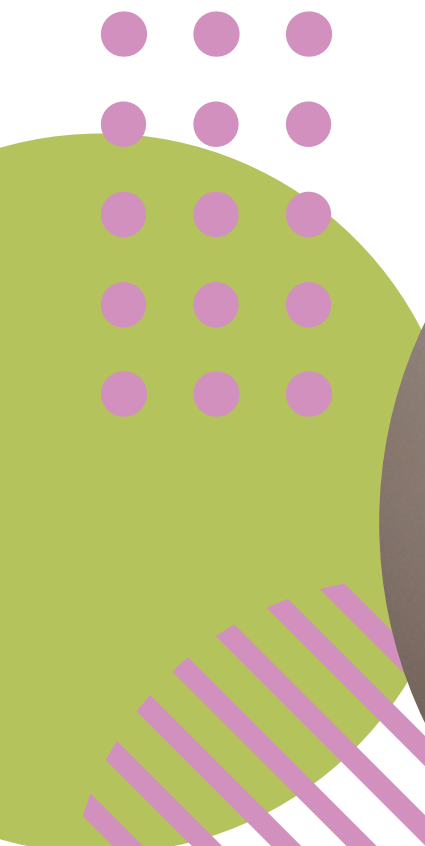


step up



Level 2 Training Advanced Workbook



step up

Dear Step Up participant:

Congratulations and welcome to the 2020 Step Up program!

Your Step Up summer internship is an important first step in your professional life. You're also part of an exclusive group now! Step Up is one of the country's top youth employment programs. Step Up will help you build skills and explore career fields as you prepare for a prosperous future. Soon you'll be joining over 28,000 Step Up graduates who are doing amazing things in the world.

You've got some exciting months ahead of you!

This Step Up Intern Handbook is designed to guide you along the way. Keep it close at hand. You'll find key program timelines, information about Train to Gain sessions and great tips on how to succeed in a professional environment, including things like workplace communication, dressing for success, creating resumes, job interviews and much more.

You've got a wonderful group of caring adults behind you to support and guide you all along your Step Up journey. These include your Train to Gain trainers, your job supervisors and mentors, and your great Step Up job coaches. We believe in you and are investing in your success! Minneapolis has your back. The rest is up to you! Work hard and take advantage of all the great opportunities and resources Step Up provides.

If you've got the commitment, Step Up will change your life by opening new career doors, providing valuable job skills, connecting you with professional mentors and helping you prepare for meaningful careers.

We know you've got what it takes to succeed!

Good luck!



Jacob Frey
Mayor
City of Minneapolis



R.T. Rybak
President and CEO
The Minneapolis Foundation
Step Up Founder

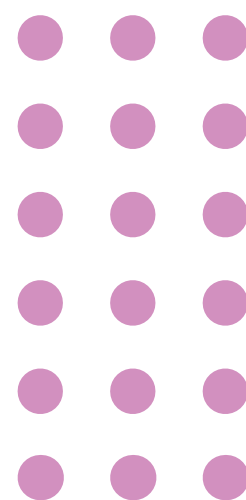


JACOB FREY



R. T. RYBAK

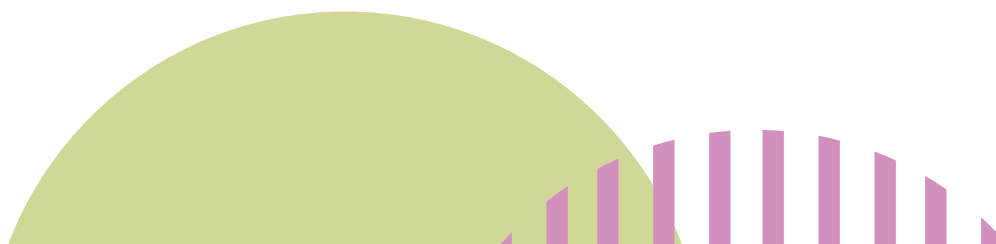




What's Inside:

Step Up Level 2 Advanced Training:

Getting Started (Program Information and Goals)	4
Step Up Roadmap to Internship	5
Assess Your Step Up Career Interests	6
Internship and Career Interests	8
Resumes	10
Interviewing	15
Work Documents	20
Dress for Success (resources)	22
Step Up Program and Public Assistance	24





Getting Started

What is the Step Up program?

Step Up is the City of Minneapolis jobs program for youth ages 14-21. As one of the country's premiere youth employment programs, Step Up recruits, trains and places young people in jobs with a wide variety of businesses, nonprofits and public agencies.

There are three primary components:

1. Step Up Level 1 is designed for youth ages 14 and 15, and offers a wide range of career-oriented jobs for interns seeking a professional and rewarding experience.
2. Step Up Level 2 is designed for youth ages 16-21, and provides you access to workplaces and positions that are otherwise not accessible for teenagers.
3. Step Up also provides an Advanced Training for interns who've previously completed a Level 2 training.

What you will learn:

By the time you complete the Step Up Level 2 training (Day 1 and Day 2) you will understand:

- **Landing a Job**
Learn to build a compelling resume, rock an interview and gain employment
- **Job Expectations**
Equip yourself with the knowledge and insights of an effective and safe young professional
- **Communication Skills**
Learn communication styles and how to communicate professionally
- **Opportunities for Career Exploration**
See Step Up as a way to explore interests and pursue your goals

Earn Credit for your Training

Level 2 interns have the opportunity to earn .5 credits if they successfully complete all required Step Up Trainings and the work provided at them. Once interns have earned this credit they may have the opportunity to earn additional elective credits during their internship experience.

