Must be able to supervise 20 employees. No experience with vitamins necessary, but warehouse experience would be helpful.

**Company Name: Medical Valley Hospital**
(Glenview, IL)

**Job Title: Nurse's Aide**

**Job Description:** Help the RNs take care of patients. Fill out basic paperwork regarding patients, take vital signs. No experience necessary—will train. Looking for someone who is friendly, patient, and doesn't mind working in a fast-paced, challenging environment.

**Company Name: Auto Land** (Kalamazoo, MI)

**Company Description:** Used car lot

**Job Title: Salesperson**

**Job Description:** Selling cars. Must be good with people and outgoing. No sales experience necessary.

**Company Name: Choicemart** (Toledo, OH)

**Job Title: Customer Service Representative**

**Job Description:** Handling customer complaints, helping customers submit complaints, entering complaint information into the system, and setting up follow-ups to discuss the complaints with the proper department. Must have good oral and written communication skills. Must be good with people and have the ability to handle angry customers. Basic computer skills helpful.

**Company Name: Villa Italia** (Detroit, MI)

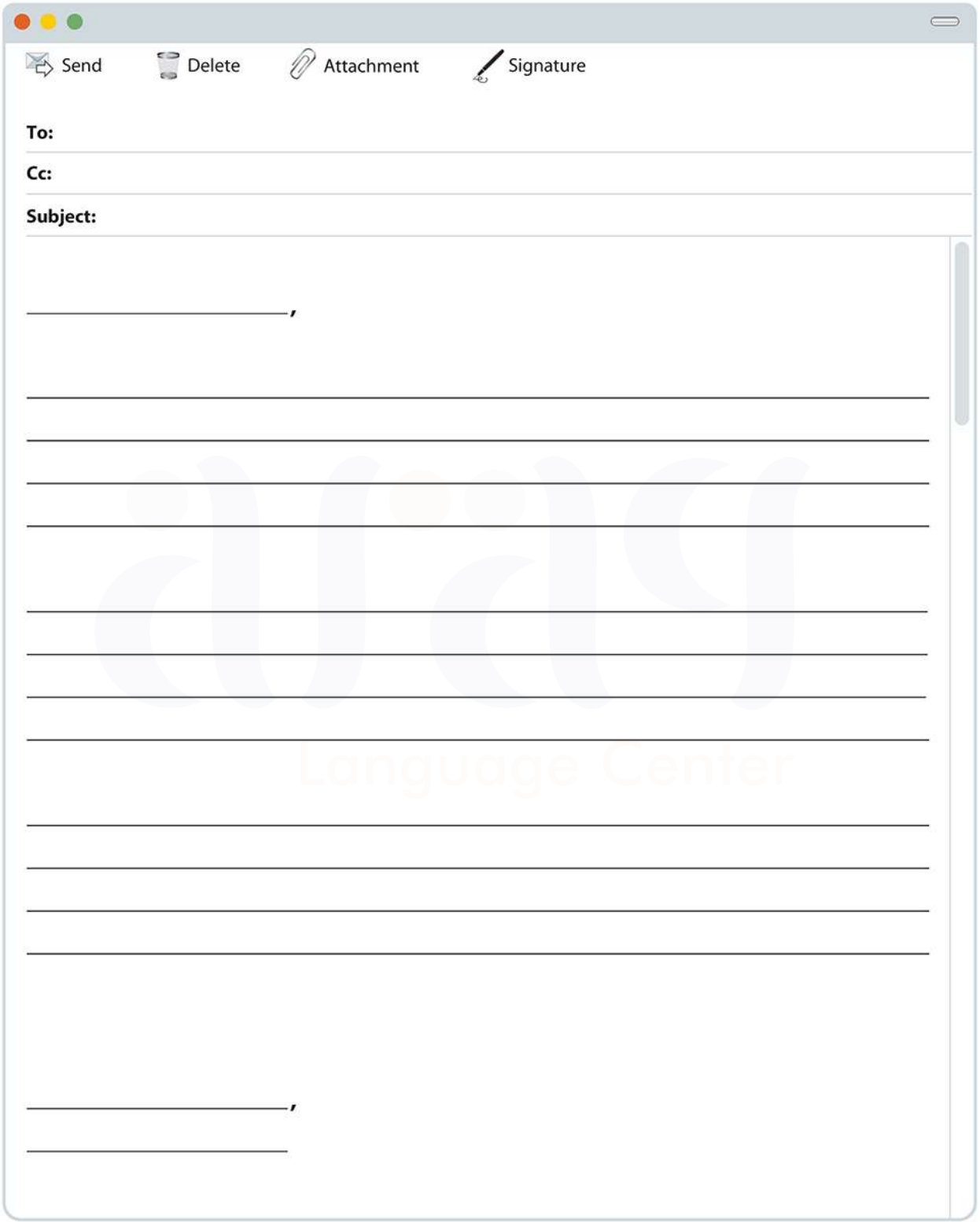
**Job Title: Food Server**

**Job Description:** Serve food to customers. Must have restaurant experience, but serving experience not necessary. Will train.

**C** **Choose one job that you would like to apply for from the descriptions in B. Tell a partner why you would be good for this job.**


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**D** **IMAGINE** **Imagine that you are applying for the job that you chose in C. Write an email to the company.**




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LESSON 5

# Interviewing

GOAL ▸ Prepare for a job interview

**A** **Now that you have written your resume and your cover letter, it's time to get ready for the interview! The best way to prepare for an interview is to practice.**

**Read the interview questions. How would you answer them? Discuss each question in a group. Then write your answers on a piece of paper.**

1. What can you tell me about yourself?
2. Why are you applying for this job?
3. Why do you think you would be good at this job?
4. What is your greatest strength?
5. What is your greatest weakness?
6. Do you prefer to work alone or with other people?
