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JOBREADY 101

A PRACTICAL EMPLOYMENT
GUIDE FOR NEWCOMERS

STAGE I: PREPARING FOR JOB SEARCH



LAND ACKNOWLEDGMENT

Kamloops Immigrant Services would like to acknowledge that this guide was created within the ancestral, traditional, and unceded territory of the Secwepemc Nation.

INTRODUCTION

Welcome to the Practical Employment Guide for Newcomers. This guide has been created to provide resources, tips, and information to it's readers.

It aims to support understanding and development of skills related to job readiness and how to navigate a new workplace once employment is gained.

Our Employment Team hopes that newcomers will find this guide to be helpful and increase confidence throughout their employment journey.

PREPARING FOR JOB SEARCH

STAGE I



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START YOUR JOB RESEARCH

How to assess your skill set:

1. Identify your strengths

Determine what you excel at and find a job that allows you to use those strengths. Your strengths should energize you, and leveraging them will give you a sense of purpose and motivation to do your work well.



2. Recognize your weaknesses

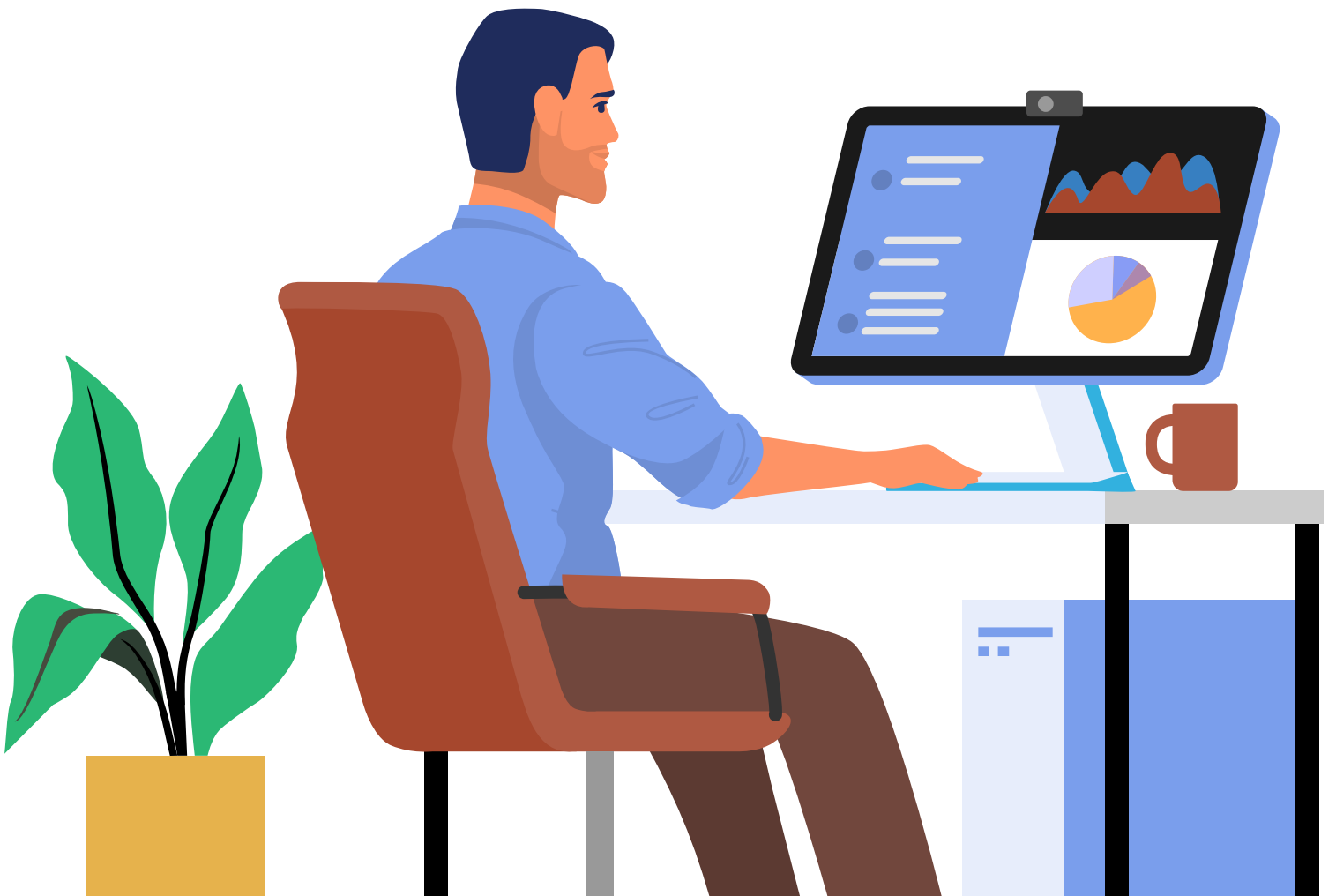
Try to avoid choosing careers that heavily depend on your weaknesses. Focusing on activities that showcase your weaknesses can be tiring and might not bring lasting fulfillment or satisfaction.



3. Focus on skills to utilize

Determine which specific skills you would like to use in your next job. Consider the abilities you have gained through education, past work and non work experiences, or personal interests.

Keep in mind that consistently working in areas where you're not strong can be mentally and physically tiring.



LEARN ABOUT THE LABOR MARKET

Keyword and skill searching on job sites

Once you have a set of skills in mind for your next job, try entering related keywords into job search websites to see what job titles match your skills.

- Job searching sites: Indeed, LinkedIn, Job Bank.
- Review job listings that match your criteria.
- Search job descriptions for the same or similar skills and interests.
- Focus your search and apply to relevant jobs.
- If needed, expand your search to include related job titles or industries.
- Stay active and engaged on job posting sites.



HOW TO FIND OUT MORE

Informational interviews:

What is an informational interview?

- It is a conversation between a job seeker or someone interested in a particular industry or career path, and a professional already working in that field.
- Unlike a job interview, the primary goal of an informational interview is not to secure employment. Instead, it focuses on networking, expanding knowledge, and building relationships with professionals who can provide guidance and may offer referrals or connections to other contacts in the industry.



Why do an informational interview?