If I do Step Up again next summer, will I have the same training?

No. Once you complete Step Up Level 2 training and your summer internship, interns become eligible for the "advanced" training of Step Up Level 2. At this Advanced Training, you will be presented with new content and experience a new format focused on further developing your skills. The training will feature guest speakers, a full lunch and the opportunity to customize your training based on your interests.



step up

Job Facts:



What you will earn

Full or part-time work. Wages start at \$13.25 per hour and are set by the employer.



Support you will receive

You will have a Step Up Level 2 job coach to support you and answer questions throughout the summer.



Proper identification needed

You need to bring proper identification and employment verification on the first day of work.



Your earnings will not impact family public assistance benefits

Money earned as a Step Up intern will not negatively affect you or your family's Public Assistance benefits. (Refer to "Step Up Program and Public Assistance" in the back of the workbook.)

01

Attend Train to Gain

You've already started off on the right foot by attending your scheduled Train to Gain session.

02

Intakes

At Train to Gain, you will meet with a staff member one-on-one to share your interests and preferences for your summer internship.



03

Internship Questionnaire

After you complete your training, check your email for a link to the questionnaire. This questionnaire allows you to share more about your preferences, interests, and qualifications to help Step Up match you to a great internship.

04

Resume

Write a resume and bring TWO copies to your scheduled Mock Interview.

05

Mock Interviews

Attend your scheduled Mock Interview the week of March 23-26. Remember, you only need to attend ONE Mock Interview!

06

Placement

After you complete your Mock Interview, regularly check your email and voicemail for information related to internship placement.



07

Launch Day

Once you are matched into an internship, you will attend Launch Day. Launch Day is a half-day orientation and training that will provide more information about your internship and prepare you for the summer.

08

Internships Start

Mark your calendars for **June 15, 2020** for the first day of work!

Step Up Level 2
Roadmap to Internship



Assess your Step Up career interests

Directions: Read each statement. If you agree with the statement, fill in the circle with an "X".

1. I like to work on cars	<input type="checkbox"/>						
2. I like to do puzzles		<input type="checkbox"/>					
3. I am good at working independently			<input type="checkbox"/>				
4. I like to work in teams				<input type="checkbox"/>			
5. I am an ambitious person, I set goals for myself					<input type="checkbox"/>		
6. I like to organize things, (files, desks/offices)						<input type="checkbox"/>	
7. I like to build things	<input type="checkbox"/>						
8. I like to read about art and music			<input type="checkbox"/>				
9. I like to have clear instructions to follow						<input type="checkbox"/>	
10. I like to try to influence or persuade people						<input type="checkbox"/>	
11. I like to do experiments		<input type="checkbox"/>					
12. I like to teach or train people				<input type="checkbox"/>			
13. I like trying to help people solve their problems				<input type="checkbox"/>			
14. I like to take care of animals	<input type="checkbox"/>						
15. I wouldn't mind working 8 hours per day in an office						<input type="checkbox"/>	
16. I like selling things						<input type="checkbox"/>	
17. I enjoy creative writing			<input type="checkbox"/>				
18. I enjoy science		<input type="checkbox"/>					
19. I am quick to take on new responsibilities						<input type="checkbox"/>	
20. I am interested in healing people					<input type="checkbox"/>		
21. I enjoy trying to figure out how things work		<input type="checkbox"/>					
	R	I	A	S	E	C	

22. I like putting things together or assembling things	<input type="checkbox"/>						
23. I am a creative person			<input type="checkbox"/>				
24. I pay attention to details						<input type="checkbox"/>	
25. I like to do filing or typing						<input type="checkbox"/>	
26. I like to analyze things (problems/situations)		<input type="checkbox"/>					
27. I like to play instruments or sing			<input type="checkbox"/>				
28. I enjoy learning about other cultures				<input type="checkbox"/>			
29. I would like to start my own business						<input type="checkbox"/>	
30. I like to cook	<input type="checkbox"/>						
31. I like acting in plays			<input type="checkbox"/>				
32. I am a practical person	<input type="checkbox"/>						
33. I like working with numbers or charts		<input type="checkbox"/>					
34. I like to get into discussions about issues				<input type="checkbox"/>			
35. I am good at keeping records of my work						<input type="checkbox"/>	
36. I like to lead						<input type="checkbox"/>	
37. I like working outdoors	<input type="checkbox"/>						
38. I would like to work in an office						<input type="checkbox"/>	
39. I'm good at math		<input type="checkbox"/>					
40. I like helping people				<input type="checkbox"/>			
41. I like to draw			<input type="checkbox"/>				
42. I like to give speeches						<input type="checkbox"/>	
	R	I	A	S	E	C	

← Add these totals and write the numbers below →

What's your score?

Add up the number of filled in circles in each column and then add the two columns together for a grand total. Using your grand total scores from above, transfer the scores for each letter into the appropriate column below.

- | | |
|--------------------------|--------------|
| R = Realistic | Total: _____ |
| I = Investigative | Total: _____ |
| A = Artistic | Total: _____ |
| S = Social | Total: _____ |
| E = Enterprising | Total: _____ |
| C = Conventional | Total: _____ |

Where did you score the highest?
Write your interest code here

My Interest Code

What type of career are you interested in?

