Internships and Jobs in International Education:
Preparing your Resume, Cover Letter, and Interviewing

Tuesday, October 7, 2014
Today’s Agenda

- Welcome and objectives
- ICE Program Support
  - Internship and Jobs Announcements
  - Internship and Jobs Resources and Websites
  - Collaboration and pilot program with TCCS
- Finding an internship or job in international education: how is this field unique?
- TCCS resume, cover letter, and interview skills presentation
- Q&A
ICE Program Support: Internship and Job Resources & Websites

- Portion of the ICE website is devoted to resources and guidance on jobs, internships, and general career information.
- ICE program is partnering with TCCS to provide weekly internship and job opportunity announcements via GDH Notes.
- TCCS pilot program with individualized career-planning support for second-year students.
Finding an Internship or a Job: The Basics
Determine value of internship

- Think about your longer-term professional and career interests
- Assess your previous experiences, strengths and weaknesses
- Research organizations, look at job descriptions
  - Different types of internship opportunities
    - Genuine training ground vs. Experienced interns
    - Paid vs. unpaid
    - Remote working opportunities
    - Volunteer experiences
- Be realistic about what you need, what you can commit to and what you can offer
Prepare application materials

- Take advantage of available resources
  - Review tip sheets, look at sample resumes, cover letters

- Update resume and cover letters
  - Submit it to TCCS for review
  - Have others review it
  - Emphasize what you have to offer

- Identify faculty/supervisors to write letters and serve as references
  - Will say positive things, has supervised you recently
  - Give them advanced notice
  - Share details: job/internship description, summary of your skills and experiences, examples of relevant projects
Find internship and job opportunities

- Where to start? Use available resources
  - GDH Notes
  - TCCS Link
  - Other online resources
  - Student suggestions

- Expand your network
  - On-campus info sessions, professional associations, professional social media sites (LinkedIn), contact alumni for informational interviews, attend career panels, tap into the immense resources with your peer group in the program

- Review the application requirements carefully

- Tailor your application to fit the position
Prepare in advance for your interview

- Use available resources
  - Sample interview questions
  - TCCS Mock Interviews
- Talk to other students, colleagues and contacts about the process
  - Interview process is getting more elaborate (case studies, scenarios, project design, advocacy letter writing, group interviews)
  - Brainstorm possible questions
    - Think about ways to highlight your hard skills and soft skills
  - Prepare your own questions
- Do your research!
  - Organization
  - Program/project
  - Interview team
Send thank you notes to interviewers, reiterate your interest and preparation

Thank referees for supporting your application (even if you don’t get it)

Inform advisors about the outcome of your application
  - Explore academic credit options for internships (1-6 credits)

Share information/experiences with ICE program students (e.g. blog about it!)
RESUME/COVER LETTER WRITING & INTERVIEWING

TEACHERS COLLEGE CAREER SERVICES (TCCS)
COLUMBIA UNIVERSITY

Office location: Horace Mann 44
Website: www.tc.edu/careerservices
Email: careerservices@tc.edu
Phone: (212) 678-3140
www.facebook.com/TCCareerServices
http://twitter.com/#!/tccareerservice
AGENDA

- Resumes Types
- Resume Formatting
- Accomplishment Statements/Action + Result
- Cover Letters - The Basics!
- Preparation for the Interview
- Types of Interviews
- Interview Dos and Don’ts
- TCCS Resources
RESUME TYPES

- **Chronological** - achievements from employment history are listed in reverse chronological order

- **Functional** - achievements drawn from education, work experience and volunteer positions are listed according to groupings of skills

- **Combination** - emphasis is on skill groupings, but achievements are listed under each position in reverse chronological order

- Use **chronological or combination** unless it absolutely works against you!
EDUCATION
Teachers College, Columbia University, New York, NY
Master of Arts in International Education Development, Expected May 20XX

Abc University, City, State
Bachelor of Arts in English Literature, May 2006

PROFESSIONAL EXPERIENCE
Company Name, City, State
Program Director/Development Associate, Month Year – Month Year
• Use bullet and write accomplishment in the action + result format
• Use bullet and write accomplishment in the action + result format
• Use bullet and write accomplishment in the action + result format
• Use bullet and write accomplishment in the action + result format

Company Name , City, State
Cultural Education Intern
• Use bullet and write accomplishment in the action + result format
• Use bullet and write accomplishment in the action + result format
• Use bullet and write accomplishment in the action + result format

PROFESSIONAL ASSOCIATIONS
Society for International Education (SIE), member

COMPUTER SKILLS
Proficient in MS Office
EDUCATION

Teachers College, Columbia University, New York, NY
Master of Arts in International Education Development, Expected May 20XX

Abc University, City, State
Bachelor of Arts in English Literature, May 2006

CURRICULUM DEVELOPMENT SKILLS

• Implement reading and writing workshops with staff developer two days per week to assess best practices and curriculum design
• Create lessons for diverse learners to aid literacy acquisition
• Lead workshops for groups of teachers on how to incorporate cultural dynamics into the curriculum to provide multiple strategies for learning

