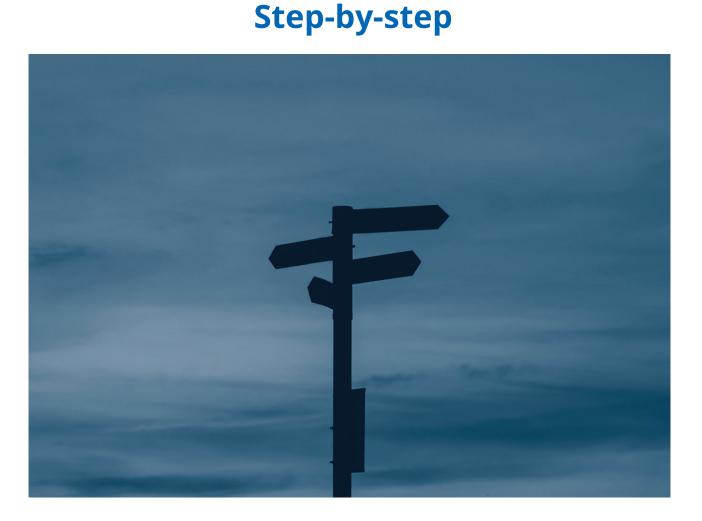


# Adapting to Change



- Adapting to Change: Taking stock
- Prepare for interviews: Hints and tips
- Tips for finding your ideal job
- Succeed in your career
- Discover your skills



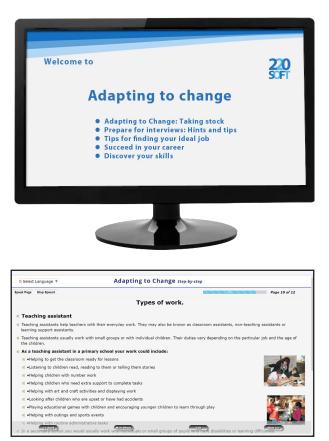
# An introduction to the Adapting to Change guide

This guide starts by explaining how to adapt to the change in your situation as you seek new employment, for whatever reason. Following that are lots of help, hints and tips to help you to find your ideal job. It will tell you all you need to know starting with looking for jobs, then interviews and moving on to actually starting work.

You'll find many tips on where to find local jobs and we have even supplied lots of links to the careers and job vacancies section of numerous national employers. There is advice and help on how to speak to people on the phone as you enquire about job vacancies, with some useful phrases for you to use. You'll also discover how to get through to the right people. To prepare you for your interview we have also included typical questions and suggested answers. We've only mentioned a few of the many job skills that the guide covers. It ends with advice on what should be included in employee's contracts and how to be properly prepared for the first day of work.

G Select La Speak Page	nguage V Adapting to Change step-by-step	
	Main Menu	
	Adapting to change	
	I An outline of the steps to take when finding jobs	
	Personal attributes	
	Looking at teamwork, using initiative, working to deadlines and reliability.	
	Personal effectiveness	
	$\mathbb{Q}$ Dealing with requests and instructions plus other communication and interview skills .	
	Job seeking abilities	
	Communicating with people you don't know and preparing for interviews.	
	Inding the ideal job	
	I Find out about types of work, the skills needed, local jobs and hidden jobs.	
	I Job readiness	
	I Discover what you are good at, the skills and qualifications needed plus being ready to start your new job	b.
	Click on an Option	
	Exit	

Adapting to Change - main menu



Adapting to Change - types of work



Adapting to Change - being ready to start your new job



### Adapting to Change – Topic by Topic Where do you go from here?

An overview of the things that will be needed while job-hunting so that you can be well prepared in advance.

#### Deciding what to do next

This section starts by looking at your skills and gives you some downloadable forms to help you to list them and sort them into groups. Then it gives some ideas what you can do if the job that you want to try needs skills that you do not already have.

Next it looks at the physical properties that may be needed for some jobs and supplies a checklist so that you can be aware of your own so that you will be aware of the types of job that will suit you. Another deciding factor for the type of job that you may want to seek are your personal qualities and, again, guidance is given to help you to choose the correct type of job.

You will also be asked what you want from a job and what your interests are so that they can be considered as you seek employment. You should then have a better idea of what you have to offer and what you want from a job. A form is provided to compare important factors about yourself with the information about the jobs that you are considering so that you can check your suitability.

#### Goal getting

A look at goals and why you need them, together with a downloadable form to help you to set your own goals.