7. Why did you leave your last job?
8. What did you do at your last job?
9. What did you like most about your last job?
10. Describe a situation where you had a conflict with another employee. How did you solve it?
11. What special skills do you have that would benefit our company?
12. What characteristics do you have that would make you a good employee?
13. Do you have any questions?

**B** **With a partner, practice asking and answering the interview questions in A. Since you are just practicing, it is OK to look at the answers you wrote.**




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**C** **DETERMINE** **Read the list below and discuss with a partner what you think an employer is looking for. Choose four items on the list that you think are the most important in an interview.**

- Appearance ☐
- Appropriateness of responses to questions ☐
- Effectiveness in describing strengths, skills, and abilities ☐
- Eye contact with interviewer ☐
- Facial expressions ☐
- Handshake ☐
- Posture / body position ☐
- Self-confidence / comfort level ☐
- Voice level (volume) ☐
- Willingness to volunteer information ☐

**D** **Look at the list in C. Which two aspects are your strongest?**

1. _____

2. _____

**E** **Which two aspects do you need to work on the most?**

1. _____

2. _____

**F** **Work with a partner. You will interview for the job that you wrote your cover letter for. Take turns being the interviewer and the interviewee.**

**Student A: Interviewer**
Ask your partner at least 10 of the questions in **A**. When the interview is over, fill out the interview evaluation form in **G** in your partner's book.

**Student B: Interviewee**
Do your best to answer the questions without looking at your notes and try to think about each of the aspects listed in **C**.



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**G** **Fill out the mock evaluation form about your partner.**

## INTERVIEW EVALUATION FORM

Name of applicant: _____

Name of interviewer: _____

Date of interview: _____

Job applied for: _____

Rate the applicant on each of the following questions by writing *excellent, good,* or *fair*.

What kind of impression did this person make? _____
Did the person give answers that would make an employer want to hire them?

_____

Did the person have a friendly, enthusiastic, and positive attitude?