Where did you score?

R = Realistic

Realistic people are often good at mechanical or athletic careers and enjoy working with objects.

I = Investigative

These people like to watch, learn, analyze and solve problems.

A = Artistic

These people like to work in unstructured situations where they can use their creativity.

S = Social

These people like to work with other people, rather than things.

E = Enterprising

These people like to work with others and enjoy persuading and performing.

C = Conventional

These people are very detail oriented, organized and like to work with data.

Career pathways:

- Natural Resources
- Health Services
- Industrial and Engineering
- Manufacturing
- Arts, A/V, Technology & Communication

- Health Science
- Business Management & Administration
- Public and Human Services
- Industrial and Engineering Technology
- Information Technology

- Public and Human Services
- Arts, A/V, Technology & Communication
- Outdoor & Natural Resources
- Education & Training

- Health Science
- Public and Human Services
- Marketing, Sales & Service
- Tourism Services
- Education & Training

- Business Management & Administration
- Public and Human Services
- Arts, A/V, Technology & Communication
- Law, Public Safety & Security
- Government & Public Administration

- Health Services
- Business Management & Administration
- Industrial and Engineering
- Arts, A/V, Technology & Communication
- Finance

Internship and Career Interests

Getting to know your interests

Step Up Level 2 offers a wide variety of unique internships. We want to find just the right one for you. The diversity of positions, employers, industries and distinct professional environments gives Step Up Level 2 interns a rich opportunity to explore careers.

- What interests you?
- Do you have a dream job or career that we can help you explore?
- Where can you apply your unique skills and abilities?

Industry	Internship examples
<p>● Architecture</p>	<p>Intern at an architecture firm, assist with designing buildings or landscapes</p> <p>Companies: Coen + Partners, HGA Architects, LEO A DALY, RSP Architects</p>
<p>● Arts, A/V Technology & Communication</p>	<p>Visual art or design, intern at an arts organization, a newspaper, radio station, communications firm</p> <p>Companies: Walker Art Center, Stepping-Stone Theatre, Juxtaposition Arts, KMOJ radio station, PadillaCRT</p>
<p>● Business Management & Administration</p>	<p>Intern at a consulting firm, real estate company, business association, or other corporate office</p> <p>Companies: Accenture, Heidrick & Struggles, Chamber of Commerce, Better Business Bureau</p>
<p>● Construction</p>	<p>Intern on a construction site or in an office planning or supporting construction work</p> <p>Companies: Mortenson Company, Kraus-Anderson, Adolfson & Peterson</p>
<p>● Education & Training</p>	<p>Classroom aide, teacher's assistant, child care aide, or intern at an education nonprofit or university</p> <p>Companies: Minneapolis Public Schools, Urban Arts Academy, Generation Next, University of Minnesota</p>

Understanding the Job Placement Process



After successfully completing training, you will be eligible for placement into your summer internship.

Putting your interests first, Step Up works hard to find the right internship for every participant. We carefully consider each student's preferences, skills and ambitions.

Intern placements take many factors into account, including: performance at training, experience, job preferences, communication and technical skills, professional attitude, summer availability, and location.

Placement is an on-going process that happens primarily in May. You can expect an email and/or phone call about your job opportunity.

Because job placements are on-going, students will receive placement emails on different times. Don't get concerned if your friend gets placed before you. You can expect to hear from us by June 9th.

Industry	Internship examples
● Finance	Bank teller trainee or intern at finance office, accounting firm, or investment firm Companies: US Bank, Wells Fargo, Thrivent Financial, Sit Investment Associates, Federal Reserve Bank
● Government & Public Administration	Intern at a government or political office or a public policy organization Companies: City of Minneapolis, Hennepin County, MN Department of Human Services, Growth & Justice
● Health Science	Nursing intern, office assistant in a medical facility, assistant in a senior care facility Companies: Health Partners, HCMC, Children's Hospital, The People's Center, Ebenezer
● Human Services	Office intern at a nonprofit agency or social service office Companies: Cycles for Change, Pillsbury United Communities, United Way, Opportunity Partners
● Information Technology	Service or support intern with excellent computer skills, app testing Companies: Clockwork, Sartell Group, IT departments at large corporations
● Law, Public Safety & Security	Office intern in a law firm, legal department of a company, or the court system Companies: Briggs & Morgan, Maslon LLP, U.S. Bank legal department, U.S. District Court
● Manufacturing	Working with your hands to make or fix things, intern in an office of a company that makes products Companies: American Chemical, Hines
● Marketing, Sales & Service	Retail stores, customer service positions, small shops, intern for a company that sells products Companies: General Mills, Minnetonka Moccasin, Management HQ
● Outdoor & Natural Resources	Gardening, outdoor landscaping, assist with outdoor camps or sports Companies: Wilderness Inquiry, Minneapolis Parks & Recreation, Sanneh Foundation, Youth Farm
● STEM (Science, Technology, Engineering, Math)	Intern at offices or facilities specializing in STEM fields. Companies: Boston Scientific, Reve Academy, Science Museum of Minnesota, Xcel Energy
● Tourism Services	Working in a hotel, sports facility, tourism agency, or museum Companies: Marriot Hotel, Minnesota Twins, Convention Center, Children's Museum, Wheel Fun Rental
● Transportation, Distribution & Logistics	Working for transportation agencies or shipping companies Companies: Metropolitan Airports Commission, UPS, MnDOT



Resumes

What is a resume?