Adapting to Change - where do you go from here



Adapting to Change - deciding what to do next

G Select Language V Adapting to Change step-by-step				
Speak Page Stop Speech		Page 7 of 8		
	Deciding what to do n	next		
Interests				
Different people find different types of activities	ies interesting. What do you enjoy or have	e an interest in (either at work or as a hobby)?		
When you have decided on your interest you interesting job that paid a very low wage.	will have to decide on how your interest w	vill affect your choice of job. You may want to have an		
<ul> <li>Look at interests listed below which are group connected with that interest.</li> <li>We have created a form to help you, the PDF Microsoft Word version (<u>click here</u>).</li> </ul>		Interests 22000T		
In Column A the interests are grouped into ty of your own interests and then write down in with that interest.				
If you find you've ticked or noted an interest with it, ask yourself why?	but haven't done anything connected	your choice of job. You may want to have an interesting job that pad a very low wage. Look at the boxes below. In Column A the interests are grouped into types. Put a tick in Column B against any of your own interests and then write down in Column C what you have does concected with their interest. If they you have folder in interest but have not down		
The interest groups are:		anything connected with it ask yourself why?		
Natural		COLUMN A COLUMN B COLUMN C		
Caring for animals or plants and exploit	ing natural resources	National Caring for animals or		
a) Mech collida	Nain Hanz)	Parts restoring		
at Using machinery and understanding me	schapical principles	Mechanical		

Adapting to Change - what skills do I have?



### Personal attributes

#### Working in a team

A look at the importance of working with others as a part of a team. Explaining the important role of the manager in an efficient team and how many problems can be solved easily by working as a team. The section details how a team can make things happen better and quicker than an individual.

Working in an appropriate manner within a team

Continuing with the team theme, this section starts by looking at the benefits a person can get from teamwork and explains how good relationships lead to several things including improved co-operation and increased job satisfaction. It explains how to learn from others and that everyone is a potential source of information. Finally some guidelines are given about good communication within a team. Using initiative when carrying out a task An explanation of what initiative is and how important it is in today's workplace. The section points out that initiative is a skill that a person can develop and gives some areas where employees can find chances to show initiative with examples.

#### Working to deadlines

Starting with "Managing your time" this section points out that the type of job will alter how employees need to manage their time. It moves on to not wasting time with some suggestions on how to respond when asked to do something that there is currently no time for. Finally, some problem solving ideas are given to help employees save time and meet deadlines.

#### Being relied on in the workplace

Explaining that reliability is a judgment made by others, based on their experience of you,

Adapting to Change

G Select Language V Speak Page Stop Speech	Adapting to Change step-by-step
	Personal attributes
⊲ Wor ब Usir ब Wor	rking in a team. rking in an appropriate manner within a team. ng initiative when carrying out a task. rking to deadlines. ng relied on in the workplace.
	d Click on an Option
	Tabu Henry

Adapting to Change - personal attributes

G Select I	anguage 🔻	Adapting to Change step-by-step
Speak Page	Stop Speech	Last Page Well done!
		Working in a team.
		I Points to think about
		An individual can make things happen, but
		<ul> <li>A team can make better things happen</li> </ul>
		<ul> <li>Together more things can happen</li> </ul>
		<ul> <li>A team can make things happen quicker</li> </ul>
		4 And everyone will benefit.
		I T.E.A.M. = Together Everyone Achieves More
		Click the "Exit" button to finish this section

Adapting to Change - working in a team



Adapting to Change - working in an appropriate manner in a team

the section gives some important points about being reliable, including meeting deadlines, demonstrating commitment and being honest if the task is beyond capabilities. The section ends by stating that an essential part of reliability is "taking on as much as you can then ensuring you finish what you took on".

### Personal effectiveness

#### **Responding to written requests**

Starting with the points to consider when writing things down, the section then moves on to reading. Pointing out that you should be careful to read exactly what is there and not what you want to see, the main points to look for in a job advertisement are given as an example. Finally some points about checking any replies are given.

#### Following spoken instructions

As with written communication, this section starts with a warning that you should listen carefully to what people say and not just what you want to hear. A list of the needs to listen with both benefits to the talker and listener is given.

#### **Communication skills**

Pointing out that there are many forms of communication, this section starts by outlining some of the many forms such as spoken, written, gestures and telephone calls and emphasises that the main point of communication is that the person receiving it understands it. The section then covers written and spoken communication in detail listing the differences and main points to remember.