_____

Rate the applicant on the criteria below on a scale of 1 to 5.
(1 = poor, 5 = excellent)

| **CRITERIA** | **Rating** | | | | |
|---|---|---|---|---|---|
| | 1 | 2 | 3 | 4 | 5 |
| 1. Appearance | ☐ | ☐ | ☐ | ☐ | ☐ |
| 2. Eye contact with interviewer | ☐ | ☐ | ☐ | ☐ | ☐ |
| 3. Voice level (volume) | ☐ | ☐ | ☐ | ☐ | ☐ |
| 4. Facial expressions | ☐ | ☐ | ☐ | ☐ | ☐ |
| 5. Posture / body position | ☐ | ☐ | ☐ | ☐ | ☐ |
| 6. Self-confidence / comfort level | ☐ | ☐ | ☐ | ☐ | ☐ |
| 7. Willingness to volunteer information | ☐ | ☐ | ☐ | ☐ | ☐ |
| 8. Appropriateness of responses to questions | ☐ | ☐ | ☐ | ☐ | ☐ |
| 9. Effectiveness in describing strengths, skills, and abilities | ☐ | ☐ | ☐ | ☐ | ☐ |
| 10. Overall evaluation | ☐ | ☐ | ☐ | ☐ | ☐ |

What suggestions can you give this person on how to make a better impression?