- To gather information, insights, and advice from someone with firsthand experience.
- It's an opportunity to learn about the realities of a specific career, insights into the industry's trends and challenges, and ideas on how to enter or progress in that field.



Who to approach and questions to ask

- Attend industry conferences, seminars, workshops, or networking events where you can meet professionals from your field of interest.
- Join online communities and forums related to your industry or career goals.
- Use professional networks such as LinkedIn to find individuals who work in your desired role or industry.
- Ask questions about their professional background, current job position, challenges, industry, and other relevant topics.

Sample questions for an informational interview created by the Career Development Office [here](#)



NETWORKING

What is networking?

It's about building relationships with people who have similar professional interests or can offer support, guidance, and opportunities to advance your career.

It involves connecting with people in your industry, profession, or related fields to exchange information, ideas, and resources.

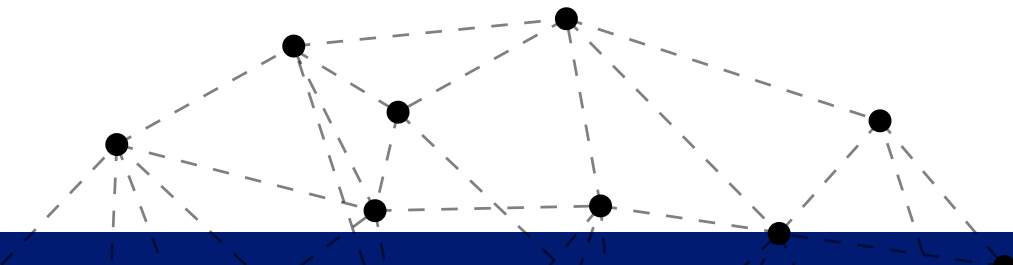


Why networking is important

- It allows you to learn about industry trends, jobs, and insights from experienced professionals. You can gain valuable knowledge and stay updated on the latest changes in your field.
- By building a strong network, you increase your chances of hearing about job openings that may not be publicly advertised. Networking can result in referrals, recommendations, or even create job opportunities.
- It enables you to connect with mentors or experienced professionals who can share their expertise, and provide useful advice on career development, skills enhancement, and overcoming challenges.

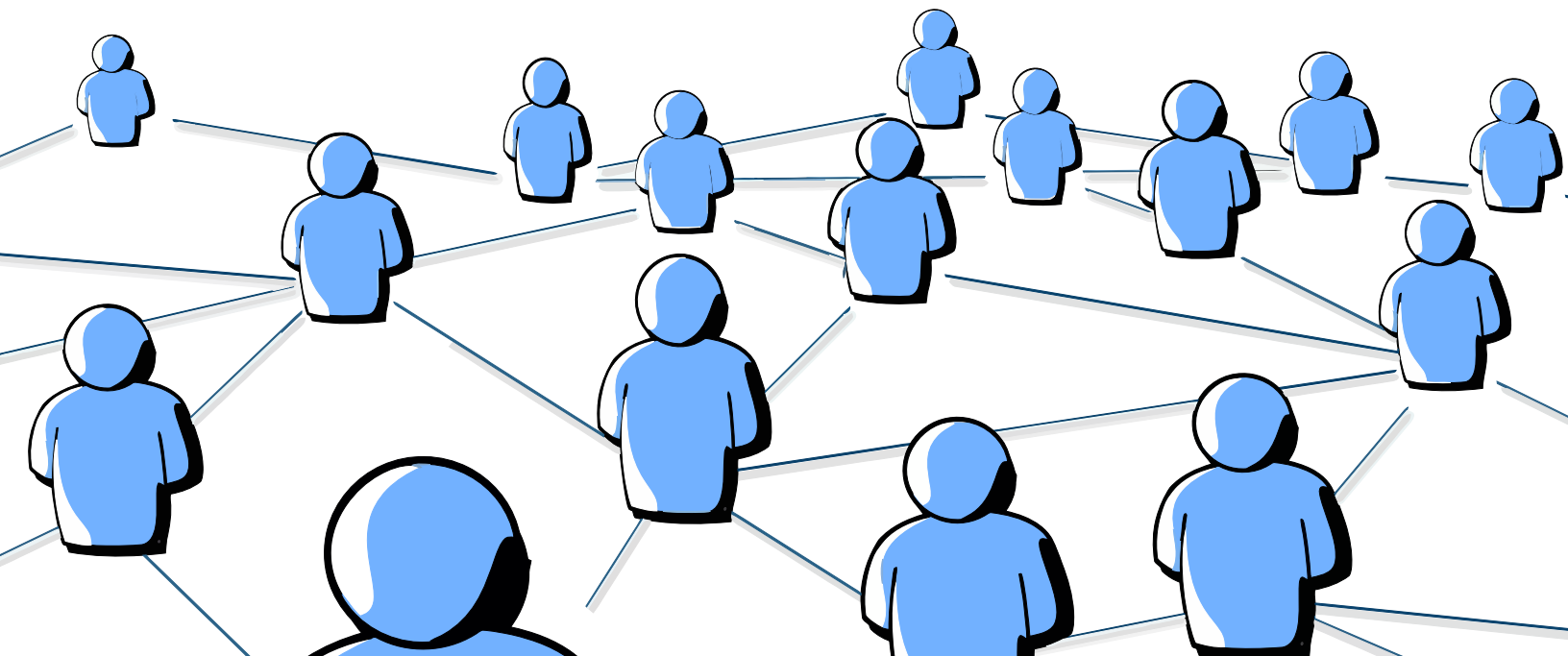
For more guidelines on networking from Indeed

[click here](#)



Maintaining your professional network

- Be proactive: Actively seek out networking opportunities and make the effort to attend events or join relevant online communities.
- Maintain regular communication: Stay in touch with your network by following up after meetings, sending occasional updates or articles of interest, and connecting on professional platforms like LinkedIn.
- Give and receive: Networking relationships work both ways. Offer your assistance, share your knowledge, and be willing to help others in your network as they help you.



