

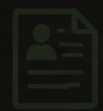
TRABAJO, DIGNIDAD y Futuro

TRABAJO Y DIGNIDAD

Career & Worker Protection Toolkit

Practical worksheets for resumes, transferable skills, job applications, interviews, workplace records, and unemployment preparation.

**PRACTICAL EMPLOYMENT RESOURCES
FOR LATINO WORKERS, JOB SEEKERS, AND FAMILIES.**



GET THE JOB



PROTECT
YOUR RIGHTS



BE PREPARED
ANY SITUATION



KNOW YOUR
VALUE



BUILD YOUR
FUTURE



CONOCIMIENTO
ES PODER

Our community does not lack talent.

Too often, it lacks access, protection, and someone willing to explain how the system really works. This workbook is designed to help workers organize their experience, communicate their value, preserve important records, and move forward with greater confidence.



Visit the website

GUIDING PRINCIPLE

Share knowledge. Protect dignity. Open doors.

Created for the Latino community by Mexicans Aren't Going Anywhere

Use this workbook privately. Do not record Social Security numbers, banking details, passwords, or confidential customer/patient information.

How to Use This Toolkit

You do not need to complete every page at once. Begin with the worksheet that matches your most immediate need, then return to the others as your situation changes.

1**Build your resume**

Gather your experience, achievements, training, and strongest skills before formatting the final document.

2**Translate your experience**

Connect everyday responsibilities with skills that transfer into new industries and job titles.

3**Track each application**

Record what you submitted, when you followed up, and what happened next.

4**Prepare for interviews**

Research the employer, organize your examples, and prepare questions that reveal how the company treats workers.

5**Preserve your workplace record**

Keep factual, lawful notes about performance, incidents, pay, scheduling, and important conversations.

6**Prepare for unemployment**

Organize documents, deadlines, timelines, and hearing notes before details are lost.

IMPORTANT

These worksheets provide general educational information, not legal advice. Employment and unemployment rules differ by state and situation. Verify deadlines and requirements with the appropriate agency or a qualified professional.

Resume Worksheet: Direction & Profile

A strong resume is easier to write when you first decide what role you are targeting and what evidence shows that you can do the work.

Target job title or type of work

Location, schedule, or work arrangement needed

Contact information

Professional links

Professional summary ingredients

- | | |
|---|--|
| ☐ Years or depth of experience | ☐ A measurable result or strength |
| ☐ Industry or functional expertise | ☐ Technology, tools, or systems |
| ☐ Two or three strongest skills | ☐ The value you bring next |

Draft your 2-4 sentence professional summary

PROMPT

I am a [type of professional] with experience in [areas]. I am known for [strengths]. I have helped [customers, teams, or organizations] by [result]. I am now seeking [target role].

Resume Worksheet: Experience & Results

For each position, separate duties from accomplishments. Duties explain what you were responsible for. Accomplishments show the difference your work made.

Position 1

Employer / organization

Job title

City / state

Dates

Main responsibilities

Accomplishments, numbers, praise, or problems solved

Position 2

Employer / organization

Job title

City / state

Dates

Main responsibilities

Accomplishments, numbers, praise, or problems solved

Resume Worksheet: Skills & Final Check

Finish by collecting the details employers often scan for first: skills, tools, certifications, education, and evidence that the resume matches the posting.

Technical skills, software, equipment, or systems

People, communication, and leadership skills

Education, licenses, certificates, and relevant training

Keywords repeated in the job posting

Final resume check

- | | |
|---|---|
| ☐ Contact information is current and professional. | ☐ Spelling, dates, and job titles are consistent. |
| ☐ The target role is clear within the first few lines. | ☐ The resume does not include a photo, Social Security number, or banking information. |
| ☐ Bullet points begin with strong action words. | ☐ File name is professional, such as
Firstname_Lastname_Resume.pdf. |
| ☐ Results are included when they can be measured honestly. | ☐ The final PDF opens correctly before it is submitted. |

ACTION + RESPONSIBILITY + RESULT

Example: Resolved high-volume billing and eligibility questions, documented each interaction accurately, and helped reduce repeat customer contacts.

Transferable-Skills Guide: Inventory

Transferable skills move with you. They can connect customer service to healthcare support, caregiving to office coordination, retail to sales, or warehouse work to logistics.