Adapting to Change - personal effectiveness

Speak Page	Stop Speech		Page 2 of 4
		Communication skills.	
« Writ	ten communicatio	on	
There question		between written and spoken communication. The reader doesn't have the opportunity to	ask mmm
	erefore essential that th t be mistaken to mean s	ne words used are clear and follow a logical order. The rule is simple: write in simple wor something else.	ds that
< Writte	n communication must (	get a clear message across to the reader.	
	times people write thing ge across clearly then it	s down using complex words and phrases. This is often thought to impress the reader but is of no value.	it if it doesn't get the
🔹 The k	ey points to remembe	r in written communication are:	
4	<ul> <li>Use simple words</li> </ul>		
4	<ul> <li>Keep sentences short</li> </ul>		
4	Avoid using jargon and	technical phrases	
4	<ul> <li>Ask someone to read it</li> </ul>	t first before sending it out	
		Click the "Next" button to continue	

Adapting to Change - communications skills

- Jelect	Language 🔻	Adapting to	Change Step-by-step			
Speak Page	Stop Speech		1000 1000 1000 1000 1000 1000 1000 100	Page 9 of 16		
		Interview ski	lls and techniques.			
< Prep	aring for inte	rviews				
		or in a successful interview is preparation. use of the time available.	You will usually have several days' notice of the			
d Don't f	forget to address th	he basic issues in advance:		A CONTRACT		
		now exactly where the interview will be hel nat you know which department you have t	d and, if it is at the premises of a large company or to report to.			
to	get there - it is far		nd work out how long your journey will take. Allow y we minutes longer to be called into the interview, ra you are.			
int	erviews or function		nave anything suitable you may have to buy something source of the sourc			
be	fore the appointme		ment then it is best to contact the company to make must, where reasonably possible, be able to offer dis ined in the Disability Discrimination Act.			
		Click the "Ne	xt" button to continue			
	_			_		

Adapting to Change - interview skills and techniques





### Job seeking abilities

# Introducing yourself to people who you don't know

Covering why and when you should introduce yourself to someone you don't know the section moves on to explain how to do this face-toface and then how to introduce yourself on the phone. Finally, some confidence-boosting points are given.

# Feeling comfortable talking to new people

Starting with the reason why someone would want to talk to new people and what type of situations the need may arise, the section covers how to approach new people, how to start a conversation and polite ways to end it.

#### Making a telephone call to someone that you don't know asking for simple information or job opportunities

Giving hints and tips for all types of telephone enquiry, emphasis is put on seeking employment. After explaining that the caller should explain the reason for the call, the conversation needed in several situations is explained. Points that will help a person to get noticed are given followed by how a conversation could progress on a sample call. Finally, a checklist is given of things a person should have to hand when calling about a job.

## Being prepared to put time and effort into learning new skills

A look at all types of skills such as transferrable skills and job-specific skills. The skill types are explained in detail and a list is given to help a person decide what skills they already have. Many suggestions of how to gain more skills are given.

G Select Language V Speak Page Stop Speech	Adapting to Change step-by-step
	Job seeking abilities
I Feeling conforta ✓ Making a telephone simple informati ✓ Being prepared to	rself to people who you don't know. hble talking to new people. one call to someone that you don't know asking for on or job opportunities. to put time and effort into learning new skills. repared for an interview.
	I Click on an Option
	Haim Henu
	hange - job seeking abilities



Adapting to Change - making a call to someone you don't know for simple information or about job opportunities

peak Page Stop Speech	Page 4 of 6
Being prepared to put tir	ne and effort into learning new skills.
Building your skills	
You can build up skills in all sorts of ways including previous j	obs, working on projects, volunteering and your hobbies.
You should also think about some of the following if you want	to get more skills or develop the ones you already have:
<ul> <li>Try to get more qualifications</li> </ul>	
<ul> <li>Think about re-training</li> </ul>	
<ul> <li>Be willing to do a work trial</li> </ul>	
<ul> <li>Look at voluntary work, especially if it is an industry that y</li> </ul>	you would like to work in or have not worked in for some time.
A good starting point for exploring the above can be found by	referring to:
•National Careers Service	
	cases links to funding if you are looking at self employment. They also offer in the direction for more help looking for jobs in both the public and private
Important: are you having serious problems finding work? I get more people into (or back into) employment than ever be	f so, see the next two pages about the many government initiatives designed to fore
I Click the	"Next" button to continue

Adapting to Change - be prepared to be put time and effort in to learning new skills

# Being properly prepared for an interview

It is obviously important to be prepared for an interview and this is emphasised from the start of this section. It covers the many things that should be done in preparation for an interview and gives tips about attending the interview itself.



### Finding the ideal job

#### Types of work

After a look at the types of job available – full-time, part-time, job-sharing, voluntary, flexible, self-employed, agency, holiday work, seasonal, term-time, contract and zero-hour – next, a menu is given where the reader can select individual jobs to view or move through them sequentially. The sample jobs are: care assistant, kitchen assistant, sales assistant, secretary, security officer, warehouse worker, sports coach, teaching assistant, gardener and call centre operator. Descriptions of the jobs together with skills needed and qualifications are given.