HOW TO PRESENT YOURSELF

Build a professional brand

- This involves creating a positive and unique reputation that highlights your expertise and special qualities to others in your industry or professional network.
- Think about what makes you stand out compared to others and how you want people to see you in your professional life. Create a short and powerful statement that tells others who you are and the value you bring. This way, you can leave a lasting impression on others and make them curious to know more about you and what you have to offer.
- In today's digital age, having a strong online presence is essential. Create a professional website or online portfolio for your work, achievements, and experience. Use professional social media websites like LinkedIn.
- Ask clients, colleagues, or supervisors to provide testimonials or references that confirm your skills and work ethic. These positive recommendations can boost your professional reputation and earn the trust of others.

Seek upskilling opportunities

- Keep up-to-date with what's happening in your industry, like the latest trends and improvements. Invest in your career growth by participating in workshops, getting certifications, or taking courses related to your field.
- Remember that building a professional brand is an ongoing process that requires consistency, being genuine, and actively engaged.

Check out this free Personal Brand Workbook resource from PricewaterhouseCooper (PWC) [here](#)



BUILDING YOUR RESUME AND COVER LETTER

STAGE 2



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Your resume

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2. Use keywords, job titles, and phrases
3. Focus on the theme
4. Identify key accomplishments and career highlights

Resume tips and tricks

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2. Greeting
3. Opening paragraph
4. Second paragraph
5. Closing paragraph
6. Salutation
7. Things to remember
8. Cover letter templates

YOUR RESUME

1. Section headings and contents

Nowadays, a hybrid (combination) style of resume is most commonly used. It is also a great format of resume for those changing industries and jobs. This simple resume style often includes these section headings: Summary, Qualifications, Work Experience, and Education.

It is important to use these section headings, as labelling them differently might affect your resume making it through the resume sorting system many companies use.

[Click here](#) for more information on resume styles from Indeed.



2. Use keywords, job titles, and phrases

When you are searching for, and looking at job postings that interest you, it's a good idea to examine what main experience and skills the employer is asking for.

Once you have found those keywords and phrases, make sure you write about matching skills, experience, and past job titles you have on your resume.

In the Summary section, you can highlight the top 3 skills or experience you have that is most relevant to the job.

Indeed's best practices for writing a Professional Summary [here](#)



3. Focus on the theme

Staying on theme, you can further show your related skills and experience by providing more examples in the Qualifications section.

This section can also include information about any certificates, licenses, or training you have that matches the job.

You can list other important items too, like having a driver's license and a vehicle.

Include languages if it's mentioned in the job description.



4. Identify key accomplishments and career highlights

Your Work Experience section is where you can show even more relevant experiences that make you a strong candidate. Use 3 bullet points maximum for each past job.

Don't just write down the tasks you did at a previous job, include achievements and examples of things you did at a past workplace that improved something. Use numbers if you can, they are a powerful way to show your career highlights.

Tips from Indeed on writing strong bullet points [here](#)



RESUME TIPS AND TRICKS

Use a professional email address:

- It can be Gmail, Outlook, or another well-known email carrier. However if you apply for an office-based role Outlook is preferred.

Ex: JennyGreen@outlook.com or JennyG@outlook.com/

- Don't include personal information in your email address, like your birthday, pet's name, or a place you lived.
- No slang such as jokesonyou@gmail.com
- Do not use random numbers or letters as your whole email. Ex: 1234@hotmail.com



- Use the same font style from your resume on your cover letter.
- You do not need to include your age, marriage status, gender, or a picture on your resume.
- If you have education beyond the high school level, you do not need to include your high school diploma information in the Education section.
- If you don't have any "Work Experience" you can change the section heading to "Professional Experience", where you can list any volunteer or non-work experience.

Check Indeed for how to list volunteer experience on a resume [here](#)



- If you don't know what to write under the volunteer positions, you can describe what you learned from the experience of being in the role, while matching skills you used to skills listed in the job posting.
- If you have been working in the same industry for a long time, you may have similar or the same duties listed for each job. For each past job on the resume, you can instead highlight specific achievements and measurable successes. This shows your growth and development in that industry.



- While starting a career in a new country you might be worried that you don't have "Canadian work experience". You don't need to remove any career highlights from your resume. The work experience you have gained before coming to Canada is just as valuable.
- You can also note in the Summary what actions you have taken to learn about Canadian workplace environments and knowledge of industry codes (NOC codes). Showcase your efforts.

More information about the National Occupational Classification (NOC) system can be found on the Government of Canada NOC website [here](#)



YOUR COVER LETTER

1. Header:

- Your contact information
 - name
 - address (city and postal code is okay)
 - email address and phone number
- Under your contact info, write the same information but for the hiring company.
- Next, write the date.
- These days it is most common to send an email cover letter, so you can leave out the address and date if you are emailing.



2. Greeting:

- Whenever possible, address the letter to a specific person. Try to find out the name of the person hiring, if you can't, use a general greeting such as "Dear Hiring Manager".

3. Opening paragraph:

- Start with a strong opening that grabs the reader's attention. Briefly introduce yourself and mention the job you're applying for. Explain why you're interested in the role and the company.

4. Second paragraph:

- Give more examples of achievements from your work background. Focus on successful outcomes and highlight related key skills and experience mentioned in the job posting/description.
- Don't repeat examples that you have already written on your resume. A cover letter should give extra information.



5. Closing paragraph:

- Here is where you express again what sets you apart from the other candidates and how well you can do the job. It's okay to sound confident here, just make sure your examples give proof of your abilities.

6. Salutation:

- Use a friendly but professional salutation like "Best regards" or "Sincerely" before writing your name/signature. This shows kindness and politeness to the employer.

For tips and examples on cover letter writing from Indeed [click here](#).



7. Things to remember:

Two key points your cover letter should explain:

1. Why you want to work at that job (be specific)
2. Why you are a great fit for the job (based on your understanding of the role)



- Use the same header and font from your resume. Be consistent.
- Make necessary changes before you apply to different roles, highlight different relevant skills.
- Avoid using Miss/Mrs/Mr.
- Use the greeting: Dear Hiring Manager (or hiring person's name if you know it).
- You don't need to submit a cover letter for every job you apply to, usually the job posting will say if you need to send both a resume and cover letter.



