



## HOW TO SUCCEED WITH KEE GUIDEBOOK

*Please keep this guidebook for reference*

Email is the best way to be in contact with KEE Staff:

[judy@keewinnipeg.com](mailto:judy@keewinnipeg.com) (Judy is a Program Coordinator/KEE Coach)

[len@keewinnipeg.com](mailto:len@keewinnipeg.com) (Len is a Program Coordinator/KEE Coach)

[lyle@keewinnipeg.com](mailto:lyle@keewinnipeg.com) (Lyle is a Program Coordinator/Content Creator/Facilitator)

Please initiate contact ASAP by emailing an updated resume to your KEE Coach

400 Edmonton Street

By Appointment Only (No Walk-Ins Please)

KEE Info line & Voicemail - 204/953-2453

*Please Note: It's important that you take control over your own personal health and safety above anything else. While participating in our program, ensure you follow the law, maintain social distancing and the latest COVID safety recommendations which all override any suggestions that are laid out in this Guidebook, by your KEE Coach, in our online learning modules or in any other manner associated to the Knox Employment Entry Program.*

## Welcome

Welcome to the Knox Employment Entry Program, also known as “KEE”. The KEE Program helps people attain entry level work in Winnipeg (most positions start at minimum wage). We are a non-profit program and do not charge clients or employers for our services.

Since we are funded by the Government, we require your Social Insurance Number at intake.

This is a voluntary program. If you were referred to us, you may have been told you have to contact KEE; however, if you don’t think this is the program for you, you do not have to sign up.

Until the pandemic is over, interactions with KEE Staff will likely be by email or phone. It is necessary for you to check emails multiple times per day and answer all blocked/private/unknown calls on your phone as our number will show up that way. We recommend you always check our website prior to coming to our offices for possible closures.

As we strive to help as many people as possible under their particular circumstances and the many variables in the employment market, it’s likely each client will have a different experience and some will be given different paths to success. Please confirm with your KEE Coach if your expectations vary from this Guidebook.

## How we can help

You may be wondering, “how can a complete stranger help act on my behalf to an employer?” We learn about our clients by seeing if they can follow the simple steps laid out in this guidebook. If you follow these instructions, we can act on your behalf because you have:

- shown the ability to follow instructions
- demonstrated good communication skills
- demonstrated reliability



## We want you to succeed

It’s important to start off by saying we are an employment program so **our goal is to see you succeed in attaining employment**. We want you to come across as the right fit for the business, so it’s important that your first impressions are positive!

Sometimes clients may do things or present themselves in a way that they may not realize are immediately eliminating them from employment consideration at the company they are applying at. Some examples of these things may be:

- resumes that are way too long or have spelling errors
- being unfriendly, aggressive or rude in person or over the phone



*It's Not Personal.* If we notice something that may be a concern to a potential employer, it would be irresponsible of us not to discuss this possible obstacle to employment. Otherwise, you may continue to lose opportunities and not know why, remaining unemployed. Part of our job is to discuss possible barriers as we think employers may perceive them. This is never meant to offend. It's not personal, we want you to succeed!

### Step 1: Show you are reliable



Reliability is the most valuable trait an employer is looking for. Demonstrate your reliability by maintaining active contact (2-3 times a week) with your assigned KEE Coach. The purpose of this is to keep them updated on your job search, employment status and efforts put forward on your side. It demonstrates that you are serious about getting a job and makes it easier for KEE to act confidently on your behalf should one of our employer contacts make a request for staff or if you require a reference.

### Step 2: Prepare your resume

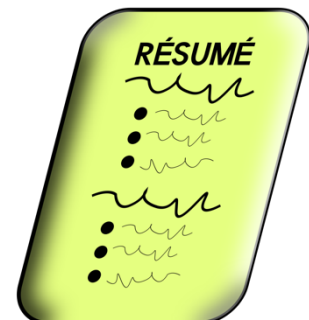
If you are looking for work, you need a resume (hard copy & PDF).

**If you have an updated resume:**

- Please ensure you email a copy of your resume to your KEE Coach (doc file & PDF if you have).

**If you do not have an updated resume:**

- Use the template on the client resource section of our website ([www.keewinnipeg.com](http://www.keewinnipeg.com)) along with how-to videos or use [www.resume.com](http://www.resume.com) for free resume building.