- A concise, accurate and neat description of your education, professional experience and skills.
- The first impression you give employers.
- Your ticket to being interviewed.
- A constantly-changing document.

Did you know?

Did you know?

Employers may only spend 6-10 seconds looking at a resume. You want yours to look to stand out and look professional and clean!

How many pages should a resume be?

- As a general rule, resumes should not exceed one page. Be concise!
- As a teenager you will not have work experience that requires a resume longer than one page in length

What if I've never had a job before?

- It is not necessary to have previous job experience to create a resume
- Include any activities you participate in at school or in your community, including leadership roles
- Include any volunteer work you've completed
- Babysitting, mowing the lawn and helping your neighborhood all count as experience!

What are employers looking for?

- Your resume must be neat, formatted correctly and free of any spelling or grammatical errors. This demonstrates your attention to detail
- Include any leadership roles you have held in school or community activities
- This demonstrates your ability to take on responsibility
- You should be ready to provide two-to-four professional references, upon request, to your interviewer



Visit the AchieveMpls Career and College Center at your Minneapolis public high school or check out the Northside or Southside CareerForce Centers for additional help.



How should you design a resume?

Resume formatting:

As a general rule, it is important to understand what a clean, professional looking resume involves. Here are some best practices to remember when formatting your resume:

Font size

Standard font size is 12 pt. font. It is important to use a standard font size to ensure resume is easy to read.

Font choices

Use easy-to-read fonts like Times New Roman, Calibri, Arial within your resume.

No Clip Art or photos

Avoid using any clip art, photos or graphics on your resume as they can distract the reader from flowing through the information.

Colors

Most resumes are black and white. Avoid using color within your resume—follow the rule of keeping things simple and plain.

Resume templates

If you need to follow a template or guide to learn more about what a standard resume should look like, refer to the stellar resume sample in the back of the book, or go online and search for examples.

Stellar Resume (example)

Jacob A. Smith

3344 Step Up Street | Minneapolis, MN 55411
Email: jacobsmith@gmail.com Phone: 612.556.1223

Jacob used
Power
Words!

WORK EXPERIENCE:

ABC Print Services, Minneapolis, MN | Cashier, September 2017 - Present

- **Coordinated** incoming customer inquiries to ensure customer satisfaction
- Organize print projects in Microsoft Excel
- Collaborate and communicate client projects with team members

The Johnson Family, Minneapolis, MN | Babysitter, June 2013 - August 2016

- Cared for children while maintaining a safe and fun environment
- **Guided** children with their homework
- **Prepared** healthy meals for two children, ages 5 and 7

ACTIVITIES

Minneapolis Teens Serving Others | Volunteer, January 2013 - July 2014

- Volunteered 4 hours per week serving food to homeless families

North High School Robotics Club | Team Member, March 2011 - January 2013

- Design and build robots

North High School Basketball | September 2011 - June 2013

- Worked collaboratively as an all-star athlete on varsity basketball team

SKILLS

- Proficient in Microsoft Word and Excel software programs
- Excellent oral and written communication skills
- **Hard-working** team player

EDUCATION

North High School, Minneapolis MN

- Expected Graduation: June 2018
- College graphic design course credits completed
- Taking honors courses in Print Production

RESUME CHEAT SHEET

EXPERIENCE

- Include significant volunteer commitments as well as jobs.
- Keep it simple. Be honest.
- Use “Job Duties” from previous jobs to identify skills that you demonstrated (e.g. provided excellent customer service while... or displayed a high level of dependability when...)
- Use action verbs to describe duties (see power words list).

SKILLS AND QUALITIES

- Begin with verb or adjective (see power words).
- Consider skills connected to interests and activities.
- Soft Skills: communication, problem-solving, personal qualities and work ethic, and interpersonal and teamwork skills.
- Hard Skills: knowledge of—computers/software, video equipment, foreign language, specific tools. Excel in math, science; artistic (music, dance, etc.); certifications

ACTIVITIES AND INTERESTS

- Where have you had a chance to shine?
- Have you won competitions or recognitions?
- What do you do that challenges you to learn or to grow as a person?
- Only list info relevant to jobs you are applying for.

EDUCATION

- Identify your high school.
- Only include GPA if it is 3.0 or higher.
- List special academic accomplishments
- What do you do that challenges you to learn or to grow as a person?
- Only list info relevant to jobs you are applying for.



Activity: Building a Resume

Directions:

Practice creating a resume by completing the empty fields below. If you need help, use the Resume Power Words and on the previous page.

CONTACT INFORMATION:

Full name: _____
Address: _____
City: _____ State: _____ ZIP: _____
Phone number: _____ Email: _____@_____

EXPERIENCE:

Employer: _____
City: _____ State: _____
Job title: _____
Start date: _____ - End date: _____
Job duty/skill: _____
Job duty/skill: _____
Job duty/skill: _____

SKILLS AND QUALITIES: (List hard and soft skills)

Skill: _____
Skill: _____
Skill: _____

ACTIVITIES: (clubs, extracurricular, volunteer)

Activity: _____
Activity: _____

EDUCATION:

Full school name: _____
City: _____ State: _____
Accomplishment: _____
Accomplishment: _____

Resume Power Words

What are resume power words?