8. Cover Letter Template: For new graduates

[Your Name]

[City, Province, Postal Code]

[Phone Number][Email Address]

[Today's Date]

[Recipient's Name]

[Recipient's Position]

[Company Name]

[Company Address]

[City, Province, Postal Code]

Dear [Recipient's Name],

I hope this letter finds you well. I am writing to express my interest in the [Job Title] position at [Company Name]. As a recent graduate with a strong desire to contribute to a dynamic team like yours, I am excited about the prospect of using my skills and knowledge to make a meaningful impact.

During my academic journey, I have created a solid foundation in [your field of study] and have had the opportunity to develop valuable skills in [mention relevant skills]. I am particularly drawn to [Company Name] due to its commitment to [mention any specific company values or projects you find appealing]. I believe my adaptability, enthusiasm, and eagerness to learn align perfectly with your company's values.

Enclosed is my resume, which provides further details about my education, skills, and relevant experiences. I would be delighted to discuss how my unique background and passion for [mention specific areas of interest] could contribute to [Company Name]'s continued success and growth.

Thank you for considering my application. I look forward to the opportunity to contribute my abilities and learn from the talented team at [Company Name]. Please find my contact information above should you wish to get in touch.

Sincerely,

[Your Name]

Cover Letter Template: For people making a career change

[Your Name]

[City, Province, Postal Code]

[Phone Number][Email Address]

[Today's Date]

[Recipient's Name]

[Job Title]

[Company Name]

[Company Address]

[City, Province, Postal Code]

Dear [Recipient's Name],

I hope you are doing well. I am writing to apply for the [Job Title] position at [Company Name]. As someone transitioning into a new career, I am excited about the opportunity to bring my skills and passion to contribute to your team.

In my previous role as a [Your Previous Job Title], I honed valuable skills in [mention relevant skills from your previous job], and I am eager to leverage them in this new role. I am enthusiastic about learning and adapting to new challenges.

What draws me to [Company Name] is its reputation for being a welcoming and supportive workplace. I believe my strong work ethic and determination to succeed align well with your company's values.

Enclosed is my resume, which highlights my transferable skills and experiences. Although my background may be different, I am confident that my enthusiasm, dedication, and commitment to continuous improvement will make me an asset to your team.

Thank you for considering my application. I am eager to discuss how my unique background and eagerness to grow in this new career path can benefit [Company Name]. Please feel free to contact me using the details provided above.

Sincerely,

[Your Name]

Cover Letter Template: Basic style for everyone

[Your Name]

[City, Province, Postal Code]

[Phone Number][Email Address]

[Today's Date]

[Recipient's Name]

[Recipient's Position]

[Company Name]

[Company Address]

[City, Province, Postal Code]

Dear [Recipient's Name],

I am writing in interest for the [Job Title] position at [Company Name], as advertised [mention where you found the job posting]. I am confident that my experience in [relevant experience] and my passion for [relevant passion/interests related to the job] make me a strong candidate for this role.

In my previous role as [Your Latest Job Title] at [Your Latest Company], I [describe a key responsibility/achievement/outcome in 1-2 sentences]. I believe that this experience has prepared me well for the [Job Title] role at [Company Name].

What excited me most about the [Job Title] position at [Company Name] is [mention something specific about the job posting, company values, projects, etc., that attracted you to the job or company]. I believe that my [mention a key skill or trait relevant to the job] would allow me to [mention how you could contribute to the job or company].

I would love the opportunity to further discuss how my background and skills would make me a strong fit for your team. Thank you for considering my application. I look forward to the possibility of discussing this exciting opportunity with you.

Sincerely,

[Your Name]

JOB INTERVIEWS

STAGE 3



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Phone Interviews

- Introduction

Preparing for an interview; 5 essential steps

1. Organize your research
2. Practice common interview questions
3. Create your own questions
4. Get ready on the interview day
5. Follow up

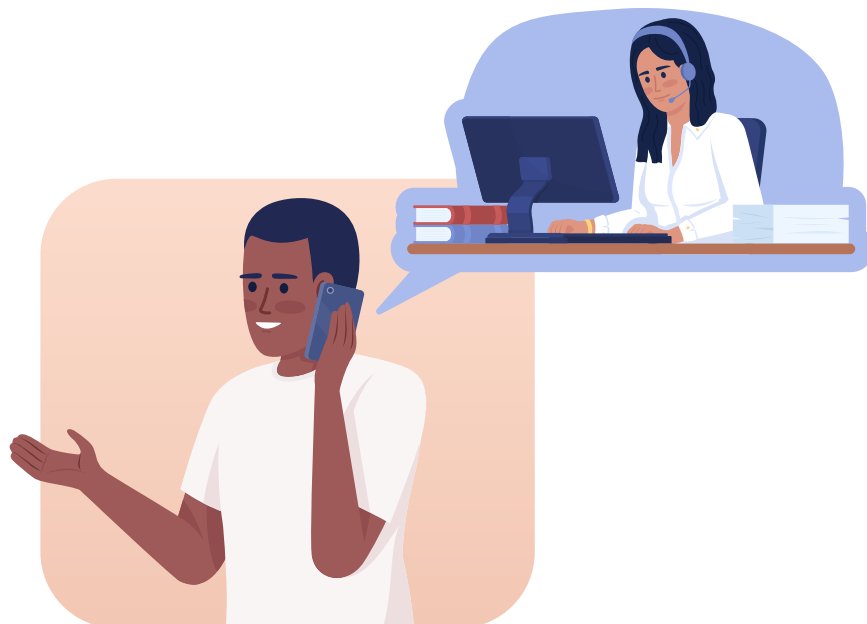
Question styles

- Background and experience
- Job related skills and knowledge
- Behavioral and situational
- Company and role specific

PHONE INTERVIEWS

Introduction

- Usually, the employer or the hiring manager will schedule a phone interview. They will ask for your phone number and contact you at the set time.
- It's important to provide updated contact information before the interview so that they can easily reach you.
- If you haven't heard any information about who will call or the time of the interview, it's a good idea to reach out to the employer or company contact person to confirm the details before the interview day.





PREPARING FOR AN INTERVIEW

5 essential steps

1. Organize your research

- Gather information about the company's history, mission, values, products/services, and recent news or updates. This will help you understand the company better and using the information in your answers during the interview shows your interest and excitement.