*If you do not have access to printed copies of your resume, please let us know.*

*You will need use of a computer or smart phone to regularly check email, participate in our online learning modules and to do job search research while in the KEE Program.*

*If you need access to a computer or Wi-Fi to work on your resume, job search and/or Step By Step Online Learning Modules, please contact your KEE Coach to help arrange this.*

### Step 3: Demonstrate Effective Communication Skills

- It's important for us (and employers) to reach clients directly so **clients must have an active direct phone number**.
- Until you attain employment, **your outbound voicemail message must be basic** (example: *This is John, please leave a message and I'll call you back*). It should not have music, children talking, or anything funny or offensive. Make sure your voicemail system is not "full" and has room to allow callers to leave a message.
- **Poor phone etiquette is a red flag for employers** and will often end things immediately if they have a bad experience with a job candidate over the phone. Make sure you are friendly and courteous on the phone. Beware of saying "Who's calling?" right at the start of the call as this will likely make you come off as rude or suspicious (they may think you are avoiding creditors or police).



For example: If John receives a call and the caller says "Hello, is John there?", the answer is "speaking" (not "who's calling") or if it's someone else answering that call, it would be "yes, one moment please" (not "who's calling?") before they pass the phone to John, or if John is not there, they can say "no, may I take a message".

Another example of inappropriate phone etiquette is calling a number back because you see that number on your call display. Do not phone back a missed call saying, "someone called me from this number", this can often cause chaos on a worksite and is a pet peeve for many employers. If you have a proper voice message system, the employer will leave a message if they want you to call them back.

If you share a phone with someone, ensure they know that you are looking for work and understand the importance of being friendly to whomever calls. They should also be willing and prepared to take a detailed message.

**KEE TIP:** When you are looking for work, a pen and paper are your most important tools! Wherever you go, ensure you have your own pen and paper near to write the details on a potential interview or job offer.

- Please Note: While clients are in the KEE Program, they **must answer all "blocked", "unknown caller" and "private" calls on their phone**. This is important as many employers will call this way, and so will KEE staff. If you have a feature on your phone that does not allow these sorts of numbers to ring through, please turn that feature off until you have secured employment.

- If you leave someone at the KEE Program a voicemail, please clearly state your name, phone number (good idea to repeat twice), reason for calling and any other applicable information. Only one message is necessary.
- **Please return emails and voice messages left for you by responding in detail.** If you are sending an email, ensure you read the entire email and answer all questions before “sending”.
- As with phone etiquette, it is important to have appropriate email etiquette by being friendly, respectful and courteous. Beware of any sarcastic, confrontational, rude and/or negative tones in your emails before you “send”.
- In today’s age, it’s important to be aware of what you communicate online and on your social media. Many employers will do a search on Google, Facebook, Instagram and other platforms to see what the job applicant is like. Many people lose opportunities without even knowing it because of comments they made, online reviews they left, things they may have clicked “like” on or photos they posted online.
- Please ensure your email address is basic. People who have email addresses on their resume like stickyfingers@yahoo.ca or highallday@gmail.com will likely never hear from an employer.



#### Step 4: Job Search Expectations

Our goal at the KEE Program is for clients to know how to attain and maintain employment from this point onward in their lives. This is one of the main reasons why there is a job search component to the program.

People remember and learn by doing, not just by reading, watching or listening. You can’t learn to swim by reading a book, sitting through a workshop or watching a video on how to swim: you have to jump in and get wet! By doing the KEE job search, you are learning the proper steps to finding a job for right now and the future (should you ever find yourself unemployed again).

Our expectations are that clients are applying as per KEE’s Seven Steps on “How To Properly Apply For A Job” (pages 10-13 of this Guidebook) at a minimum of **8 businesses per week following instructions on how to apply from the ad** (whenever possible/safe: in person or if the employer requires them to apply online, they ideally follow-up in person afterward with their resume and speak to the person who hires for that job or at minimum, call or email after applying). Our recommendation for best results are that you are doing much more than the minimum amount of job searches.

**Please Note: “Click to apply” on job search sites, or applying online, by fax or email do not count toward the mandatory job search unless you applied at that company in person or have followed up with the person who hires for that job over the phone or by email.**



**At least five businesses that you apply at per week must be targeted job searches.** That means the employer is actually now hiring! It is great for clients to take chances on possible jobs near where they live, or near the places that are hiring that they are applying at, however, it's very important that clients focus on applying at places that are hiring now.