Action words are the key to making your accomplishments sound impressive on your resume. Using words like these to describe what you've done at work or in other activities makes you sound more professional and capable and help you stand out for a job.

Positive words for any resume:

- Able
- Adaptable
- Ambitious
- Analytical
- Articulate
- Bright
- Creative
- Capable
- Competent
- Confident
- Consistent
- Dedicated
- Dependable
- Dynamic
- Efficient
- Experienced
- Flexible
- Friendly
- Hardworking
- Honest
- Imaginative
- Independent
- Motivated
- Professional
- People-oriented
- Reliable
- Responsible
- Successful

If you've done something:

- Achieved
- Acted
- Advised
- Allocated
- Analyzed
- Attained
- Balanced
- Calculated
- Clarified
- Classified
- Compiled
- Completed
- Composed
- Consolidated
- Collaborated
- Contributed
- Decreased
- Demonstrated
- Diagnosed
- Documented
- Drafted
- Edited
- Engineered
- Enhanced
- Expanded
- Expedited
- Finalized
- Forecasted

If you've started something:

- Created
- Designed
- Developed
- Devised
- Established
- Founded
- Generated
- Implemented
- Initiated
- Organized

If you've been in charge of something:

- Administered
- Approved
- Assessed
- Assigned
- Coached
- Conducted
- Controlled
- Coordinated
- Directed
- Enabled
- Enlisted
- Ensured



Interviewing

Why are interviews important?

Job interviews play a key role in determining whether the company (employer) and person seeking the job will make an effective match. The interview conversation provides a great opportunity for the company and candidate alike to learn more about each other and assess their fit.

Remember that even the most amazing resume and qualifications often won't land a job for you if you aren't prepared for your interview.



Sell Yourself!

The interview provides a selling opportunity for the company as well as the candidate. The interviewer can highlight the positive aspects of working for the company, such as how the company cares for their employees or is recognized as an industry leader.

Candidates can expand upon their skills and positive personal attributes to demonstrate how they can get the job done, helping the company achieve its short-term and long-term objectives.



Make an impression

Though the candidate's resume and job application give interviewers an overview of her background and skills, the interview may be the best chance the candidate has to make a favorable impression.

For better or worse, the candidate's appearance and ability to handle herself during the questioning will leave a lasting impression and play a vital role in the company's decision-making process. The interviewer also uses the process to assess the candidate's personality to determine if she would be a good fit for the organization.

Exchanging information

The job interview serves as a two-way street for the exchange of information. The interviewer has the opportunity to learn more about the candidate's background and can also impart more in-depth information about the company and the various duties of the job. The candidate also has the chance to ask questions to gain additional insight regarding the expectations of the job and to get a better feel for the work environment.

Narrowing the field

In Step Up, you will be the only candidate matched into any particular internship and will not be competing against others.

In situations where companies receive multiple applicants for a job opening, however, interviews are a valuable tool for narrowing the field and making their selection.

For job seekers fortunate enough to possess skills that are in great demand, they too can use the interview process to help determine which employment opportunity would ultimately be the best fit.

Answering Interview Questions

1.

Tell me about yourself.

2.

What is your most important achievement or accomplishment?

3.

What skills can you bring to our company?

4.

How do you handle pressure?

There are thousands of possible interview questions, but all of them fall into four categories. When you are practicing, think of which category a question comes from, and then use the tips below to make sure you are getting to the heart of the question. Remember, there is no substitute for practice. Writing out answers and then practicing them with another person is a great way to make sure you will do your best (see page 19 for sample Step Up Mock Interview questions).

1. Tell me about yourself.

These questions allow your interviewer to get to know you. Try to show a connection between who you are in your personal or school life and why that makes you ideal for the job. Discuss your education, past work experience and the skills you bring to the job.

2. What is your most important achievement or accomplishment?

This is your chance to show that you understand what it will take to do the job well. Share your skills, abilities, and interests as related to the activities of the position.

3. What skills can you bring to our company?

Build a bridge between the skills you demonstrated in the past and the skills you will need to excel at the position for which you are applying. Show what you learned from your experiences.

4. How do you handle pressure?

Interviewers often ask candidates to prove their potential value to a company by asking questions about when they have demonstrated competencies that are key to the positions. These questions often start like this: "Describe the most difficult/interesting/rewarding..." or "Give me an example where you..."

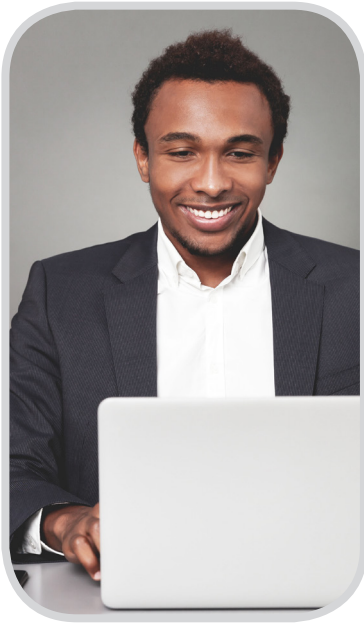
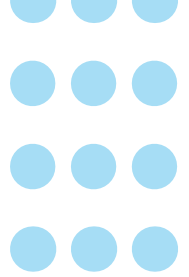


TELL A STORY

You will need to tell a story—your story of achievement. This is where it pays to review your resume and think deeply about examples that demonstrate the skills and behaviors that the company and position require.