2. Practice common interview questions.

- Research and practice answering common questions like:
"Tell me about yourself"
"Why are you interested in this job/company?"
"What are your strengths and weaknesses?"
- Ask a friend, family member, or job counselor to do a mock interview. Practice answering questions while keeping good eye contact and showing confidence. Ask for feedback on your answers and make changes as needed.
- Prepare specific and thoughtful responses to highlight your skills, experiences, and how you can add value to the company.

19 Common interview questions and answers from Indeed [here](#)



3. Create your own questions

- Make a list of questions to ask the interviewer. This shows your interest in the role and gives you a chance to get extra information about the company, teamwork style, and how they will check your work progress.
- Think carefully about the questions, don't just ask about things that could be answered by searching online.

4. Get ready on the interview day

- Write down the interview place, date, and time. If it's an in-person interview, plan before the interview date how you will get there.
- If it's a virtual interview, make sure you have good Wi-Fi, a quiet space with good lighting, and a camera and microphone that works well.
- Choose professional clothes that matches the company's culture and dress code. Make sure you look clean and organized.

5. Follow-up

- After the interview, write a short message in a card or email to say "thank-you". Share your excitement about the job and briefly mention important topics from the interview. This shows that you are professional and can help you stand out.

QUESTION STYLES

During an interview you can expect to hear different kinds of questions. Here are some common types of questions that you may be asked:

Background and experience

- These questions aim to learn more about your professional job background, education, and previous work experiences:

"Can you tell me about yourself?"

"What related experience do you have for this position?"

"Why are you a good fit for this role?"





Job-related skills and knowledge

- The interviewer may ask questions like this to check if your skills and knowledge match the job requirements:
"How would you handle [specific task or situation]?"
"What technical skills do you have that are related to this role?"
"How do you stay updated on industry trends?"

Behavioral and situational

- These questions check how you handle specific situations or challenges:
"Give an example of a time when you faced a difficult problem at work and how you solved it."
"How do you prioritize tasks and manage your time effectively?"
"Describe a time when you worked successfully as part of a team."
- Many interviewers ask behavioral questions to assess your past actions and skills used in specific situations. You can use the STAR method (Situation, Task, Action, Result) to create your answers and give specific examples that show your skills and problem-solving abilities.



Indeed's guide to using the STAR Method

[here](#)



Company and role-specific

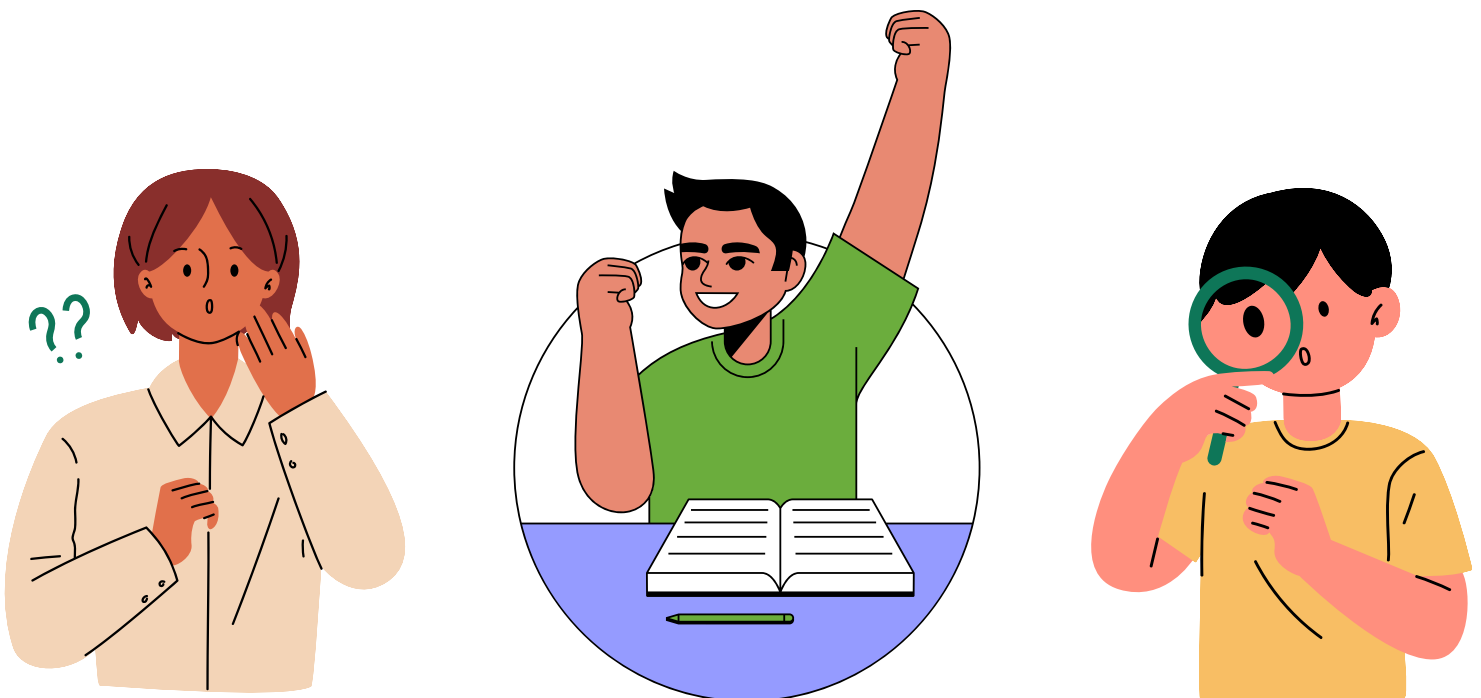
- The interviewer may ask these kind of questions to see how interested you are in the company and your understanding of the position:

"What do you know about our company?"

"Why are you interested in working for us?"

"How does this role match with your career goals?"

Remember to prepare specific examples and stories that demonstrate your skills and experiences. Also, be ready to ask questions about the company or position at the end of the interview. It is also okay to ask them to repeat a question or to clarify what they are asking. Interviewers will appreciate you taking the time to think carefully about your answer.