**KEE TIP:** Don't be too quick to disqualify yourself from a great opportunity! If the posting says a specific qualification (for example: experience or education) is “an asset” or “preferred”, that is just a bonus, not a “must have”. Ensure you have all “must have” requirements if you want the job search to count.

#### **Step 5: Email your KEE Coach once per week (photos of job search not accepted)**

Clients are required to email their KEE Coach (type info as per sample below, do not send photos of job search) with all of these job search details **by noon on Wednesdays**:

- The name of company they applied at
- The name of the position that they applied for
- How they found out about that job (Indeed, sign, took a chance, a friend told them, etc.)
- The name of the person they spoke with who does the hiring for that job
- Any other information that may relate to them being hired for that job

For example: each email with 8 searches (or more) should look something like this:

*“Hi, so far this week I applied at:*

- 1. Tim Hortons (McPhillips at Leila) – counter server – saw sign in store - spoke to Jenna and she said interviews are next Thursday, I will email her Wednesday if I don't hear from her first.*
- 2. Staples (St. James) – cashier – found ad in Winnipeg Free Press - Spoke to Darren – he said the advertised position was filled but they'd keep my application on file if another opens*
- 3. Costco (Regent) – warehouse – job posting on Costco.ca - I applied online but went in person to follow-up, spoke to Deborah in Customer Service, she said the person who hires warehouse workers was unavailable but I got her name (Sandra). I will call her tomorrow to follow-up.*
- 4. Manitoba Hydro – heard about them hiring on a CBC radio interview - applied online for a general labourer job, it said “no calls” so I didn't go in person.*
- 5. Starbucks (Portage Place Mall) – barista – I just took a chance and applied there- spoke to Barb and I have interview tomorrow with her at 10am!...(ensure you have 8 or more searches)*

*I plan to hit the Outlet Mall area after my interview tomorrow and will keep you posted. -John”*

**Note:** just because the minimum job search is eight per week, you do not just have to send us eight. Please provide details on all job searches because we are well connected with employers (often we can provide follow-up tips for specific businesses or help line up an interview).

**KEE TIP:** It's awesome to go with the flow when applying for work but you can maximize your results by planning your job search in advance. Target areas of the city and research which other companies may be in that area that you can apply at. Some people use their phones to pull up "Google Maps" to see what businesses are near where they are applying at. For example: if Freshco is hiring at Polo Park and at the Regent location, it makes sense to apply one day at the Polo Park Freshco, then apply at other businesses in that area (as long as you are social distancing & applying as per their instructions). Then the next day, go to the Regent location and you can hit all the various businesses in that area.

## HOW TO FIND OUT ABOUT COMPANIES HIRING

Despite the current situation of the highest unemployment rate in Canada's history due to the Pandemic. There are still many entry level jobs to fill in Winnipeg! For many, this will prove to be a great time to get their foot in the door with a company who has many staff not able to come in. To find out which companies are hiring, please familiarize yourself with [www.indeed.ca](http://www.indeed.ca) to sign up for daily job alerts and even create a resume profile to apply to companies directly. It's free and easy! There are steps on indeed.ca and on our online client resource section if you are unsure how to do it. **Important Note Regarding Indeed:** Indeed is an awesome resource to find out who is hiring however just applying through Indeed does not count toward your job search unless you went to that company in person to apply or to follow-up after applying online by taking your resume there and speaking to the person who hires for the job you applied for or at minimum, called them and spoke to the person who does the hiring. Emailing would also be ok toward this if you actually got a response. Again, ensure you are looking after your safety while applying. During COVID, if you are ill, do not apply in person!

Other great ways to find employment are by keeping your eyes open for signs, asking friends and family, looking in newspapers, going on [www.jobbank.gc.ca](http://www.jobbank.gc.ca) and other online sites.



In these digital times, it may be possible that you may run into a scam on places like Kijiji. Despite the overwhelming majority of job postings being legitimate, if a job sounds too good to be true, it likely is (example: cashing money orders or buying things at a store with a credit card they sent you and then dropping those items off somewhere). If you are unsure, you can look it up online by typing the word "scam" and then the company name or job title or check with us.

Please Remember: Whenever you go for a job interview, it's important to update your KEE Coach afterward by email with these details: company name, position, who you met with, how it went, results, when you will find out if you have the job & other relevant info.



# How To Properly Apply For A Job Guidelines

Here are some detailed steps in maximizing your results immediately when you apply for entry level work.

