



## What do employers Expect Transcript

SCENE: Table in RZ's coffee shop. Grace and Gabby are talking inaudibly as camera fades in. Books and computers are piled on the table.

GABBY: Oh, Grace, I can't believe I forgot to tell you, I had a job interview last week and it was a complete nightmare. I felt so overwhelmed and intimidated. I know I made a terrible impression.

GRACE: Surely not!

[FLASHBACK: Cut to GABBY sitting at a conference table with a terrified look on her face. She seems small, scared, and intimidated. Bright lights shine down on her as she quakes with terror. The scene looks more like an interrogation] about 3 seconds.

GABBY: No it was horrible. I guess I was unprepared, I don't know. I just want to know, WHAT DO EMPLOYERS EXPECT?

GRACE: That's a good question...

[As Grace speaks, GREG approaches and takes a seat at the table, he looks dejected and down]

GABBY: (To Greg) You look like you just lost your best friend! What's wrong?

GREG: Oh I'm just frustrated.

GRACE: Why?



GREG: I have applied for at least 5 different jobs in the past 3 weeks and I can't even get one job interview. I don't get it, WHAT DO EMPLOYERS EXPECT?

GABBY: Yeah... like I said, WHAT DO EMPLOYERS EXPECT?

GRACE: Well it would be great if there was some kind of magic word.

GABBY: Yeah like Hire Me!

GREG: [laughing] exactly!

GRACE: I'm afraid there are no magic words but there are a few things that employers are definitely looking for when they review applicants for a job.

GREG: Such as?

GRACE: Academic record, relevant work experience, leadership skills communication skills and enthusiasm.

GREG: Academic record? Why are they so focused on GPA? It's just a number!



GABBY: I know that some jobs require a specific GPA for licensure or certification but I don't understand why everyone else gets so hung up about it.

GREG: What does a good GPA tell the employer other than you have good grades?

GRACE: It also shows that you have an ability to learn, that you can manage your time, stay organized and self-disciplined, and of course it indicates you have a strong work ethic.

GREG: OK. I admit that my GPA isn't all that great. But it's just because I've been working full-time while going to school and I've got a lot of other things to worry about.

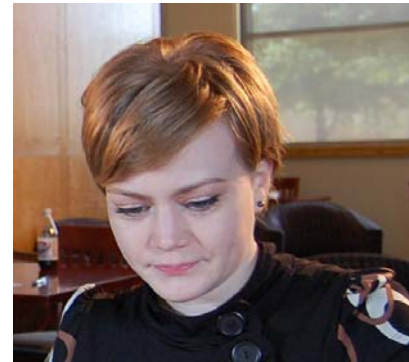
GRACE: Well then, make sure your resume describes your multiple responsibilities and your time management.

GABBY: Yeah. All your work experiences will look good on the resume. It seems like everyone wants somebody with experience. But how can I get experience if I haven't had a job in my field?

GREG: I didn't have a real job, either. But I got internships, apprenticeships, and a couple of seasonal jobs. These experiences helped me make sure I am on the right career path.

GABBY: Yeah sometimes I worry that I'm going to graduate and find out that I chose the wrong field.

GRACE: The key is RELEVANT experience. Look for opportunities that relate to your degree and career goals. Cooperative education is a really good way to make sure you're headed in the right direction. Often, you'll get academic credit for your work in addition to a paycheck. What could be better?



GABBY: I never thought about it like that but it sounds like a good idea to me. But it can't all be about GPA and work experience.

GREG: But what if you and every other person for the job have the same GPA and the same experience? How do you stand out from the crowd?

GRACE: If you ask most employers, they will tell you that all things being equal, they prefer the candidate with leadership skills.

GREG: Leadership skills? That seems kind of vague.

GABBY: Yeah, what does that mean anyway?

GRACE: Leadership shows that you are involved. That you can contribute, that you are ready to step up to the plate, that you can produce results.

GABBY: But how can I show somebody that I've got leadership skills when all they see is my resume or application?

GRACE: By being involved!

GREG: Oh, like being in a club or organization? Well I belong to a lot of clubs so I can list a bunch of them!

GABBY: Hold on. Just being a member doesn't mean anything.