THANK YOU NOTES AND SALARY NEGOTIATION

STAGE 4



CONTENTS

Create a thank you note

- Remember contact information
- Key points to include
- Thank you, second follow up, feedback request note examples

Negotiate your salary

- Do research
- Know your worth
- Consider the benefits
- Stay professional and flexible

CREATE A THANK YOU NOTE

Remember contact information:

Write the thank you note to the people who interviewed you. Make sure you have their email address or take the note in person to the company. You can usually find an email address on the company website or you can call and ask.

Key points to include:

1. Thank them for the interview
2. Repeat about your interest in the role and the company
3. Mention your key qualifications
4. Ask about questions you want to clarify
5. Tell them that you can meet again to talk more
6. Use a positive conclusion
7. Ask about next steps

Remember, you can follow up again if you are not selected. If you want to ask for feedback, you can ask them how you can be a stronger candidate in your next interview.

Always make your thank you note customized. Don't use the exact same note every time.

Employers can tell if you are sending a general or repeated thank you note.



Thank you note example

Subject: Thank you - [Your Name] for [Job Title] position

Dear [Interviewer's Name],

I want to express my gratitude for the chance to interview for the position of [Job Title] at [Company Name] today. It was a great experience to get to know more about your team and the role's expectations.

Our conversation reinforced my interest in becoming a part of [Company Name]. I am confident that my experience with [mention a specific skill, task, or responsibility] aligns well with your requirements, and I am excited about the opportunity to contribute to your team.

I value the time and consideration you have given me throughout this process, and I am eagerly looking forward to the possibility of joining your team. If there is any additional information I can provide, please don't hesitate to reach out.

Thank you once again for this opportunity.

Sincerely,

[Your Name]

[Your phone number]



Second follow up example



Subject: [Your Name] - Following Up Again on [Job Title] Position

Dear [Interviewer's Name],

I hope this message finds you well. I am writing to follow up again regarding the [Job Title] position that I interviewed for on [Date of Interview].

I understand that the hiring process can be lengthy and that there are many factors to consider. I wanted to share that I am still highly interested in the [Job Title] role. I believe my skills and experience align well with the position and I am eager to contribute to your team.

If possible, could you please provide me with an updated timeline for the decision-making process? This will greatly help me in planning next steps. I appreciate your time and consideration.

If there are additional steps I can take to help the process, please let me know. Thank you once again for this opportunity. I look forward to hearing from you soon.

Best Regards,

[Your Name]

[Your Phone Number]

Feedback request example

Subject: Re: [Job Title] position at [Company Name]

Dear [Interviewer's Name],

I hope you are doing well. I wanted to reach out and express my appreciation for the opportunity to be considered for the [Job Title] role at [Company Name]. Although I wasn't selected for the position, I am grateful for the chance to have been part of the process.

If possible, I would be grateful to receive some feedback on my application or interview. I believe that constructive feedback would be valuable for my future growth and improvement.

Thank you again for your time and consideration.

Best regards,

[Your Name]

[Your phone number]



NEGOTIATE YOUR SALARY

Negotiation is a normal part of the hiring process, and employers usually expect to talk about salary. Be confident, prepared, and professional when negotiating your salary.

Don't talk about negotiating salary right away at the interview, let the employer mention it, or when you get a job offer that includes a salary amount written on it.

Do research:

- Gather information about the industry standards and the typical salary range for similar roles in your location.
- Websites like Glassdoor, Payscale, Indeed, or industry-specific salary surveys can provide important insights.
- Taking time to do this research will give you an idea of what a fair salary amount is that you can ask for.





Know your worth:

- Think about your skills, experience, and qualifications, and understand what you can bring to the job and to the company.
- Remember your achievements, unique strengths, and any extra certificates or training that make you stand out. Be confident in speaking about the value you can add to the organization.
- Based on your research and self-assessment, decide on a target salary range that you believe is fair and matches with your value.
- This range should have a lower end (your ideal minimum) and an upper end (your ideal maximum). This flexibility allows room for negotiation while still making sure that you get a salary level that is good for you.
- Role-play and practice your negotiation skills with a friend or mentor. Consider possible concerns or counteroffers the employer might have and get ready with convincing answers.

Consider the benefits:

- Salary is just one part of the total compensation package. Consider other benefits, like bonuses, stock options, health insurance, retirement plans, vacation time, professional development opportunities, or flexible work styles (remote/hybrid work etc.).
- If the employer is not able to meet your desired salary, they may be open to negotiating other parts of the benefits package to improve its overall value.



Stay professional and flexible:

- Keep communication open and be respectful when talking about salary.
- Be open to compromise and remember the employer's limits and needs as well. It's important to find a balance that works for both you and them.
- Once both sides agree on the final terms, request a formal offer letter or employment contract that includes the salary, benefits, and any other terms and conditions. Read it carefully before accepting or signing to check that it accurately shows what you and the employer agreed on.



STARTING A NEW JOB

TIPS FOR YOUR FIRST 90 DAYS.

STAGE 5



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New job checklist

Understand your job description and role

Workplace culture and team communication

Identify, connect, and communicate with key contacts

Acquire job-specific skills and keep learning

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- KIS Mentorship Program

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- Legal support
- Employment Insurance
- Workplace injuries

Getting paid and reading your pay stub

- Your rights as an employee
- Extra resources for legal support

More tips for starting a new job

Conclusion

NEW JOB CHECKLIST

Starting a new job can be busy and overwhelming. There are many new things to learn and memorize, so it can be a challenge to keep track of all there is to know.

Here is a training checklist to help get you started. We will explain more about each of these points to help you navigate your first 90 days.

1. Understand your job description

Study your job description and have a clear understanding of your responsibilities, tasks, and expectations. Ask questions to your supervisor or HR department if anything is confusing.



2. Learn about workplace culture

Every workplace has its own culture and habits. Watch and learn how your colleagues interact, dress, and talk to each other.

3. Identify key contacts

Find out who your supervisor, manager, and colleagues are. Build relationships with important people who can give you advice and support as you settle into your new job.