You likely know this already, but every company will be different when it comes to applying for work. These guidelines are a great general way to apply. When looking for work, be patient, expect to adapt and “go with the flow” in regard to that company’s application process.

Ensure you follow the employer’s instructions on how they want you to apply (if that information is available). Whenever possible, add steps 1-7 to stick out from the competition.



As you likely have noticed, more and more companies now require job candidates to apply online. KEE suggests to maximize the likelihood of you getting hired, that you still follow-up in person after you apply online (unless they specifically note on their job posting for you not to call them or drop in). If it says “do not drop-in”, you should email them to express your interest after applying.

**Why go in person?** In the age of online applications, many companies utilize ATS software (Applicant Tracking System) and only have the top few resumes sent to their email in-boxes. The fact is many businesses will not even see your resume unless you follow-up directly because after the applicant follows-up, they have to download it from their computer server. Many other companies that don’t have these high-tech systems are overwhelmed by hundreds of people applying for an available job so they will only interview those who follow-up because that shows the employer this applicant wants to genuinely work for them (they know that some people only “apply to comply” and don’t actually want the job). It is rare for anyone to be called for an interview by just “click to apply” so ensure when possible, in a safe manner, and if it’s ok as per the job listing, that you follow-up in person to maximize the chance of you getting hired.

**KEE TIP:** When you are applying for work, focus on the task at hand. Ensure you turn the ringer off on your cellphone. If you must take a call, take it outside, out of respect to that company’s employees and/or customers.

## Essential tools for applying for work:

- Bring at least one working black and/or blue pen (a must during a pandemic!)
- Bring copies of your resume
- Bring details of your employment history (those that are not on your resume like wages, name of supervisor, a well worded reason for leaving that job, etc.)
- Bring a notepad to keep track of where you applied and who you spoke with
- Ensure you are clean, presentable and dressed appropriately





## Getting in the right state of mind for getting a job:

When people think back to their greatest accomplishments in life, it's very likely they were nervous or uncomfortable at the time. It's possible that some steps in these guidelines may fall outside your comfort zone. That's a good thing! This is how people grow and prosper. Great successes come out of taking risks, facing uncertainty and stepping out of comfort zones.

Before you even apply for a job, you need to know you can do it. If you want an employer to believe you'd be the right fit for a job, you have to first believe it yourself! If you have been accepted in the KEE Program, that means we believe in you and that you will succeed.

You may have heard Henry Ford's quote "Whether you think you can or whether you think you can't, you're right." Approach looking for work with self-confidence knowing you can do it! Billions of people have been hired at companies around the world and so can you! Getting hired is something that happens every day to people in every city around the world, so although it may not seem like an easy process, it's a normal part of life and nothing to be afraid of.



**KEE TIP:** For best results in your job search, your mindset needs to be positive! Saying to yourself "I am going to get a job" will see better results than "I am trying to get a job" because the word "try" has an essence of failure built right into it (example: people who "try to lose weight" are likely still the same weight, those who "try to quit smoking" are likely still smoking and people who "try to come to a party" likely will never show up).

To "try" to do something is to not do it! Like Yoda said, "Do or do not, there is no try". Try scratching your forehead (you can't, you either scratch your forehead or you don't). Removing the word "try" from your vocabulary is a small but powerful tip in achieving your goals!



**Be relentless in your job search!** We are aware that when looking for work, it can be frustrating, but if you are relentless and utilize our steps to maximize results, you will succeed! Relentless only has one direction, going forward in your journey to attain employment.

## Seven Steps To Apply Properly & Succeed In Attaining Entry Level Employment:

### 1. RESEARCH...

Before you apply, research the company (this is easy to do these days with the Internet). This way, you know what services they provide, what they make or sell. On their website they will usually mention what makes their company different from the competition. This is all valuable information to have while you go through the hiring process.

Ensure you know what position they are hiring for and take some time to think in detail why you are the right person for that specific job. What skills from your past will benefit this employer today?

Especially with the COVID Pandemic, it's important to read the job posting in detail so you know how this employer wants you to apply and follow those instructions exactly.

**KEE TIP:** Do your best to figure out what would be the least intrusive time for you to apply in person (example: for a retail store ensure you avoid applying at lunch time approximately 11:30am -1:30pm and don't go close to their closing time).



### 2. TURN THE LIGHTSWITCH ON...

You don't need to know why something works to reap its benefits! Just like you don't need to know anything about how electricity or lightbulbs work to have light, you can reap the benefits of this tip despite no one really knowing exactly why it works. Turn the light switch on to attaining a job by visualizing in your mind's eye that you are already working at that company!