Examples from work, volunteering and activities tend to be more unique than examples from class. You should be careful and thoughtful about using examples from your personal life (i.e. home, family, friends, etc.). Even if the story provides an example of you doing something great, the bad behavior of the people you spend time with can reflect poorly on you.

Interviewing with the S.T.A.R. Method



What is the S.T.A.R. method?

The S.T.A.R. method is a framework for answering interview questions that highlights your abilities and bringing to life your story of achievement.

S.T. = Situation or task:

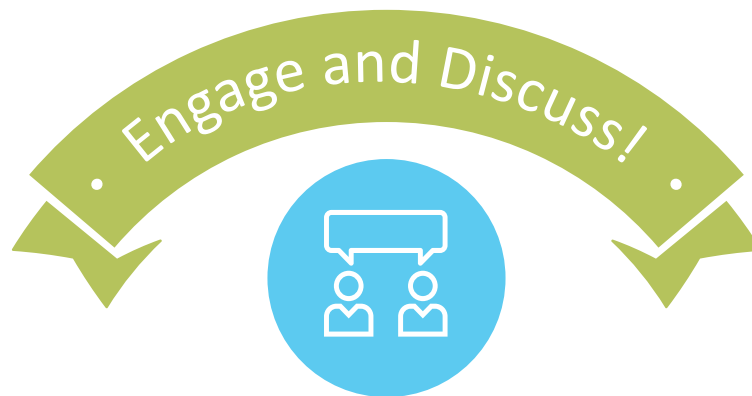
First describe the situation that you were in or the task that needed to be accomplished. Be specific and give enough detail so that the interviewer understands. The situation could be from a previous job, a volunteer experience, school, or another relevant environment.

A. = Action you took:

Describe the action you took. Be sure to keep the focus on you! Even if you're discussing a group project or effort, talk about what YOU did—not the efforts of the entire team. Don't say what you might do or what you might have done. Say what you DID.

R. = Results you achieved:

What happened? How did the event end? What did you accomplish? What did you learn?



Activity: Using the S.T.A.R. Method

Directions:

With a partner, use the S.T.A.R. method to answer situational questions. Start by saying the phrase: "Tell me about a time when you..."

- Did not agree with a teacher or supervisor. How did you handle the situation?
- Were able to use persuasion to successfully convince someone to see things your way.
- Were faced with a stressful situation that demonstrated your coping skills.
- Used good judgment and logic to solve a problem.
- Set a goal and were able to meet or achieve it.
- Had to conform to a policy with which you did not agree.
- Had too many things to do and were required to prioritize your tasks.
- Were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tried to accomplish something and failed.

Asking Interview Questions

Why should you ask questions during an interview?

It is important to ask questions during an interview. Asking questions will let the interviewer know that you are interested in the position, that you have done research on the company and that you are curious about learning more.

Brainstorm a list of questions that you would have about any job. Add to it once you know which company will be interviewing you. Here are some sample questions to ask at your interview:

Job-related questions:	Questions for your interviewer:
<ul style="list-style-type: none">• What type of work does this job include?• How would you describe a typical day on the job?• How many people are in this department?• Who would be my supervisor?• What type of training can I expect?	<ul style="list-style-type: none">• What is your position?• How long have you been with the company?• What do you most enjoy about working with this company?

How to prepare for an interview

- Eat breakfast or lunch before the interview.
- Arrive 10-15 minutes early. Allow extra time in case of traffic or other unforeseen events. If your interview is in a big building, you need extra time to find the office.
- Bring several copies of your resume on nice paper.
- Bring professional-looking note pad with a pen.
- Bring the name and phone number of the person you set up the interview with. If you get held up for any reason on your way to the interview, you'll be able to call ahead.
- Go alone. Do not bring your friends or family with you.
- Turn off your cell phone before you start the interview.

During the interview

- Show enthusiasm. You don't need to be happy all the time, but a positive attitude and excitement about a job will go a long way.
- Remember names. It is always polite to repeat someone's name as you are introduced. If you don't catch someone's name, ask them to repeat it.
- Sit up straight. Your body language says a lot.
- Shake hands firmly. Your handshake says a lot about you. Make eye contact.
- Speak clearly. Make eye contact as you speak.
- Smile. Relax and try to have fun.
- Ask the questions that you prepared. This shows your interest.
- Follow up your interview with a hand-written thank you note.



Interview Tips



Do background research on your employer

What does the company do? Do they provide a service or make products? Who are its customers?



Review the job description

What skills and abilities will the look for? Prepare your responses to likely questions and practice using the STAR strategy to tell stories.



Write down a couple of good questions to ask in the interview.



Figure out how to get there and plan to get there 10 minutes ahead of time.



If you have never been to your interview location before, take a trip ahead of time.

Plan what you will wear the day before.



Take care of yourself - get a good night sleep and eat breakfast.