## The skills needed for different types of work

Types of skills were previously covered so the section starts with a link so the reader can look back if necessary. It then moves on to identifying the type of skills that the reader has and points out that they should have confidence in their skills. Ideas about how the reader should emphasise their skills to a prospective employer are given.

#### Awareness of the local labour market

Looking at how candidates should look at their local job market the section explains how people should understand it and some ideas about deciding on the type of work to look for. Some places to find out about local jobs are given – the local press, Jobcentre Plus, job websites and job fairs – and a list of things that people need to know about their local job market is given.

#### Finding hidden jobs

An encouragement to look beyond the local job centre with an in-depth look at the benefits and ways to use national newspapers, specialist publications, networks (including on-line



Adapting to Change -fiding the ideal job

G Select Language V Adapting to Change Step-by-step				
Speak Page	Stop Speech	28	Page 3 of 12	
		Types of work.		
d Care	assistant			
	ssistants, sometimes known as care wo n, people with physical or learning disab	rkers, give practical help with daily activities to people with a range of d pilities, older people or families.	ifficulties. They work with	
They r homes		sheltered housing, day centres or in residential settings such as nursing	12	
		visiting people daily to provide support. Some care assistants work as p s experiencing difficulties adjusting to new responsibilities.	art of	
	pecially interesting role in social care w d person to support them in their day-to	ork is that of personal assistant; this involves working closely with one o-day life.		
		thers on individual development programmes for clients. They often bec se recreational activities and take clients to and from the residential hor		
d Certai	n tasks are common to all care assi	stant roles, including:		
📢 •Ge	tting to know individual clients and bein	g aware of their special interests and social needs		
⊫ •Su	pporting clients with daily personal care	such as dressing, using the toilet, washing and feeding themselves		
< •Un	dertaking general tasks such as housew	rork, laundry and shopping		
	ping people organise paying bills, budg	ting money and letter writing	Nator	

Adapting to Change - types of work

G Select	Language V	Adapting to Change step-by-step	
Speak Page	Stop Speech		Page 3 of 4
		Awareness of the local labour market.	
I Place	es to find information a	bout local jobs	
d The lo	cal press:		A MARKET
	ed local papers and publications ng into the area and expanding.	are likely to have a website which can provide information on companies that an	jobs and your
I Jobce	ntre Plus:		a to tencation
	entre Plus can provide information in may be coming up.	on on local average wages, opportunities in the local job market, local employers	and opportunities
	te: despite the Covid-19 pander online.	mic of 2020, Jobcentres remain open for people who can't get the jobsearch help	they need by phone
d Job w	ebsites:		
4 Som	e job sites contain useful market	information. For example, you can search on many job websites for specific local	tions in the UK.
d Job Fa	iirs:		
com		show off their business and career opportunities. They also give you a chance to one roof and decide what you would like to do. You can often apply for jobs dire	
<ul> <li>Visit</li> </ul>		ive you a Main Hand the is recruiting in your area, here allow you to meet then	n in Nextexe

Adapting to Change - awareness of the local labour market

networks), guidance services, recruitment consultants and the internet. How the right job can be recognised is covered and finally a growing list of links to the recruitment pages of national companies is given.



### Job readiness

#### Finding out what you are good at

This section covers matching a person's skills to jobs available. Pointing out that the person will have many skills not learnt in schools it advises a person to look what they are good at and learn from their past. A list of the many qualities needed in a job is given and the person reading is encouraged to think whether they have those skills.

# The skills and work experience needed to get a particular job

A look at thinking about how a person's skills can often be matched to a job that they are seeking. It recaps on the key skills for employment and that a person may not have all of them but could consider training or education.

# The qualifications needed for certain jobs

The section points out that qualifications may be needed in addition to skills and points out some places where courses are available if a person wants to gain more qualifications.

## Considering different jobs to your main choice

Starting with applying for jobs on the Find a job website and using the "Include at least one..." option a person will not move too far out of their comfort zone. A list of the pros and cons of considering different types of jobs is given and followed by some reasons why other types of work should be considered.