Before you even apply, visualize yourself wearing that uniform, getting off at that specific bus stop, walking in to the staff room, going across the street to buy lunch, etc. By doing this exercise, you will likely feel more at ease when applying in person and often there's something about you that just comes across to that employer that you "belong".



### 3. FRIENDLY, PATIENT & CLEAN...

Often the person who interacts with a job applicant will be asked by the person who hires for that job what their impressions were of that applicant. Don't stand out for the wrong reasons! Be patient and polite to the person you are interacting with.

Be sure to be dressed appropriately and that you present yourself as a clean person. Ensure you use antiperspirant (more effective than deodorant), your hair and teeth are brushed and be aware of your breath. Avoid too much cologne/perfume or body sprays. People can lose a job immediately and it may be because of a perceived bad attitude, impatience, hygiene, body or smoke odor or perhaps for something like the applicant not bringing their own pen (this is often a pet peeve of employers and their staff).

4. ~~Can I leave a resume?~~ **"MAY I PLEASE GET A JOB APPLICATION..."**

Do not just leave a resume! In many circumstances it is against corporate policy for anyone to contact you without signed consent that is found on their job applications.

<b>Employment Background</b>							
List your present or last position first							
(mm/yyyy) From / To	Company Name & Address	Telephone nnn-xxx-nnnn	Supervisor Name & Position	Your Position(s)	Salary or Wage Start / End		Reason for Leaving

\* Often information that should not be on resumes will be requested on job applications (example: wages and reason for leaving last job).

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I declare that the information contained in this application is correct to the best of my knowledge and understand that any omission or incorrect information is just cause for termination. I also agree that I may be transferred without notice. I will follow the rules and regulations of the Company policy. If hired, I will follow the rules and regulations of the Company policy. I also agree that, at all times, I will follow the rules and regulations of the Company policy. I will follow the rules and regulations of the Company policy. I will follow the rules and regulations of the Company policy.

\*Often companies are not able to contact a candidate unless they have signed their consent on the job application!

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**KEE TIP:** When you apply for a job, ensure you ask “may I please get a job application” versus “can I leave a resume”. You likely need to fill out an application to even be considered for the job. Many companies can’t contact you by just leaving a resume and sadly, many people applying for employment lose the job immediately by missing this vital step!

Ensure you bring your own pen and fill the job application out completely. Do not write “see resume” on the application as it likely asks for information not on your resume. It will take extra time, but it demonstrates that you have an attention to detail. Many people lose the job immediately by not filling out everything on the application form as an employer may think if you skip details now, you likely will skip details at work too.

## 5. TAKE A MINUTE TO WIN IT! A “YOU” COMMERCIAL...



This next step may feel unnatural for you at first, however this is an important step to stand out from the crowd if you want to be considered for an entry level job. Approach this as a “minute to win it” challenge.

After you have completed filling out the entire application, take the **application** and your **resume** and **ask to speak to the person who does the hiring for the specific job you are applying for** (or for the job that you applied for online if you are following up in person).

**KEE TIP:** Watch your wording. It is important that you **do not ask for a manager!** If you ask to speak to the manager, it may sound like you have a complaint!

Here's an example: "If possible, I'd like to take a moment to introduce myself to the person who is responsible for hiring cashiers. I won't take more than a minute".

**KEE TIP:** If it's not possible to introduce yourself, be kind, it is no problem at all (this process is going to be different at each place you apply). We recommend before you leave that you look for a nametag or ask in a polite way for the name of the person you are leaving your resume and application with because this is valuable information to have when you follow-up.

If the person who does the hiring is just not currently available for you to introduce yourself, find out when they will be and go back to do a quick introduction.

### **Ok, they're coming...**

This is where giving a great first impression and doing the visualization exercise pays off!

If the person is available who hires for the position you are applying for, it's time to smile and briefly sell your skills and tell them why you'd be a great fit for that company.

For example: "Hi, thanks so much for seeing me. My name is John, I'm applying for the cashier position, I have two years of experience as a cashier and have great customer service skills. I also live really close by so I could pick up any extra shifts if you need someone at short notice. I'm hoping you will consider me for a job interview."