[FLASHBACK: Cut to GABBY sitting at a conference table

VOICE: Tell us about your membership in this club.

GABBY: Uh... uh... well, I went to some meetings...]

GABBY: Trust me. Don't list membership if you haven't been involved.

GRACE: Yes. Be INVOLVED. Think ACTION.

GREG: Oh like being an officer, leading a committee, organizing and planning activities, stuff like that?

GRACE: Exactly! Action! Describe your experiences in detail and explain why these experiences prepare you for the job and complement your academic work or other experience.

GREG: What about communication skills? You mentioned them earlier. I can see how you demonstrate communication skills in an interview but how do you do that with a resume?

GRACE: There are different forms of communication, like written or electronic... Employers will pay attention to how well your resume and cover letter are written. Communication is not just talking. There's verbal, non-verbal...

GABBY: and listening, group dynamics, and negotiation.

GRACE: The key is to be specific about your abilities. Don't just say, "I have good communication skills." Describe situations in which you've used those skills. Are you persuasive? Can you influence others to your way of thinking? Are you good at conflict resolution? These are the things you should share with your prospective employer.

GABBY: I'm told that I'm a pretty good writer. In class, I'm usually the one who sums up the discussion in writing for the rest of the group.

GRACE: That's exactly the kind of thing that you can and should share to show your communication skills.

GREG: I always get good feedback when I give presentations for classes.

GRACE: That's another good way to highlight your communication skills. Think carefully about this one. It's good to be detailed and provide as much information as possible.

GREG: Definitely you have to be sure and do that.

GABBY: (enthusiastically) Grace, you've given me some really good ideas!

GREG: (also enthusiastic) Yeah me too!

GRACE: I'm glad you think so. It's that kind of enthusiasm that will help you in an interview.

GABBY: (somewhat sarcastically) Well, it's not like I'm going to do cheers or back flips.

GRACE: No, that's not necessary. But show that you are excited and passionate about your career and sincere with your answers.

GABBY: Also, be prepared to ask your own questions in a job interview. I learned that the hard way.

[FLASHBACK: Cut to GABBY sitting at a conference table

VOICE: Now, do you have any questions?

GABBY: Uh... uh...]

GRACE: Thoughtful questions definitely indicate enthusiasm. But make sure that they are related to the job.

GABBY: And send a thank you note!

GRACE: Yes. Don't forget to follow up after the interview by writing a thank you note. That's another way to show your enthusiasm.

GREG: (sternly like he's lecturing) so what have we learned today, class?

GABBY: That a strong academic record, relevant work experience, and evidence of leadership skills and communication skills are all things that employers expect.

GRACE & GREG: (still waiting)???

GABBY: Did I forget something?

GRACE & GREG:  
ENTHUSIASM!

GABBY: Oh...

GRACE: Some careful thought and preparation will make your job search go much more smoothly.

[Cut to GABBY at the conference table. She is smiling, confident, and pleased. She stands and extends her hand. A hand appears from off camera to shake hers.



GABBY: (confidently) Thank you for your time. I'm so glad that I had this opportunity to meet with you. I look forward to hearing from you soon!]

GRACE: [turns to camera] If you were viewing this presentation for...

GABBY & GREG: (together) Huh?

GRACE: *[smiles and begins again toward the camera – as she does this GABBY and GREG look around. They are confused. They don't see the camera!]* If you are viewing this presentation for the University of Arkansas Professional Development Institute credit, answer the following questions and send your answers in an email message to your career coach. And if you have questions about this topic, contact the UA Career Development Center at [career@uark.edu](mailto:career@uark.edu) or visit their website at [career.uark.edu](http://career.uark.edu).



## **Career Development Center**

### **What Employers Expect**

Please answer the following questions and send them in an email to your career coach.

1. What specific skills are employers looking for on resumes and in interviews?
2. Why are employers interested in a candidate with a strong academic record?
3. What can you do if you do not have a strong academic record?
4. Why is relevant work experience so important to employers?
5. List several ways that you gain relevant work experiences
6. How can you show evidence of your leadership and communication skills on your resume?
7. Why do you think it is important to show enthusiasm during an interview?
8. Which of these skills do you possess? List specific examples that demonstrate that you possess these skills.