Be sure you have good hygiene (take a shower, brush your teeth)

Step Up Mock Interview Questions (example)

- Tell me about yourself.
- What are your goals and ambitions for the next three years?
- What do you do in your spare time?
- What is your most important achievement or accomplishment?
- Give three words your friends would use to describe you.
- What are your favorite and least favorite classes in school? Why?
- What is the single biggest strength you will bring to a position?
- What are your strengths and weaknesses?
- What skills can you bring to our company?
- What do you look for in a job?
- How do you handle pressure?
- What motivates you to do well at work?
- In your opinion, what goes into good team work?
- Would you rather work alone or in a group?
- Why did you leave your last job? (Why did you decide to leave your current job?)
- What was your greatest challenge at your last job?
- What is the most important thing you have learned in a past work experience?
- What did you like/dislike most about your last job?
- Have you ever had a disagreement with a boss? If so, please explain.
- When was a time you had to admit you were wrong?
- Tell me about the last time you made a mistake. What did you learn from it?
- How would you handle a conflict with a co-worker?
- If an older co-worker was doing something that seemed dangerous or inappropriate for work, what would you do?
- Tell me about a time when you went beyond what was expected.
- Tell me about a time when your integrity was tested



Work Documents

Why are work documents needed?

So far we have covered how to put together a great resume so you can apply for a job and how you can prepare to excel in an interview. Now you need to be ready for a job offer and the process of becoming a legal employee at your new company.

All employees and Step Up interns must prove (1) age, (2) identity and, (3) eligibility to work in the United States. You must bring your work documents to your first day of work. You and your employer will use these to complete an I-9 form.

1.

Documents to prove your age include:

- U.S. passport
- Birth certificate
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card with a printed birth date

2.

Documents with a photo to prove your identity include:

- U.S. Passport
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card

3.

Documents that prove you are eligible to work in the United States include:

- U.S. Passport
- Social Security Card
- Permanent Resident Card or Alien Registration Receipt Card (I-551)
- Temporary Resident Card (I-688)
- Employment Authorization Document (I-766, I-688B, or I-688A)
- Foreign Passport with temporary I-551 stamp



Your ability to practice time management and gather required work documents ahead of time is a MHA Hireability Skill that employers desire!



Missing your Social security card?



Find out how to get one at:
<http://www.ssa.gov/ssnumber/>

or you can visit the Social Security office at:

1811 Chicago Ave. S.,
Minneapolis, MN 55404.

The office is open Monday to Friday,
9:00 a.m. to 3:30 p.m., except federal
holidays.

Be sure to plan ahead!

It can take several weeks to get a
Social Security Card, so begin the
process now.

Work document Checklist

Turn to the back of the book (Appendices)
to use the Work Document Checklist as
a guide as you locate the documents you
need to begin your Step Up internship.

Work Documents for I-9 Form

<h2>LIST A</h2> <p>These documents establish your identity and employment:</p>	OR	<h2>LIST B</h2> <p>These documents that establish your identity:</p>	AND	<h2>LIST C</h2> <p>These documents establish employment authorization:</p>
1. U.S. Passport or U.S. Passport Card		1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.		1. A Social Security Account Number card, unless the card includes one of the following restrictions: (1) NOT VALID FOR EMPLOYMENT (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)		2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.		2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine readable immigrant visa		3. School ID card with a photograph		3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Employment Authorization Document that contains a photograph (Form I-766)		4. Voter's registration card		4. Native American tribal document
5. For a non-immigrant alien authorized to work for a specific employer because of his or her status: a. Foreign passport; and b. Form I-94 or Form I-94A that has the following: (1) The same name as the passport; and (2) An endorsement of the alien's non-immigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.		5. U.S. Military card or draft record		5. U.S. Citizen ID Card (Form I-197)
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating non-immigrant admission under the Compact of Free Association Between the United States and the FSM or RMI		6. Military dependent's ID card		6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
		7. U.S. Coast Guard Merchant Mariner Card		7. Employment authorization document issued by the Department of Homeland Security
		8. Native American tribal document		
		9. Driver's license issued by a Canadian government authority		
		For persons under age 18 who are unable to present a document listed above:		
		10. School record or report card		
		11. Clinic, doctor, or hospital record		
		12. Day-care or nursery school record		

You may present **ONE** selection from List A or a combination of one selection from List B and one selection from List C. Documents must be unexpired.

Dress for Success (resources)

In-expensive used clothing for sale

East Side Thrift Store: 1928 Central Ave., Minneapolis

ARC Value Village

- Richfield Store, 6528 Penn Ave. So., Richfield – (612) 861-9550
- Brooklyn Center Store, 6330 Brooklyn Blvd., Brooklyn Center – (763) 503-3534
- New Hope Store, 2751 Winnetka Ave. N., New Hope – (763) 544-0006
- Bloomington Store, 10546 France Ave. So., Bloomington – (952) 818-8708

Store hours: Monday – Friday (9:00 a.m. – 9:00 p.m.) and Saturday – Sunday (9:00 a.m. – 7:00 p.m.)

Salvation Army Thrift Stores

- South Minneapolis Store, 3740 Nicollet Ave., Minneapolis – (612) 822-1200
- Monday – Saturday (9:00 a.m. – 8:00 p.m.)

- Main Minneapolis Store, 900 N 4th St., Minneapolis, (612) 332-5855
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

- Columbia Heights Store, 3929 Central Ave., (612)782-3828
- Monday – Saturday (9:00 a.m.- 7:00 p.m.)