_____

Additional comments: _____

_____

_____

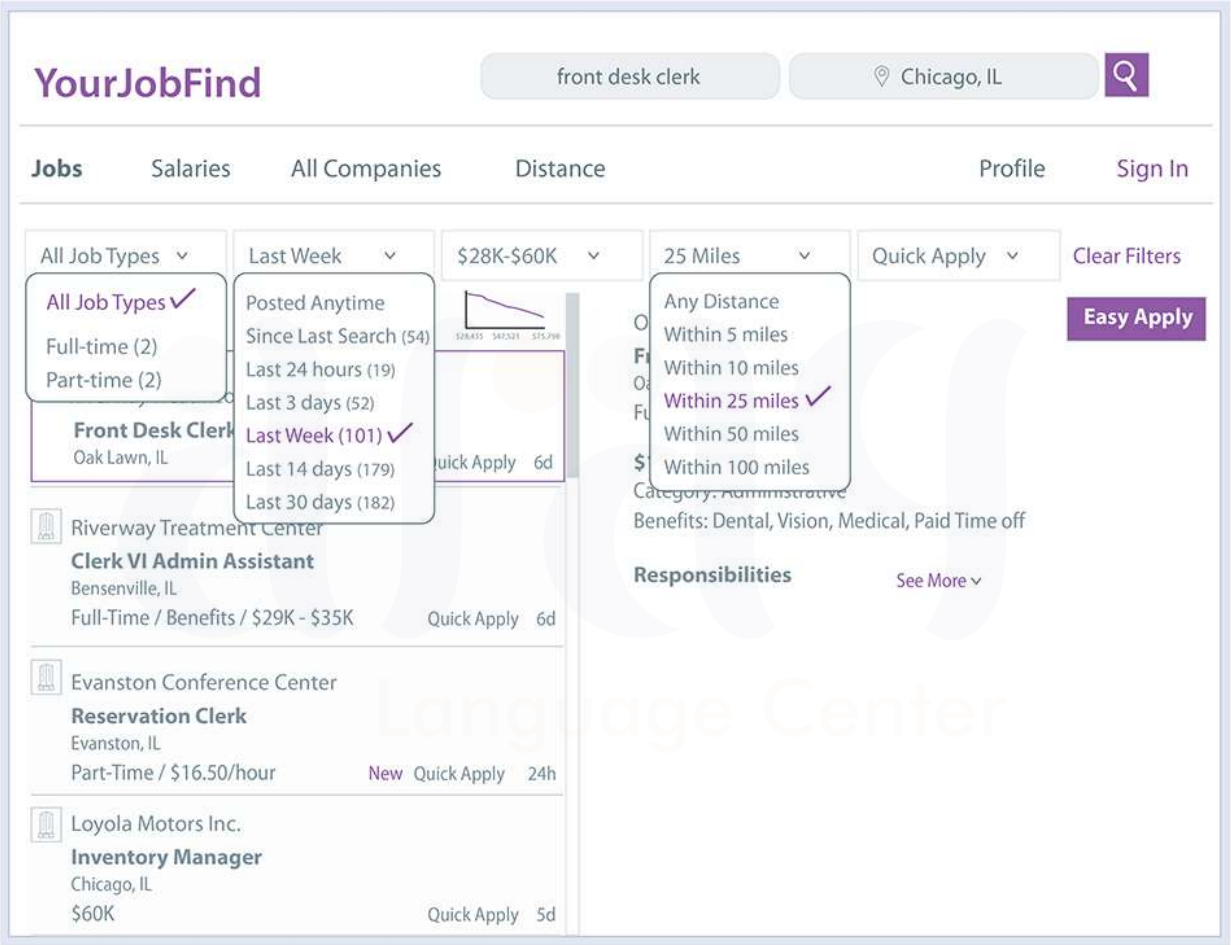

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LESSON 6

# Explore the Workforce

GOAL ▶ Find a job online

**A** **There are many websites where you can set certain filters and find jobs in your area that meet your criteria. Look at the site and answer the questions.**




1. One of the filters is Job Type. How many part-time jobs are available? _____

2. You can see when the jobs were posted. How many jobs were posted in the last 3 days? _____

3. Under the salary range, there is a graph showing how many jobs are available in each pay range. Can you guess in what salary range the fewest jobs are available? _____

4. What city is this person searching in? _____

5. Although the job search was for "front desk clerk", different job titles came up in the search. What are the 3 different job titles in the column on the left? Next to each job, write the salary.

