

Internship & Work-Integrated Learning

①WIL Student Pre-Placement Workshops*

Workshop I: Internship: Steps to Success

Workshop II: Career Start-up Kit: How to Present Yourself

Workshop III: Work Ethics and Employers' Expectations

2nd Edition

November 2006



Table of Contents

Preface.....	3
Workshop I	5
Internship: Steps to Success	5
Instructor Guidelines for Workshop I	6
Workshop I Materials	7
Sample Resume.....	27
Sample of Skills.....	30
Workshop I: Arabic Version.....	34
Workshop II	48
Career Start-Up Kit: How to Present Yourself.....	48
Instructor Guidelines for Workshop II	49
Workshop II Materials	50
Behavioral Questions	68
Workshops II: Arabic Version	72
Workshop III	94
Ethics and Employer Expectations	94
Instructor Guidelines for Workshop III	95
Workshop III Materials	97
Employer Expectation Quiz.....	115
Workshop III: Arabic Version.....	117
①WIL contact information:	135

Preface

The forces of globalization, along with the rapid development of knowledge-based economies and knowledge societies demand that countries and societies have to be increasingly competitive in the global marketplace in order to survive. A key aspect of this competitiveness is the development of a workforce that is adequately prepared for the labor market via work-integrated learning. This is because in the workplace the demand for cutting-edge knowledge is continually growing and evolving, so that the traditional divide between "education" and "work" is no longer sustainable, least of all in higher education. As a result of this on-going change, no provider institution in the higher education market can afford to ignore work-based learning; the integration of it into higher education curricula is no longer an option, but a necessity.

The ①WIL Unit promotes work-integrated learning, labor market preparation and workplace ethics among the students of the United Arab Emirates University (UAEU). Accordingly, its mission is to cultivate work-integrated learning values as an integral part of the education strategy of the UAEU, and to render work experience a structured part of all the university's curricula. This will provide UAEU students with work-integrated learning opportunities that will have a significant positive impact upon the development of their professional careers. In pursuance of this, ①WIL aims to build strong partnerships with employers, supports sustainable, effective learning systems and enhances student learning through academically approved work experience programs.

Labor market preparation is perhaps the most important feature of a student's internship experience. This preparation is achieved through three condensed workshops. The pre-placement workshops aim to empower students with the required professional skills. Thus, successful completion of these workshops will enable the student to become a productive and employable intern, thereby benefiting the employer who is facilitating the internship. Indeed, it is a mark of a successful internship that the student is able to contribute productively to the providing organization adhering to the same standards as a paid employee. An internship survey carried out by World Association for Cooperative Education (WACE) sought to identify international best practice in this field. The WACE survey shows that more than 80% of the employers surveyed graded the students' pre-placement

①WIL Pre-Placement Workshops

workshops to be most valuable for both the employer offering the internship and the student participating in it. Accordingly, ①WIL has developed a series of workshops aimed at students' pre-placement preparation.

The first workshop will prepare students to identify and develop their career objectives and to assess their qualifications with respect to the required career skills. This workshop is intended to take the student through the stages necessary to present educational and career information as effectively as possible through resumé or vita (CV). **The second workshop** enhances students' commitment to their prospective employers and career choices they seek. Through this workshop students will be trained to market their qualifications for different career opportunities and to develop the communication, behavioral, and professional skills needed for job interviews. **The third workshop** will provide students with a basic understanding of work ethics and employer expectations. The materials for the workshops are designed for instructors to hold the pre-placement workshops effectively.

Workshop I

Internship: Steps to Success

Instructor Guidelines for Workshop I

Internship: Steps to Success

This workshop aims at acquainting the interns with the registration procedure, on-line system use, application procedure, resume preparation, and rules and regulations. In this workshop students are trained on filling out their application forms and curriculum vitae. Through this workshop the students are prepared to identify and to form their career objectives, and to assess their qualifications (intellectual, professional and social skills) vis-à-vis the sought career skills .

The presentation material for this workshop is two fold:

1. The main presentation file and;
2. The supporting presentation material .

The main presentation file has a total of 25 slides. The time scheduled for this material to be presented should not exceed 30 minutes. Spend the time explaining the various items of the CV and use the provided examples to illustrate to the students what should be written in the career objectives and the qualifications or the skills section.

Attached to the main presentation file is a supporting file that contains additional slides to address what are the skills needed for the various jobs. It might be a good idea to utilize some to stress the importance of matching the students' skills with the required job skills .

It is important to focus on training the student on filling the application form as well . The ①WIL online application form contains all the students' contact information, job sought, and guardians' information. In the application form, the student has to select three different companies that match his field of interest. The companies' names and details are automatically extracted from the job databank, and it is the student's responsibility to review the description of the job and select what suits him/her .