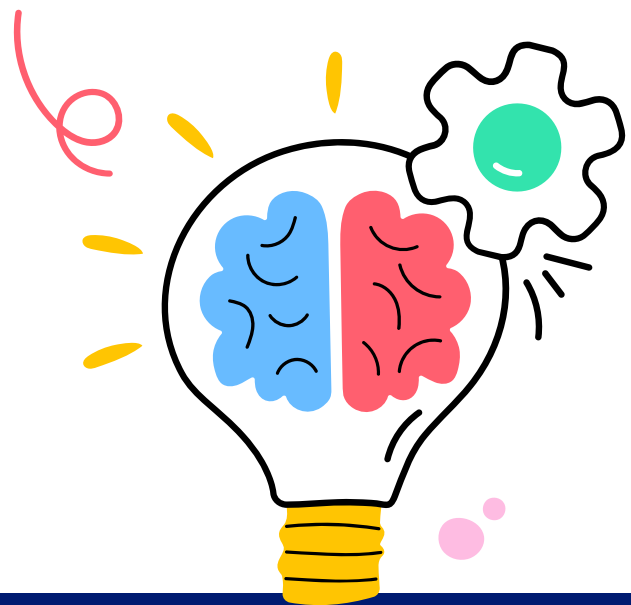


4. Acquire job-specific skills

Search for skills or knowledge gaps you may have in your new role. Talk with your supervisor or HR department about any training or resources available to help you gain those new skills.

5. Keep learning

Participate in ongoing learning opportunities, such as workshops, seminars, or online courses, to keep building your skills and to stay updated with industry trends.



UNDERSTAND YOUR JOB DESCRIPTION AND ROLE

When starting a new job, you will need to learn as much as you can about the role and the place you work for, in the first 3 months, also called the “probationary period”.

The first 90 days of a job are the most important as your employer is checking to see if you are the right fit for the position and if you can do your job successfully.

In the 1st month of work, it's good to watch, listen, and learn about the culture and expectations of your job so that by 3 months later you can do your best work.



SEEK CLARITY

Take the time to clarify any doubts or confusion you have about your role, responsibilities, and expectations. Schedule a meeting with your supervisor or team leader to talk about your job description and understand how your role fits into the goals and mission of the company.

SET CLEAR GOALS

Discuss with your supervisor to set clear and achievable goals for your role. This will help you prioritize your tasks, stay focused, and measure your progress.

LEARN FROM OTHERS AND EMBRACE A LEARNING MINDSET

Take advantage of the knowledge and experience of your colleagues. Watch how they complete their tasks and ask for advice. Building good relationships with your coworkers can create a supportive and team work environment. Be open to feedback, ask for help when needed, and keep looking for chances to develop your skills and knowledge.

REFLECT AND ADAPT

In meetings, training sessions, or when listening to instructions, write notes for yourself to record important information when you can. Review these notes often to support your understanding and to make sure you don't miss any critical details.

SEEK TRAINING AND RESOURCES

If there are specific skills or knowledge areas that are crucial for your job, ask your employer about available training programs or resources that can help you develop those skills.

REMEMBER

It's natural to feel a bit overwhelmed as a newcomer, but with time, effort, and a positive mindset, you will become more comfortable and confident in your new job role.

WORKPLACE CULTURE AND TEAM COMMUNICATION

Understanding workplace culture is not just about knowing who your supervisor is and who your coworkers are. It is also about how to navigate different situations, challenges, and how to build relationships and good communication with your team.

Closely watching how people interact with each other and how they use different areas at work can help give you an idea of what you should be doing too. For example, sharing responsibility for keeping work spaces like the staff lunchroom, clean.



5.) Remember – communication is a two-way conversation, it takes both a speaker and a listener, so make sure to practice being a better listener too.

6.) Communication is verbal and non-verbal. Pay close attention also to the body language that others use and watch how they communicate with others.

7.) Respect time – if you need to speak to a coworker about something that will take a while to explain, check with them to see if they have time to chat and if needed, schedule an appointment with them.

Some more tips on communication from Indeed [here](#)



IDENTIFY, CONNECT, AND COMMUNICATE WITH KEY CONTACTS

Once you have discovered who the important contact people are at your job, it is essential for you to know how to communicate and connect with them.

As you may have noticed by now, the way you communicate with your supervisor and manager will be different from the way you connect and communicate with your colleagues.

You will need to pay close attention to details like what their communication style is, how much information you share when you speak to them and when to share it.



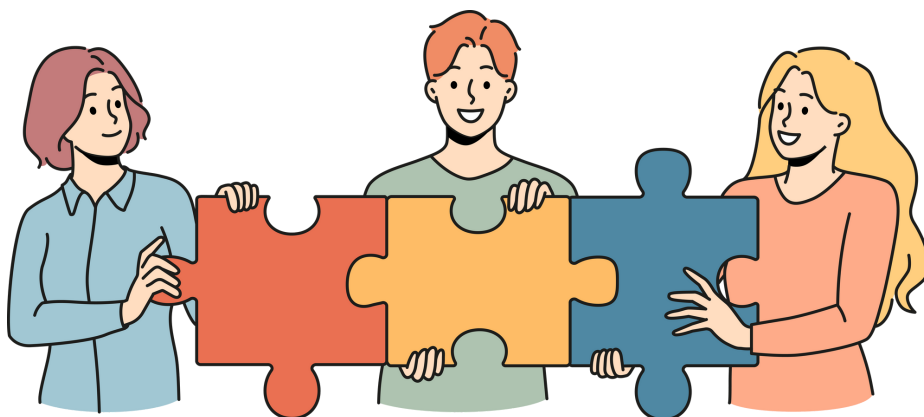
MORE RESOURCES ON WORKPLACE COMMUNICATION:

A video from Career Addict on how to talk to your boss (Manager) [here](#)

An article from Forbes on things you should never say to your manager [here](#)

Even if you become friends with your manager, supervisor, or HR person, it is a good idea to keep boundaries on what personal information you share with them.

Sharing too many details about our personal lives and opinions or complaining about other colleagues can affect the way they view you as an employee and may create problems for you later.



ACQUIRE JOB-SPECIFIC SKILLS AND KEEP LEARNING



Once you have passed your interview successfully and are starting your new job, it does not mean that you stop learning or gaining new skills. If you keep learning, it will help you focus and strengthen the specific skills you need to succeed in your job now, and also give you more skills that you can take into other jobs in the future.

LINKEDIN LEARNING

One great resource for professional and personal development is LinkedIn Learning. There are many different types of videos that teach on many different topics including how to network, communicate at work, and more!