Note, this is similar to a TV commercial, focusing all on the positives of the product (you). There is no mention of illness, addictions, the labour board, problems with your last employer, workers comp, your kids, your hobbies, you wanting to move to Hawaii or dreams of your real career aspiration of being an actor or musician. Keep all interactions professional, positive and focused on what you can bring to the company with your skills, not what the company can do for you (ex: benefits, discounts, etc).

Be aware of social distancing, do not offer to shake hands. Health and safety is #1 in these unprecedented times. You may also find some employers will first look at your application and resume before speaking in person. \*\* If you do not feel comfortable doing this step in person, that's no problem, you can use the tips above to call that person who hires for the job or incorporate this into an email. \*\*



### **6. BEFORE YOU LEAVE...**

When possible, attempt to get closure by asking when they will be interviewing for this position. This way you know if you don't hear from them by that date, the job is gone. It also serves as valuable information for following-up: if you don't hear from them by the day before the interview, send off an email to remind them about you.

If you remember, get the employer's business card. If you forgot to ask for one, get the information from Customer Service or look up their contact information online.

**KEE TIP:** A company's priority is running their business and serving customers versus tending to someone who is applying to work there. Without their customers, there would be no need for staff! So, if you have to wait a while, or if you don't hear back from them, be understanding.

When you leave that business, document details while they are fresh in your mind so you have the information you need to send your KEE Coach (job search details) and more importantly, to follow-up with that employer afterward to secure that job. Some of this information can be filled before you go into the business and the rest after you leave. Job Search Sheets are available in "Client Resources" on our website. If you do not have a printer, you can request copies of Tracking Sheet from your KEE Coach.

It is very important to keep a **copy of the job posting** along with your job tracking sheets. Having that info will help you for following-up and to prepare for an interview.

Company Name & Address	Position applied for & Posting #	Name/Title of person who hires for this position	Name of who you left your application and resume with	Date and Time	Email & Phone Number	When interviews are expected to take place	How Application & Resume was submitted	Details and Other Comments (use back of Job Search Sheets if more space is required).

## 7. FOLLOW-UP AFTER YOU APPLY...

We understand this may be out of your comfort zone however this is a crucial step in getting hired because many employers have made great sacrifices for their businesses and only want to hire people who genuinely want to work for them. Employers know that some people that apply for a job are only applying because they have to do job searches, following-up shows that you actually want the job!

If you already applied in person as per above steps, the best way to follow-up is via email, a distant second is by telephone, an even further distant third is in person (be careful, you don't want to come across as an annoyance if you've already been there).

Following-up is why you should be taking notes, this way you can remember who you spoke to and when you applied (so they can find your resume and application easily).

There is a module on how to follow-up, a KEE Follow-Up Sample/Guide handout on our website along with videos we encourage you to check out!



**KEE TIP:** Even if things went awesome at the last place you applied for work, keep applying at other companies (be relentless). The more shots you take, the more likely it is you will get a job offer or multiple offers to choose from.

## Valuable Resources For Attaining and Maintaining Employment:

You are encouraged to utilize [www.keewinnipeg.com/client-resources](http://www.keewinnipeg.com/client-resources) which a great resource for now and down the road should you need help in any employment related issues. It includes videos (multiple pages, scroll to very bottom to access next page of videos) on applying for work, interview skills (in person and over the phone), how to follow-up for a job, how to write a great resume, how to find a job with no experience, learning how to move up within a company or how to move on to another job without burning bridges with your current employer and more! There are also job search sheets and resume templates.

## Step By Step To Employment Online Training and Workshops

KEE has an online training series that includes watching a video and then answering questions to complete that learning module. These can be found on [keewinnipeg.com/stepbystep](http://keewinnipeg.com/stepbystep)



No matter your years of work experience, you will likely find something from every module beneficial to you in attaining work. Our modules are designed for everyone from having no work experience to being in the labour force for decades. The process of attaining and maintaining employment has changed with time, technology and the pandemic. We encourage all KEE clients to go through these learning modules which are all under 15 minutes to fully complete.

Please keep track of all modules you have completed. It is recommended to do these in order.

Module Name	Quiz Score	Notes
# 1 – Introduction		
# 2 – Telephone Etiquette		
# 3 – Resumes/Cover Letters		
# 4 – On The Right Track		
# 5 – Hire Yourself		
# 6 – How To Apply		
# 7 – Keeping Track		
# 8 – Following-Up After You Apply		
# 9 – Interview Skills		
# 10 – How To Maintain Employment		
# 11 - Teamwork		
# 12 – Customer Service		
# 13 – Handling Complaints		
# 14 – Stress Management		
# 15 – Handling Problems/Moving On		
Option module:		
Option module:		

New Modules (for all KEE clients) & Optional Modules (specific to topics for some clients or for general employment interest) are in ongoing development so some listed above may not be currently available. Let us know if there is a topic you would like to see covered!