Communication

- ☐ Active listening
- ☐ Explaining information
- ☐ Writing clearly
- ☐ De-escalating conflict
- ☐ Bilingual communication

Organization

- ☐ Scheduling
- ☐ Prioritizing
- ☐ Recordkeeping
- ☐ Inventory
- ☐ Meeting deadlines

Problem-Solving

- ☐ Investigating issues
- ☐ Finding patterns
- ☐ Making decisions
- ☐ Adapting quickly
- ☐ Preventing repeat problems

Leadership

- ☐ Training others
- ☐ Coaching
- ☐ Delegating
- ☐ Quality checking
- ☐ Supporting team goals

Technology

- ☐ Data entry
- ☐ CRM or ticketing systems
- ☐ Spreadsheets
- ☐ Virtual meetings
- ☐ Digital files

Service & Care

- ☐ Customer support
- ☐ Patient or member support
- ☐ Safety awareness
- ☐ Confidentiality
- ☐ Empathy under pressure

Other skills people regularly ask you to use

Transferable-Skills Guide: Translate Your Work

Use this page to transform a familiar task into language that a new employer can understand. Do not exaggerate. Translate the value accurately.

What I did	Skill it proves	Stronger resume language	Where else it applies

EXAMPLE

Helped upset customers -> conflict resolution -> De-escalated complex customer concerns and documented accurate solutions -> healthcare support, insurance, hospitality, scheduling, or account services.

Job-Application Tracker

A tracker prevents duplicate applications, missed follow-ups, and forgotten salary details. Record only information you are comfortable storing privately.

Date	Company / Position	Source / Link	Pay / Schedule	Status	Follow-up

Job-Application Follow-Up & Notes

Follow up professionally when appropriate, but do not repeatedly contact an employer that has provided a clear timeline or requested no calls.

Application selected for follow-up

Contact person and method

Date to follow up

Follow-up message draft

SIMPLE FOLLOW-UP

Hello [Name], I am following up on my application for [position], submitted on [date]. I remain interested in the opportunity and would be glad to provide any additional information. Thank you for your time.

Job-search notes: patterns, questions, feedback, or next actions

Interview-Preparation Sheet

An interview is a two-way evaluation. Prepare to explain your experience, and prepare to observe whether the employer offers clarity, respect, and realistic expectations.

Company and position

Interview date, time, and format

Interviewer names and titles

What the organization does and who it serves

Top requirements from the job posting

How my experience matches

Logistics checklist

- | | |
|---|---|
| ☐ Test the video link, camera, and microphone. | ☐ Choose professional, comfortable clothing. |
| ☐ Confirm address, parking, and travel time. | ☐ Silence notifications and reduce distractions. |
| ☐ Prepare resume copies or a digital copy. | ☐ Keep water, notes, and the job posting nearby. |

Interview Story Bank & Questions

Prepare specific examples. A useful structure is Situation, Task, Action, Result. Keep the story focused on what you did and what happened.

Problem I solved

A time I investigated an issue, chose an action, and improved the outcome.

Difficult situation

A time I handled conflict, pressure, change, or an upset customer.

Achievement

A result, improvement, recognition, or responsibility I am proud of.

Questions I want to ask the employer

- ☐ How is success measured during the first 90 days?
- ☐ What training and support are provided?
- ☐ Why is the position open?
- ☐ How does the team communicate and handle workload?

My additional questions

Workplace Documentation Log: Foundations

Keep factual notes about your own employment. Do not remove confidential business records, patient information, customer data, trade secrets, or documents you are not legally permitted to keep.

Employment information

Employer

Job title / department

Start date

Manager / supervisor

Work location

Records worth organizing when law and policy permit

- | | | |
|---|--|--|
| ☐ Offer letter and job description | ☐ Pay stubs and personal time records | ☐ Schedules and approved time-off records |
| ☐ Performance reviews and coaching notes | ☐ Training completion and certificates | ☐ Positive feedback, awards, or recognition |
| ☐ Written policy changes that affect you | ☐ Your own notes of important conversations | ☐ Termination, layoff, or resignation documents |

WRITE FACTS, NOT LABELS

Instead of writing “My manager was hostile,” record the date, exact words or action, who was present, what you said, and what happened afterward. A clear timeline is stronger than a conclusion without details.

General performance and accomplishment notes

Workplace Incident & Conversation Log

Complete one record for each important incident, conversation, safety concern, scheduling dispute, pay issue, performance discussion, or report you make.

Date and time

Location or communication method

People involved

Witnesses

What happened? Include exact words, actions, and sequence when possible.

What did you do or report, and to whom?

Response received and next step promised

Related records or evidence I possess lawfully

Follow-up date

☐ Resolved

☐ Still pending

☐ Escalated

Unemployment-Record Checklist

File through the unemployment program for the state where you worked, follow every instruction, and preserve confirmation numbers and deadlines. Eligibility and procedures vary by state.