- Bloomington Store, 710 West 98th St., Bloomington, (952) 881-6197
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

Unique Thrift Store

- Columbia Heights, 2201 37th Ave. NE, Columbia Heights – (763) 788-5250
- New Hope, 4471 Winnetka Ave., New Hope – (763) 535-0200

Store hours: Monday – Saturday (9:00 a.m. – 7:30 p.m.) and Sunday (11:00 a.m. – 5:00 p.m.)

Savers

- South Minneapolis, 2124 East Lake Street, Minneapolis – (612) 729-9271
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Columbia Heights, 4849 Central Ave. NE, Columbia Heights – (763) 571-1319
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Bloomington, 8049 Morgan Circle S., Bloomington – (952) 881-7300
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. to 6:00 p.m.)

FREE CLOTHING – Call the agency in advance to confirm availability and hours

Central Lutheran Church Clothes Closet/St. Stephen's Human Services

333 S. 12 St., Minneapolis - (612) 870-4416

- Monday (9:30 – 11:00 a.m. & 12:30 – 2:00 p.m.), Tuesday and Wednesday (10:00 a.m. – 12:00 p.m.), and Thursday (10:00 a.m. – 2:00 p.m.)
- Clothing service is located in a “triple wide” trailer at the rear of the church’s parking lot/garage (near 16th Street). Please call the church for specific directions (Clients may use the service one time per week).

Cornerstone Ministry (Park Ave. Church)

3400 Park Ave. S., Minneapolis – (612) 825-6863

Entrance on parking lot side of building - All you can fit in a bag for \$1.00

- Wednesday (4:30 – 6:00 p.m.)

Marie Sandvik Center

1112 Franklin Ave., (612) 870-9617

- Sunday (5:00 – 9:00 p.m.), men’s clothing - Tuesday (5:00 – 9:00 p.m.) and Thursday (12:00 – 2:00 p.m.), women’s and children’s clothing

Oak Park Neighborhood Center

1701 Oak Park Ave. N., (612) 377-7000

- Tuesday, Wednesday and Thursday (10 a.m. – 4 p.m.)

Sabathani Community Center

310 E. 38 St., Room 129, Minneapolis – (612) 821-2347 or (612) 821-2397

- Monday – Thursday (9:00 – 11:30 a.m. and 1:00 – 3:00 p.m.)
- Bring a photo ID and plan to arrive no later than 11:15 a.m. for morning hours or 2:45 p.m. for afternoon hours

St. Stephen's Free Store

2211 Clinton Ave. S., (612) 874-0311

- Tuesday – Thursday (8:30 – 11:30 a.m.)

Shiloh Temple

1201 W. Broadway, (612) 302-1463

- Open mornings but call first

For other clothing and community resources not listed, please contact United Way at 211 or (651) 291-0211. Available 24/7 in multiple languages.

Step Up Program and Public Assistance

Information about the STEP-UP Program and Public Assistance

(funded by the Workforce Investment Act – WIOA)

~ Please share this information with your family ~

If you or your family are getting Public Assistance benefits, such as **Food Support or Cash Assistance (MFIP or DWP)** your earnings through the STEP-UP Program are excluded or **not counted**.

Do you have questions? Please call or email the Hennepin County contact for the STEP-UP Program:

Faughn Ramisch-Church 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Por favor comparta esta información con su familia

Si usted o su familia estuviesen recibiendo beneficios de Asistencia Publica, como ser **Estampillas de Comida, Asistencia de Dinero (MFIP o DWP)** Sus entradas de sueldos a través del Programa STEP-UP son excluidos o **no se los cuenta**.

¿Tiene usted preguntas? Por favor llame o envíelo/s por vía electrónica a Hennepin County para comunicarse con el Programa de STEP-UP:

Llame a Faughn Ramisch Church Tel. No. 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Odeefanno Kana matii kan-keen walliirmadhu

Maatiin kan-kee gargassa mootumma biro ni'argatan yoo tae, gargassa kan aka **Nyatta, Yallafi** kan aka **Kashaa (MFIP yokan DWP)**, mindan ati karaa STEP-UP Programaa amma argattan kun addan qoodamee illallama mallee gargassa mootuman wallin eeda-amme hin-lakawamu.

Gafii qabddaa? Hennepin County kuttaa STEP-UP Programaa'fi bilbilli gafadhu. Innis:

Faughn Ramisch-Church 612-543-3683 Faughn.Ramisch-Church@hennepin.us

Thov muab tsab ntawv nov qhia rau koj tsev neeg

Yog koj los koj tsev neeg tau Nyiaj Maus Noj (Food Support) thiab Medical Assistance thiab yiaj Ntsuab (MFIP or DWP) siv los ntawv tseem fww los. Peb muaj ib qhov kev pab uas hu li STEP-UP PROGRAM. Qhov nov uab tsis suav thiab tsis txiav nrog koj cov nyiaj los ntawv tseem fww los.

Yog mauj lus nug hu rau Hennepin County STEP- UP Program:

Faughn Ramisch_Church 612-543-3683 los Email Faughn.Ramisch-Church@hennepin.us





A series of horizontal lines for writing, starting from the top line and extending down to the bottom line.



KICK START
your career





A series of horizontal lines for writing, starting from the top line and extending down to the bottom line.



step up

This curriculum was developed by Step Up and EJ Design Firm. It incorporates content from the Department of Labor's "Soft Skills to Pay the Bills — Mastering Soft Skills for Workplace Success."

Printing courtesy of **UNISYS**