## STEP BY STEP IN PERSON WORKSHOPS

KEE has in person workshops that are an open discussion to all topics covered in the learning modules and beyond. *It is highly recommended that you complete all the online learning modules to prepare for these workshops.*

**What are these workshops about?** Every workshop is unique! We will answer questions and clarify topics from the online learning modules. We will discuss possible challenges this group of clients is currently facing. We will discuss places that are currently hiring and discuss things like setting goals to help attain employment quickly.



**When are these workshops?** Please check [keewinnipeg.com/stepbystep](http://keewinnipeg.com/stepbystep) when the next workshop will be.

**Where?** These take place at the KEE Program, enter at 406 Edmonton and go through the doors toward Knox Church. At reception, you will be instructed which room the workshop is taking place. Please ensure when you arrive that you sign the *Workshop Sign-In Sheet* so your attendance can be recorded.

**Who can come?** These in person workshops are open to all currently registered clients that are in “good standing” (meaning their files have not been closed due to non-compliance or other issues). For clients with files that have been closed because they found employment, they are still welcome to attend. We request that you do not bring your children to these workshops since these workshops are for registered clients only. Please note: Clean criminal record conditions apply to attending these workshops, please speak to your KEE Coach if you are unsure you are eligible for this component of the program.

**What do I bring?** We recommend you bring your own face mask, your own pen, pad of paper and your guidebook. If you are missing any of these, we can provide them for you. It’s also a good idea to bring your job search sheets along with the job descriptions so we can go through examples when needed. We encourage you to prepare questions as we like to have these workshops interactive and be able to discuss specific challenges in attaining employment! Note: if you do not feel comfortable discussing specifics in front of a group, you are welcome to talk to your KEE Coach regarding overcoming any challenges you may be facing.

**Do I need to sign up?** No, if you are currently registered with KEE, you do not need to let us know you are coming when you see a workshop scheduled on our website. Please check the website before you come down to ensure there are no changes to the schedule. We also ask that you arrive on time and ensure you Sign-In.

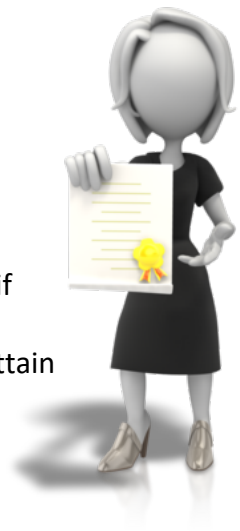
**How long are these workshops?** They range in length with a maximum of two hours.



## The Knox Employment Entry Program will pay for your Food Handlers Certificate or Smart Choices Certification!

Conditions apply so please read the following carefully:

- Client will pay upfront for their Food Handlers or Smart Choices Certificate (if you do not have the money, let us know and we will see if we can work something out).
- Client will be reimbursed for this expense provided they successfully attain the certificate and have been hired at a job that requires that certification.
- They will be reimbursed once they have started their new job (must work 26 hours per week or more to be eligible).
- Client must register in the Knox Employment Entry Program (SIN required to register).
- Client must be willing to provide updates on their employment status for up to four months (note: out of respect to your privacy, we do not contact employer to confirm employment).
- This offer is subject to availability.
- Receipt must be provided in order to be reimbursed.



### Maximum reimbursement:

Smart Choices Certification: \$50 maximum per client

Manitoba Food Handlers Certificate: maximum of \$90 per client

After confirmation of employment and copy of the receipt, you will be reimbursed by cheque in the mail.



Final note to ensure clarity on this limited time offer: we do not just pay for people to have these certifications added to their resume. Clients must pay for certification up front out of their own pocket and will not be reimbursed until they have started work at their new job.