#### Being ready to start your new job

Some hints to help a person starting in a new job. Firstly it gives details of things the person should know and do and it finishes with some advice on coping with the change. It covers P45s



Adapting to Change - finding out what you are good at

		Adapting to Change step-by-step	
Speak Page	Stop Speech	809	Last Page Well done!
		Finding out what you are good at.	
4 Whic	h skills do you	have?	
On the	previous page we lis	ted skills employers are looking for. So which do you have?	
		fou do not need to have necessarily got them through work, but through life events, experiences, fa ocial or sports group or religious organisation. Even through the influence of family and friends over	
d Emplo	vers do not insist you	have got them through a job, but they do want you to demonstrate how you have developed them	
		ng a parent, for example, and raising a family you will have developed skills like organisation, takin ment. They are all skills looked for by employers	g responsibility,
qualific		rd skills very specifically learned through previous jobs, training and education. These would include nd licences, which stipulate you are trained and qualified in specific fields and you have specific skill	
< Examp	les are a plumber, a f	ork lift truck driver, a teacher, a nurse, a builder and an electrician.	A Plumber
		cognise what you are good at. You are then on the road to job readiness. Knowing your skills and ad to the discovery of work that can match your skills	60.
< Accept	your mistakes, ident	ify your weaknesses, and then:	
		Know your strengths.	A Nurse

Adapting to Change - being ready to start your new job

G Select Language V	Adapting to Change Step-by-step	
Ipeak Page Stop Speech		Page 3 of 5
	Being ready to start your new job.	
Your Contract		
	company all employees working 16 hours or more per week are entitled to a written ould contain the following information:	Maria Antonio
<ul> <li>Your name and that of the compared of the compare</li></ul>	ompany	And
<ul> <li>The date your employment b</li> </ul>	began	
<ul> <li>The rate and method of pays</li> </ul>	nent of wages	2000000000000000000000000000000000
<ul> <li>Rules on the hours of work</li> </ul>		A MARGINAL CONTRACTOR     A MARGINAL CONTRACTOR     MODELLA CONTRACTOR     MODELLA CONTRACTOR
<ul> <li>Holiday entitlements</li> </ul>		BIOCEDUTATION
<ul> <li>Rules on absence for sickne</li> </ul>	ss and on sick pay	
<ul> <li>Pension details</li> </ul>		
<ul> <li>Length of notice (both if you</li> </ul>	a want to leave and if your employer wishes to dismiss you)	
🔹 •Job Title		
<ul> <li>Disciplinary and grievance preserved</li> </ul>	rocedures and who to refer to in case of dispute or appeal.	
<ul> <li>You should be advised of you</li> </ul>	ir rights concerning Trade Union membership when joining the company.	

Adapting to Change - job readiness

and P60s, the trial period and contracts (with a list of what a contract should contain), It gives some hints on handling the change and how to not feel "left out".



### The 220 Soft Support Range

### Guides in the 220 Soft Support Range

The guides are updated versions of the programs that have been licenced to and used in many UK Libraries and other organisations for over twenty years.

#### Universal Credit – Step by Step

A guide to the Universal Credit system that takes you through the steps of setting up your account, how much will be paid and when it will be paid. Other useful areas like budgeting and, for those new to computing, basic computer skills are also covered.

Demo at universalcredit.220soft.support/phoenix \*

#### Find a job – Step by Step

A guide to the government's Find a job system that takes you through the steps of setting up your account and managing it. Other useful areas like covering letters and creating CVs (with templates) and searching for jobs are also covered.

Demo at findajob.220soft.support/phoenix \*

#### Job Skills - Find and Succeed

A guide to the skills and techniques you need for finding your new job. Among the many areas covered are interview preparation and techniques, tips on finding your ideal job, your first day at work and how to get the most from your job.

Demo at jobskills.220soft.support/phoenix \*

#### Life in the UK – The British way of Life

This guide is designed to support all newcomers to the UK. There is lots of useful information including customs, religion, travelling and public transport, health, hygiene and the NHS, making a living and benefits.

Demo at lifeintheuk.220soft.support/phoenix \*

#### Collections in the 220 Soft Support Range

The collections bring together guides to support people facing changes in their life.

#### **Redundancy Support contains:**

• Redundancy and adapting to change

• Universal Credit – Step by Step

• Find a job – Step by Step

Demo at redundancy.support/phoenix \*

#### Find a Job Support contains:

Adapting to change
Universal Credit – Step by Step

• Find a job – Step by Step

Demo at findajob.support/phoenix \*

#### Life in the UK Support contains:

- Life in the UK The British way of Life
- Job Skills Find and Succeed
- Find a job Step by Step

• Universal Credit – Step by Step Demo at lifeintheuk.support/phoenix \*

#### **BNO contains:**

Applying for your Hong Kong BN(O) Visa and Settling in the UK
Job Skills – Find and Succeed
Find a job – Step by Step Demo at bno.lifeintheuk.support/phoenix \*

\* You will need a code to login to the demos. Please contact info@220soft.co.uk

Adapting to Change