TEACHING SKILLS

• Differentiate instruction using small group lessons to meet the individual needs of students
• Tutored students individually in class content to supplement daily lessons
• Participated in staff meetings and helped organize events to establish strong relationships within the community

LEADERSHIP SKILLS

• Train teams to develop coherent programs which have defined learning outcomes, timetables, content, appropriate teaching, learning and assessment methods and which utilize relevant and available learning resources
• Conducted interviews with community leaders, school officials, students, and parents to analyze impact within nomadic communities

PROFESSIONAL EXPERIENCE

Company XYZ, Program Director/Development Associate, New York, NY, April 2001-Present

Company ABC, Job Title, Location, Duration

PROFESSIONAL ASSOCIATIONS

Society for International Education (SIE), member

COMPUTER SKILLS

Microsoft Office (Word, Excel, PowerPoint and Access), Recruiting Database
RESUME FORMATTING

- Margins can be as small as .5-1 inch on all sides
- Font style must be consistent & should be 10-12 points
- **Bold, Underline, Italicize, or CAPTITALIZE** headings
- Your resume does not HAVE to fit onto one page, unless you are applying for corporate positions
- If you have multiple pages, list your first name, last name and page number in the header on subsequent pages
- Use bullet points. Focus on **accomplishments**, not responsibilities!
- Quantify! Use an exact figure whenever you can
- List statements in **descending** order of relevancy
- Write current positions in present tense and former positions in past tense
- Include 4-6 bullets for recent and relevant positions & 2-3 bullets for older positions
- Write in the “**action + result**” format
ACTION + RESULT FORMAT

- The action word + result format tells employers not only WHAT you did at a certain job, but also WHY or HOW you did it.

- You can use the words “to” or phrases such as “in order to” to indicate you are transitioning from the action to the result.
ACTION + RESULT FORMAT

**Action + Result Statement:** Work with country teams to identify local consultants in Sub-Saharan Africa and South Asia for the remaining policy intent countries and for policy dialogue.

**Action + Result Statement:** Collecting education data from government/administrative, NGO or other online sources to capture latest trends in literacy comprehension.
COVER LETTER BASICS

- Format (3 paragraphs)
  - Opening Paragraph
    - Job you are applying for
    - How you learned about the organization and position
    - Degree, graduate school, license/certification
  
  - 2nd Paragraph (several short sentences)
    - Introduce your overall areas of expertise
    - State your qualifications - provide examples that relate to the position you seek

  - 3rd Paragraph
    - Two or three skills and how the population will benefit
    - Thank the employer for his/her time
    - Provide contact information
    - Available for questions
PREPARING FOR THE INTERVIEW

- Do Your Research
- What to Wear
- Types of Interviews
- Sample Interview Questions
- Additional Points
  - Salary Negotiation
  - Personal Questions
  - Employer Questions
- Interview Do’s and Don’ts
- Post Interview Follow Up
- Final Thoughts
PREPARING FOR THE INTERVIEW

● Research the Employer
  ● Review organization’s website
  ● Know the names of the individuals you are meeting with
  ● Know the location and don’t be late
● Network
PREPARING FOR THE INTERVIEW

- Research yourself (study your resume)
  - Review your background to determine how you match the company and the position
  - Determine how and why you are a "fit" for that employer's needs
  - Formulate intelligent and appropriate questions to ask in your interview
PREPARING FOR THE INTERVIEW

- Research yourself (cont.)
  - Know and be prepared to discuss your
    - Skills (functional/transferable)
    - Accomplishments
    - Strengths and weaknesses
  - How can you “tell a story” about your particular skills or knowledge?
    - Quantify your results, use examples! ....so what....?... what was the impact?
    - Be prepared to talk about mistakes, when things didn’t go as planned, and things you might have done differently
PREPARING FOR THE INTERVIEW

What to wear?

- Suit (dark conservative color)
- Avoid low-cut blouses
- White or light colored shirt
- No flip flops
- Clothes should be clean, neatly pressed, and fit properly
- Accessories should be kept to a minimum – especially jewelry
- Hair and make-up should be clean and neat
- Perfume or cologne should be used sparingly or not at all
- Portfolios are preferred over a bulky briefcase; a small briefcase is also appropriate
- Leave book bags at home for an on-site interview
PREPARING FOR THE INTERVIEW

Final Thoughts

- Bring multiples copies of resume and reference list on resume paper
- Maintain professionalism
- Remember that first impressions count (receptionist)
- Be aware of the organization’s mission
GOALS OF AN INTERVIEW

- Sell your qualifications
- Evaluate the position
- Leave the interview with a solid understanding of the job’s requirements/company culture
TYPES OF INTERVIEWS