## Things to let us know at your one-on-one KEE Intake Interview

- Some clients may have issues with literacy, if this applies to you, please ensure your KEE Coach is aware because much of your communication with them will be via email
- Inform us if you do not have a phone and/or regular access to your email
- If you do not have transportation looked after to start your job search immediately
- Clients ideally will have flexible hours for work, please be upfront with your KEE Coach on your availability or if you have other commitments. The more flexible you are for your hours, the more opportunities that will be available to you
- If you have children under 12 years old, let us know if you do not have reliable childcare
- If you have children that are home schooling, let us know
- Please inform us if there are any addictions issues you are dealing with
- It is important that you are upfront regarding criminal records no matter how old or how minor the charge may be
- KEE Coaches need to be aware of any physical or mental health concerns as this affects where KEE can send people directly for employment opportunities



**Important note:** It does not mean you are unemployable if you have a criminal record or a health condition. KEE requires this information as per our guidelines on who is eligible for the program and where we can send people directly for employment. We are one of many programs in Winnipeg and some are specifically funded to help people in special circumstances.

### If You Are On E&IA

Please note that if you are on E&IA, failure to be in touch with us, go to specific job leads or interviews you have been given info for and/or failure to do your minimum in person job search is considered “non-compliance” and this may affect your benefits.

We are required to report regularly to E&IA on whether clients referred to us have followed through on all of their job searches, applied at specific places we sent them to that would be a good fit for that client, gone to all interviews and any other relevant information to the client’s success in attaining employment.

KEE staff do not work for E&IA nor have any say or control regarding a client’s E&IA file. Just like KEE staff are unable to close an E&IA file, we are unable to advocate for them to stay open.

Expect that you will succeed in securing employment by following these steps in this Guidebook! When you secure employment, it is your responsibility to notify your E&IA case worker on all details regarding your new job.

## Final Notes for KEE Clients

Due to the COVID Pandemic, until further notice, no walk-ins please.

KEE staff are reasonable people! Should you find yourself not being able to meet your job search requirements, not able to find places hiring to apply at or have any other issues while in the program, we appreciate honesty and can work with the truth (as long as we are notified when these issues arise, not after the job search is due).

While in the KEE program, clients must notify their KEE Coach if they are sick. We assume clients are ready for work and for interviews. If we line up an interview and then have to inform the employer that client can't come due to illness, it's not a good impression.

Even when the KEE Program helps line up a job or provides you with details of a job opportunity, all aspects regarding confirmation of your wage, responsibilities and benefits are exclusively between you and the employer to negotiate (KEE is not liable for inaccuracies).

Expect you will get calls or emails from us for your employment status as we require closure and follow-up info for a period of approximately four months. If you do not agree to update us, please do not register for the program.

We are funded by the government and have to track client progress, this is why we require your Social Insurance Number. **By registering for KEE, you agree to provide us with information and position details on where you are working no matter how or when you found that job.**

Please note: in respect to your privacy we do not contact the employer to confirm.

We require you to give us the following information when you have secured employment:

- the name of company
- position
- hourly wage
- start date
- approximate number of hours per week you will be working



If you would like a mock interview for practice, please arrange one through your KEE Coach.

Failure to go to an interview, not showing up to your new job, or walking off a job you were hired at will result in file closure at KEE. It is very challenging for us to get employers to hire our clients when a company can simply hire people who apply there in person or via a free ad they can put up on the Internet.

To employers, the KEE Program is only as good as the last person we referred to them. We do our best to build long lasting relationships with employers so they hire many of our clients for years to come.

Please note: you are not being forced into any job! If we suggest you apply at an employer or offer to line up an interview and you know that you don't want that job, let us know in advance instead of sabotaging that job. Employers usually just give a program like ours one shot so you may not just be costing yourself an opportunity, it will likely affect future clients as well.

Just like everyone is in control with what they choose to do with their lives, you are in control with what you do with this program. It is your responsibility to be in contact with your KEE Coach and follow-through on doing the job search. If we do not hear from you, the guidelines we follow require that we close your file, which, at that point, cannot be reopened. We will still however require follow up/employment status information.

Knox Employment Entry (KEE) Program and all areas in Knox (in person, via email or by phone) is a no-abuse zone, if you are aggressive, rude, threaten or swear at staff, anyone in the building or at the employment opportunity, or present yourself in a hostile or disrespectful manner, your file will be closed. Remember, we are here to help people attain employment. Would you recommend someone for a job if you were disrespected or threatened by them?

Should you require help attaining employment down the road again, as long as you had a positive exit to the program, we are happy to help you if you need our services!



**Thanks for your interest in the KEE Program.**

We hope your experience with the KEE Program is enjoyable, informative and most of all, successful in attaining and maintaining employment from this point forward in your life!