If you visit the library in Kamloops and become a member, you can get access to LinkedIn Learning for free. It is also free to sign up for a Kamloops Library card.

For more information about registering at the Kamloops Library, visit their website [here](#)

See the LinkedIn Learning website [here](#)



KIS MENTORSHIP PROGRAM

The Kamloops Immigrant Services (KIS) Mentorship Program has volunteers who can support and share information on Canadian workplace culture and other job related topics like how to job search, practice interview skills, industry specific information, and more. If you decide that you want to become a mentor too, you can register as a volunteer. You can mentor on topics not related to jobs also.

Visit the [KIS website](#) to learn more

WHAT TO DO IF YOU LOSE YOUR JOB, OR ARE BULLIED, HARASSED, OR INJURED AT WORK

Being fired or let go from your job can be hard and challenging. It can feel scary to know what to do next. But, even if you are fired from your job you have rights, and there are laws to protect you when an employer fires or lets you go without good reason.

For more information about getting fired and if should get extra pay when you are fired, visit the Employment Standards website [here](#). The Employment Standards Act has laws that protect you as an employee. If you have questions about your rights, you can look on the website or ask your Employment Counselor to help you find out more.



Legal support:

If you want to talk to a lawyer for help and information, you can call the Thompson Rivers University (TRU) Community Legal Clinic. To talk to a lawyer you have to make an appointment. The free services are based on income level. Legal complaints have to be made within 6 months.

Legal Clinic website [here](#) or you can call 778-471-8490

If you also tell your Employment Counsellor they can help you find a new job and support you if you want to fill out an anonymous complaint form online.



Employment Insurance:

If you lose your job (not because you decided to quit or leave), you can apply for Employment Insurance (if you are eligible) which you may want to do right away.

Find out more about EI eligibility on the Canada website [here](#)

And on how to apply [here](#)

There are different kinds of Employment Insurance and depending on your situation and why you lost your job it might take longer to process the application. Keep as much documentation as you can as it could help you with your application.

If you have other questions about EI or applying for EI you will need to contact Service Canada. Your Employment Counsellor cannot give you advice or answer your EI questions, they can only give you information on where you can do your own research.



Workplace injuries:

If you get injured while at work or because of your work, it is important to tell your employer right away and contact WorkSafeBC. WorkSafeBC investigates workplace accidents and injuries, and helps people. For more information about WorkSafeBC you can visit the BC Government website [here](#).

If you are not sure about how to start the process of reporting an injury, you can ask your Employment Counselor for help, and they will assist you to find more information.

Please note:

If you need to visit the Emergency Room at the hospital because of a work injury, keep any documents they give you and your hospital wristband. You might need it later.



GETTING PAID AND READING YOUR PAY STUB

It is a good idea to check the pay stub every time you get paid. A pay stub, also called a pay slip, is a record that shows information about your pay. If you do not get a pay stub from your job, make sure you ask for one.

The pay stub will show you different information like the money you made, hours you worked, the money that is deducted from your pay every month, and possibly more.

Monthly deductions usually include money for retirement (CPP), Employment Insurance (EI), Income Tax, and might also include vacation pay, overtime pay (OT), and more.

How to read your pay stub:

Canadian Government website [here](#)

Or on Wealth Awesome website [here](#)



Usually, you will be paid with a paper cheque, or directly to your bank account. An employer should not pay you in cash unless you both have agreed to it in writing, and the employer still has to give you a pay slip which shows your hours, pay, and deductions.

If you are having problems with getting paid, or an employer is trying to pay you in cash, you can talk to your employment counselor and call the number on the Employment Standards Branch [website](#).

The Employment Standards Branch phone helpline has people who can speak many different languages and can give information on what steps you should take to solve this kind of problem. Always keep your pay stubs/pay slips and any email or text communication you receive from your work about your pay or Employment Contract/Agreement.



Your rights as an employee:

For more information about pay and how to protect yourself, you can read this [document](#) from the Workers Action Centre.

The [Employment Standards Act](#) also lists all of your rights as an employee.

Extra resources for legal support:

For help with problems about pay, you can make an appointment with the TRU Community Legal Clinic. See their website [here](#) or call 778-471-8490.

You can also visit the Elizabeth Fry Society [website](#) for their Legal Clinic contact information to get help with EI and Employment Standards issues.



MORE TIPS FOR STARTING A NEW JOB

1. Get a work permit and documents:

Check that you have all the required work permits, visas, and legal documents to work in the country. Connect with the appropriate government agencies or immigration services to verify the necessary paperwork.

2. Follow good time management:

Know when to arrive on time for your job and check how long it takes you to get there by bus, walking, or driving. Find out about how much time you have for lunch time and break time. Tell your supervisor and/or manager if you are going to be late or cannot come to work.

3. Dress for the job:

It is not only important to know how to dress for your interview but also how to dress day-to-day at your job as well. You can ask your new manager about dress code or check HR guidelines if available.

4. Get familiar with company policies and procedures:

Review the employee handbook or any other relevant documents your employer gives you. Understand the company's policies, procedures, and code of conduct to make sure you are following them.



5. Attend orientation and training sessions:

Participate in any formal orientation or onboarding programs offered by your employer. These sessions can give valuable information about the organization, its values, policies, and expectations.

6. Learn about safety protocols:

Get familiar with workplace safety rules and instructions.

Understand emergency procedures, location of fire exits, first aid kits, and any specific safety measures related to your job role.

7. Understand technology and systems:

If your job requires the use of specific software, tools, or equipment, make an effort to become better at using them.

Attend training sessions or seek help from colleagues to improve your technological skills.

8. Develop a support network:

Connect with fellow newcomers or colleagues who have had similar experiences. They can give useful advice and support as you adjust to your new job and surroundings.



CONCLUSION

There is a lot of great information online to help you as you start a new job. We have shared just some of those resources in here. If you are not sure about how to follow the tips we have suggested, you can ask your Employment Counselor for more support.

Please note that the information included in this guide is based on the resources researched by the Employment Team at KIS, it is not meant to be advice, but information and tools to help you become more successful at your new job.





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 kis@immigrantservices.ca

 778-470-6101

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