- Telephone vs. In-person
- First vs. Second/Final Round
- One-on-one vs. Panel
- Behavioral
BEHAVIORAL INTERVIEW

- Think of “PAR for the course”. Complete answer must explain the task or problem, specific action you took, and the result of the action. **YOUR ANSWER MUST CONTAIN ALL OF THESE ELEMENTS.**
- **P (Problem):** Describe a specific situation or problem you encountered
- **A (Action):** What actions you took obstacles your overcame, etc…
- **R (Result):** Highlight outcomes and goals achieved

- Or, the STAR Method
  - **S (Situation):** Give example of scenario experienced/presented with
  - **T (Task):** What task/responsibility did you take on
  - **A (Action):** What steps did you go through to execute task
  - **R (Result):** What was the outcome of your efforts
COMMON THEMES FOR INTERVIEWS

- Difficult Situations
- Adaptability / Flexibility
- Analytical Skills
- Content Knowledge
- Decision Making Skills
- Oral / Written Communication Skills
- Initiative/Leadership
- Classroom Management
- Organizational Skills
- Risk Taking
- Persuasiveness
- Teamwork / Interpersonal Skills
SAMPLE BEHAVIORAL INTERVIEW QUESTIONS

• Tell me about a time you collaborated with others?
• Tell me about a time you came up with an idea that improved a situation or solved a problem.
• Tell me about the last time you had to go above and beyond the call of duty in order to complete a job.
• Tell me about the last time you made an unpopular/quick decision with little information. What happened?
• Give me a specific situation where you had to deal with a difficult co-worker. What did you do?
• Give me an example of a time when you had set a goal for yourself and tell me how you went about accomplishing it.
• Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).
• Tell me about a time when you had to give someone difficult feedback. How did you handle it?
“GENERAL” INTERVIEW QUESTIONS

• Walk me through your resume/tell me about yourself?
• What influenced your decision to pursue this field?
• What do you know about our organization? Why are you interested in our organization?
• Why does this position interest you?
• What makes you stand out from your peers?
• What would your supervisor say about you if I asked her/him for feedback on your leadership style?
• Where do you see yourself in 2-3 years?….in 5 years?
ADDITIONAL POINTS

- Responding to Salary Questions
  - www.salary.com; www.monstertrak.com/salary;
  http://online.onetcenter.org/; www.naceweb.org (National Association of Colleges and Employers (NACE) Salary Survey)

- If you wish to negotiate for a higher salary, you must give factual reasons as to why you deserve more than the employer’s initial offer

- Responding to Personal Questions

- Ask the Employer Questions
INTERVIEW DO’S

- Arrive 10 minutes early
- Treat all people you encounter with courtesy and respect
- Offer a firm handshake, make eye contact, and have a friendly expression
- Listen to be sure you understand your interviewer's name and the correct pronunciation
- Maintain good eye contact during the interview
- Sit still in your seat; avoid fidgeting and slouching
- Exhibit a positive attitude
- Have intelligent questions prepared to ask the interviewer (5-8)
- Ask if you can take notes
- Expect to be treated appropriately
- Ask the employer's next step in the hiring process
- Conclude the interview with a firm handshake and good eye contact
- Make notes right afterwards so you don't forget critical details
- Write a prompt thank-you letter to your interviewer
INTERVIEW DON’T’S

- Don't make negative comments about previous co-workers/supervisors (or others)

- Be mindful of talking with your hands. Hand gestures can be distractive.

- Don't treat the interview casually

- Don't give the impression you are only interested in salary; don't ask about salary and benefits until the subject is brought up by your interviewer

- Don't be unprepared for typical interview questions

- Don't chew gum or smell like smoke

- Don't take cell phone calls during an interview (*turn off BEFORE interview*)
POST INTERVIEW FOLLOW-UP

- Write your interviewer(s) a thank you letter
- The purpose of the letter
RESOURCES

- TCCS LINK (Register today on My TC Portal!!)
  - Resource Library
  - Personal Events Calendar
  - Announcements
- TCCS Weekly & Alumni Listserv & Teacher Prep Listserv
- TCCS on My TC Portal
  - Vault, Wetfeet, & Going Global
  - Online Career Development Resources
- Resume/Curriculum Vitae/Cover Letter Review Service
- Career Counseling (Call 212.678.3140 to set up an appointment)
- eWorkshops (located on the Resource Library on TCCS LINK)
- Walk-ins & Speed Reviews
- TCCS Website Resource Section
  - Career Development Resources (Identify Career Goals, Job Search, Interview & Salary Tips)
  - Resume/Curriculum Vitae/Cover Letter Guides & Samples
  - Social Media Guides (LinkedIn, Facebook & Twitter)
  - Resources by Industry & Interest Group
  - TCCS Library
  - TCCS Brochure
- TCCS Library
- Mock Interviews
- Interfolio, Inc.
- Stay connected with TCCS
- Join the ‘Teachers College Career Services (TCCS), Columbia University’ group on