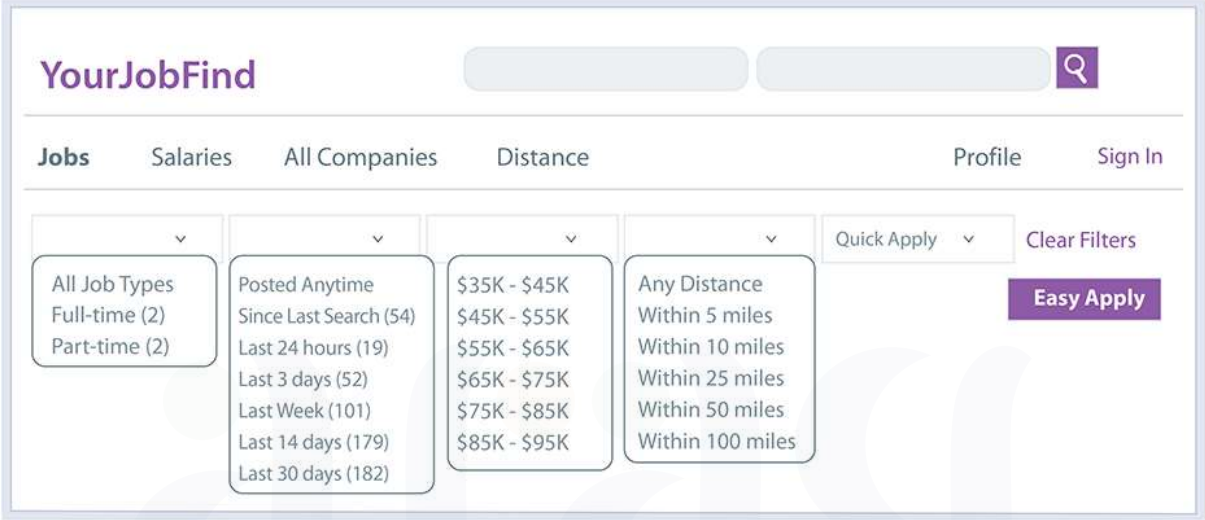
   a. _____ b. _____ c. _____



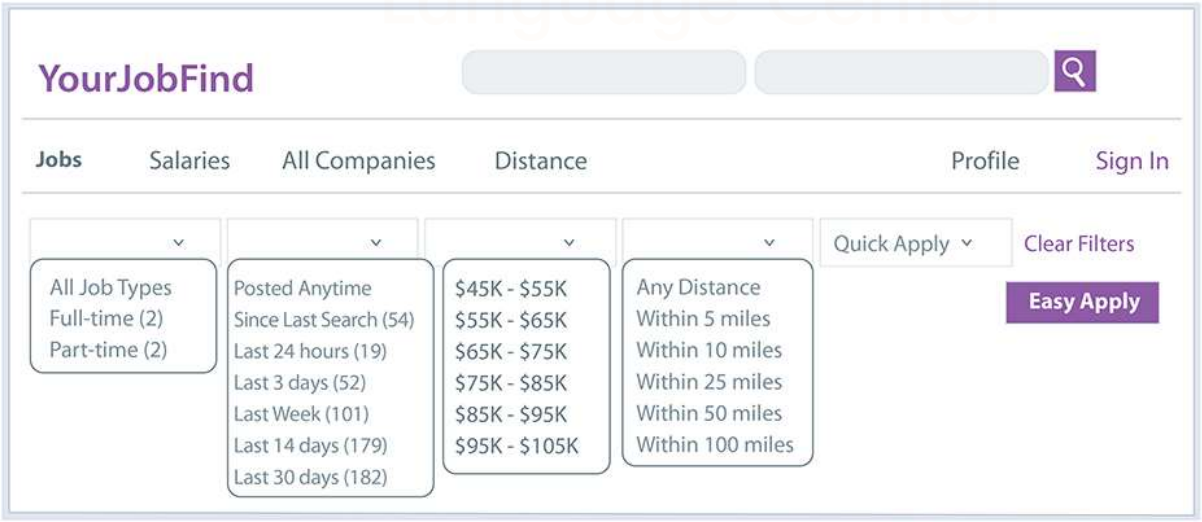
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**B** **Read each scenario. Fill in the blank search bars with the job title and location. Then choose one filter in each list for the corresponding scenario.**

1. Jeremiah lives in Orlando, FL and he is looking for a job in advertising. He currently makes $48,000 a year, but he's hoping to make more at his new job. He doesn't want to be too far away from his kids' school in case there is an emergency, so he's hoping to drive no more than 15 miles. He's been looking for the past few weeks, but he wants to see if anything new has been posted in the last day.




2. Ana lives in New York City, but she's planning to move to Dallas, TX. She is a nurse and wants to work full-time in a hospital. She is hoping to find the job before she moves and would like to live no more than 10 miles from her job. She'd like to make at least $70,000 a year. She has just started her search, so she is looking for any jobs that have been posted.





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**C** **This came up in Ana's search. Draw a line from each item to the information in the profile.**

| | | |
|---|---|---|
| number of employees<br><br>job title<br><br>overall rating by employees<br><br>number of ratings | **All Care Health Systems** 4.0*<br>NURSE MANAGER - EMERGENCY ROOM<br>Dallas,TX<br>Apply<br><br>**Company Profile**<br>**Founded** 1934<br>**Size** 5001 to 10000 Employees<br>**Type** Hospital<br>**Industry** Health Care & Hospitals<br>**Sector** Health Care<br><br>**Company Ratings**<br>4.0 ★★★★☆ 178 Ratings<br>Approve of CEO: 85%<br>Recommend to friends: 81%<br>Benefits & Salary ★★★★☆ 4.0<br>Culture ★★★★☆ 3.7<br>Flexibility & Work / Life Balance ★★★★☆ 4.1 | industry<br><br>rating for company culture<br><br>When was the company founded?<br><br>how to apply |

**D** **With a partner, ask and answer questions about the job post.**

**Student A:** What percentage of people approve of the CEO?

**Student B:** 85%

**E** **Listen to Ana and fill out her application form. What part of the application form did Ana not fill out? Fill it in.**