Immediate records to gather

- | | |
|--|--|
| ☐ Government-issued identification requested by the state | ☐ Social Security number stored only in the official claim system |
| ☐ Employer name, address, and phone number | ☐ Employment start and separation dates |
| ☐ Pay stubs, W-2s, or wage records requested | ☐ Termination, layoff, resignation, or leave documents |
| ☐ Performance reviews and disciplinary records | ☐ Schedules, attendance, and approved leave records |
| ☐ Relevant emails, messages, and policy documents | ☐ Names and contact information for witnesses |
| ☐ Claim confirmation and weekly certification records | ☐ All agency letters, notices, and appeal deadlines |

Claim information

State / agency

Claim date

Confirmation / reference number

Next required action and deadline

DEADLINES MATTER

Open every notice promptly. Record the issue date, response deadline, hearing date, and method for submitting documents. If you are unsure, contact the state agency using the official website or phone number on the notice.

Unemployment Timeline & Hearing Preparation

A clear, chronological explanation helps you communicate what happened. Keep your language factual and connect each statement to a document, witness, or firsthand memory when possible.

Date	Event / conversation	People involved	Supporting record

My central explanation in 3-5 sentences

Questions I expect and facts I need to clarify

Trusted Career & Training Resources

Use official or government-sponsored resources when possible. Links can change, so begin at the organization homepage if a specific page has moved.

CareerOneStop

U.S. DOL

Career exploration, job-search guidance, resume help, training information, and local workforce services sponsored by the U.S. Department of Labor.
www.careeronestop.org

CareerOneStop Resume Guide

RESUME

Guidance for resumes, applications, cover letters, portfolios, and references.

www.careeronestop.org/JobSearch/Resumes/resumes-and-applications.aspx

American Job Center Finder

LOCAL HELP

Locate free or low-cost local job-search assistance, career counseling, workshops, computers, and training referrals.

www.careeronestop.org/LocalHelp/AmericanJobCenters/american-job-centers...

O*NET OnLine

CAREERS

Explore occupations, job tasks, skills, knowledge, technology, and work requirements across hundreds of careers.

www.onetonline.org

CareerOneStop Find Training

TRAINING

Search training types, local programs, certifications, scholarships, and planning tools.

www.careeronestop.org/FindTraining/find-training.aspx

WIOA Eligible Training Finder

FUNDING

Find state directories of training programs that may qualify for Workforce Innovation and Opportunity Act funding.

www.careeronestop.org/LocalHelp/EmploymentAndTraining/find-WIOA-trainin...

Apprenticeship Job Finder

APPRENTICESHIP

Search open apprenticeship opportunities and apply through employers or program sponsors.

www.apprenticeship.gov/apprenticeship-job-finder

Trusted Worker Rights & Safety Resources

These resources provide general information and agency access. They do not replace individualized legal advice, and filing deadlines may be short.

EEOC - Know Your Rights

DISCRIMINATION

Information about employment discrimination protections and how to contact the Equal Employment Opportunity Commission.

www.eeoc.gov/know-your-rights-workplace-discrimination-illegal

OSHA Worker Rights

SAFETY

Workplace safety rights, complaint information, and the right to receive safety training in a language you understand.

www.osha.gov/workers

OSHA Spanish-Language Publications

ESPAÑOL

Spanish-language worker-rights, safety, and complaint materials.

www.osha.gov/publications/bylanguage/spanish

DOL Wage and Hour Worker Resources

WAGES

Information on minimum wage, overtime, recordkeeping, leave, migrant-worker protections, and other federal wage-and-hour laws.

www.dol.gov/agencies/whd/workers-resources

NLRB Protected Concerted Activity

WORKER ACTION

Information about many employees' rights to act together regarding pay, hours, safety, and working conditions, even without a union.

www.nlr.gov/about-nlr/rights-we-protect/the-law/employees/concerted-a...

Trusted Unemployment, Scam & Self-Employment Resources

Use only official claim portals and verified government information. Never pay a recruiter or deposit a check and send money back to obtain a job.

Unemployment Benefits Finder

STATE LINKS

Choose your state to find official eligibility and filing information.

www.careeronestop.org/LocalHelp/UnemploymentBenefits/unemployment-benef...

U.S. Department of Labor - Unemployment Insurance

UNEMPLOYMENT

Federal overview explaining that claims are filed with the program in the state where you worked.

www.dol.gov/general/topic/unemployment-insurance

FTC Job Scam Guidance

SCAMS

Learn common warning signs of fake jobs and how to report suspected fraud.

consumer.ftc.gov/articles/job-scams

IRS Self-Employed Tax Center

SELF-EMPLOYED

Official tax information for independent contractors, gig workers, and people earning income from a small business.

www.irs.gov/businesses/small-businesses-self-employed/self-employed-ind...

USA.gov Jobs, Labor Laws & Unemployment

FEDERAL GUIDE

A federal guide to job searching, unemployment help, labor laws, and worker protections.

www.usa.gov/jobs-labor-laws-unemployment