First Name _____ Last Name _____

Phone Number _____ Resume File Upload

**Work Experience**

Job Title _____ Company _____ Location _____

From M M / Y Y Y Y To M M / Y Y Y Y

**Education**

School or University _____

Degree _____ (GED, High School, AA, AS, BA, BS, MA, MS, MD, MBA)

Languages _____

**Skills** _____

**Salary desired** _____

**What job status / shift would you accept?**

☐ FT ☐ PT

**Shift**

☐ day ☐ night ☐ evening ☐ weekend

**When will you be available to start work?**

D D / M M / Y Y Y Y

**Are you available to work weekends?** ☐ yes ☐ no

**F** **APPLY** **Search online for a job that you might be interested in. Practice filling out the online application.**



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# Review

**A** **Write responsibilities for the job titles.**

| Job Title | Job Responsibilities |
|---|---|
| administrative assistant | _____ |
| cashier | _____ |
| delivery person | _____ |
| dental assistant | _____ |
| electrician | _____ |
| homemaker | _____ |
| receptionist | _____ |
| salesperson | _____ |

**B** **List six characteristics you think an employer is looking for in an employee.**

1. _____ 2. _____

3. _____ 4. _____

5. _____ 6. _____

**C** **Imagine you are looking for a job. Complete the table about your ideal job.**

| Information about Your Ideal Job | |
|---|---|
| Job title | |
| Job location | |
| Job skills | |
| Qualifications | |
| Hours | |
| Salary | |
| Benefits | |

**Learner Log**

I can identify skills and characteristics.
☐ Yes ☐ No ☐ Maybe

I can conduct a job search.
☐ Yes ☐ No ☐ Maybe


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**D** **List 10 pieces of information that go on a resume.**

1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____
7. _____ 8. _____
9. _____ 10. _____

**E** **Answer these interview questions.**

1. What is your greatest strength? _____

_____

2. What is your greatest weakness? _____

_____

3. What special skills do you have that would benefit our company?

_____

_____

4. What characteristics do you have that would make you a good employee?

_____

_____

5. What did you like most about your last job?

_____

_____

**F** **If you want to get a job, what are all the things you need to do from beginning to end? List them below.**

1. *Write a resume.* _____
2. _____
3. _____
4. _____
5. _____
6. _____

**Learner Log**

I can write a resume.
☐ Yes ☐ No ☐ Maybe

I can write an email.
☐ Yes ☐ No ☐ Maybe



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# Review

**G** **In this unit, you learned many things about getting a job. In a group, complete the sentences to explain why each one is important. Share your answers with the class.**

1. Knowing what my skills are is important because _____

   _____.

2. Finding information about the job I want is important because _____

   _____.

3. Finding information about the company I am applying to is important because

   _____

   _____.

4. Writing a resume is important because _____

   _____.

5. Writing a cover letter is important because _____

   _____.

6. Preparing for an interview is important because _____

   _____.

**H** **Take out your dictionary and add a section about yourself. Make two lists—one for your skills and one for your characteristics. Write down anything you can do and anything that describes you. If you need to add definitions for any of the words, put them in the same section. Use these lists as a reference when applying for a job or school.**

| Skills | Characteristics |
|---|---|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

**Learner Log**

I can prepare for a job interview.

☐ Yes ☐ No ☐ Maybe



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# Create a Job Application Portfolio

SOFT SKILL ▶ Collaboration

**Part 1: By yourself, you will create a job application portfolio that contains all the information you need to apply for a job and go to an interview.**

1. List all of the information you want to include in your portfolio.
2. Create your portfolio. You must include a resume, a cover letter, and sample interview questions and answers. You may also include certificates, awards, transcripts, letters of recommendation.

**Part 2: In a team, you will write a brief job post and interview students for that job.**

1. Form a team of four students. Choose positions for each member of your team.

| Position | Job Description | Student Name |
|---|---|---|
| Student 1: **Company Owner** | Check that everyone speaks English and participates. | |
| Student 2: **Department Supervisor** | Write job advertisement and interview questions. | |
| Student 3: **Company President** | Ask interview questions. | |
| Student 4: **Human Resources Director** | Create evaluation form. | |

2. Decide on a company name and the position you are hiring for. Write a job post for the position.
3. Prepare a list of interview questions that you will ask the applicants.

COLLABORATION

**Being a team player**

Most companies are looking for people who are team players. A team player is someone who can:

- solve problems before they get worse
- create a healthy work environment
- understand people's strengths
- accept feedback and make improvements

As a person who is hiring, here are some questions you can ask to see if someone will be a good team player:

1. Tell me about a time you had to work with a colleague you didn't get along with.
2. What would you do if your team didn't want to use your idea?

4. Decide what you are looking for in an employee and create an evaluation form.
5. Once your classmates have seen all of the job posts and decided on a job to apply for, interview and evaluate the applicants.



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# Reading Challenge

**A** **Read this scenario and discuss with a partner.**

Mario is an auto mechanic. For years, he has been working on cars, doing oil changes, replacing the brakes, and working on the transmission. But the variety of devices that diagnose car problems is so large that Mario doesn't understand all the reports they generate. In order to properly work on the car, Mario needs to understand very well what the computer systems are reporting. He's worried that he may lose his job if he can't figure this out. What do you think Mario should do?

**B** **Read *Upskilling*. While you read, take notes about the key points.**

**C** **Using your notes, tell your partner about the article. Take turns sharing information you learned.**

**D** **SUMMARIZE** **With your partner, write a summary of the article.**

**E** **The reading talks about *hard skills* and *soft skills*. What do you think the difference between these two is? Find two examples from the reading and then add some of your own. The first examples have been done for you.**

| hard skills | *soft skills* |
|---|---|
| *learning how to use a new app* | *becoming a better listener* |

**F** **The reading lists the steps to upskilling. Write them.**

1. _____
2. _____
3. _____
4. _____

**G** **What are benefits of upskilling?**

_____

_____

**H** **REFLECT** **Think about how you could upskill in your job. Write your ideas.**

_____

_____


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# Upskilling

What do you do when the job you were hired for changes? You used to do all your marketing in print magazines and newspapers. But now, more advertising is being done on social media platforms. You're a great graphic designer, but do you know how to make a Tik Tok video? A report by the US Chamber of Commerce Foundation states that 74 percent of hiring managers said there is a lack of adequate skills in the workforce. This is one of the biggest obstacles in hiring. This is why you need to upskill.

Upskilling is when you build upon and advance your current skills through training and education. Upskilling would be that graphic designer learning to use social media apps to advertise. Upskilling would be an oil and gas employee learning about electric cars because of the future trends in automotive sales. But it isn't only hard skills that employers are looking for. They are looking for employees to improve their soft skills, things like becoming a better listener and learning how to give and receive constructive feedback. Presentation skills and public speaking are also important soft skills. Some schools, like American University's Kogod School of Business in Washington, DC, understand the value of these skills and provide a space for students to develop and practice them, as shown by the student in the photo.

The obvious goal of upskilling is to keep your job. But there are many other positive benefits. You will be a more effective worker. You will stay relevant and competitive in your industry. You could get noticed for a raise and recognition. And most importantly, you will position yourself for a better job opportunity in the future.

So, you know you need to upskill, but where do you start? First, identify your goals. Do you want to stay at your current job or move on? Once you know that, find your knowledge gaps for your current position or the new one you want. Then formulate a plan. How will you acquire this new knowledge? Some companies are investing in programs to help their employees, so you may even be able to get your training at work. This benefits the company because there is less turnover and increased productivity and satisfaction. Once you've learned new skills, try them out at work.

Upskilling is the way of the future. You have to be willing to learn new skills if you want to be competitive in today's workplace.






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