The total workshop time is about 2 hours, and it is better divided as follows:

- Presentation: 30 minutes
- Open discussion: 15 minutes
- The student filling the online application form: 30 minutes
- The student filling the online CV form: 45 minutes

Workshop I Materials

Slide 1



United Arab Emirates University
internship & **Work-Integrated Learning**



Workshop I

Steps to Success: Writing an Effective Resume



Slide 2



Resume

Among the most important steps for
the internship preparation is
Writing an effective resume



Slide 3



Resume Sections

- Heading
- Career Objectives
- Education
- Courses
- Experience
- Skills
- Honours and Awards
- References



Slide 4



Resume Sections:

HEADING CONTACT INFORMATION

Your name, address, phone numbers (home, mobile), e-mail address, and personal home page (only if it represents you positively!).



Slide 5



Resume Sections: CAREER OBJECTIVES

Why Write Objectives?

An objective gives the employer an indication of what you are trying to achieve in your career





Slide 6



Resume Sections: CAREER OBJECTIVES

What is a Career Objective?

An objective is a brief, concise statement of your career goals and interests. It describes the job opportunity you are looking for.



Example 1



Example 2



Example 3



Example 4



Example 5



Slide 7



Resume Sections: EDUCATION

- Include the following:
 - Major and Degree Expected
Spell out the expected degree (e.g. Bachelor of Science) and the major (e.g. Civil Engineering, Computer Science, Business Administration).
 - Name of School (College)
 - Graduation Date
 - Enrolment Date
 - Credit Hours Finished and GPA
- If you attended more than one school, list the most recent school first.



Slide 8



Resume Sections: COURSES

This is an optional section that you may use to briefly describe related course work

List the courses relevant to your major and the internship. State clearly the name of the courses; do not use abbreviations.

X ISLM 1102 ✓ ISLAMIC THOUGHTS



Slide 9



Resume Sections: EXPERIENCE

- Include previous job experience (full or part time, class projects, etc).
- List the name of the company (if any), the job title (if any), and the dates of experience.
- Describe your job responsibilities in action verbs (such as trained, planned, designed, supervised, increased, represented, etc).



Slide 10



Resume Sections: EXPERIENCE

- Highlight problems you solved, or projects you have been involved in. Express your experience in the form of **Problem**, **Action**, and **Results**.



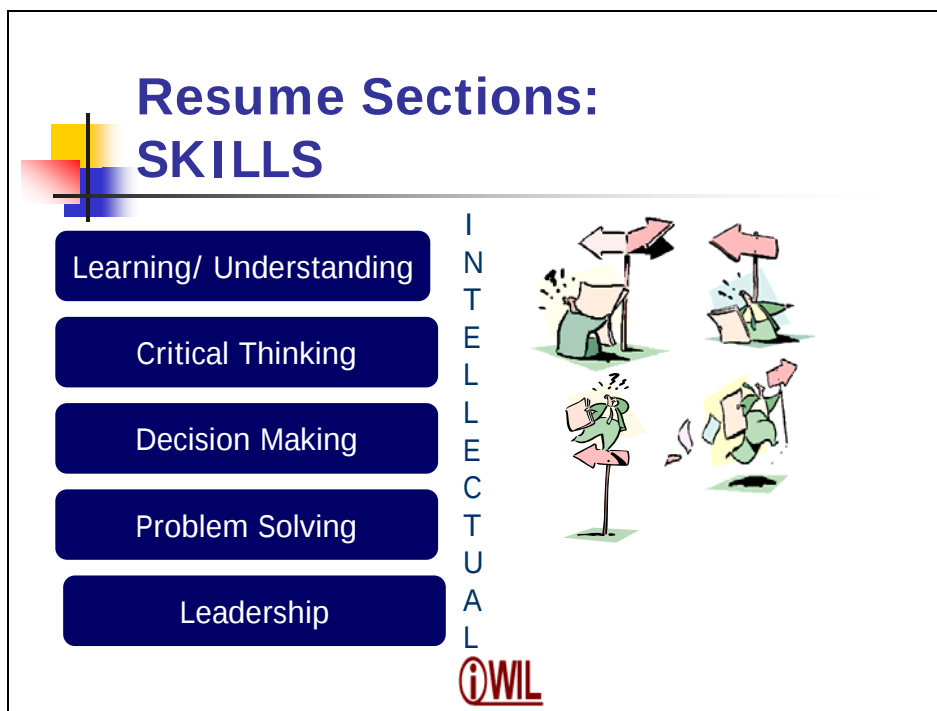
- Try to **quantify** with amounts, percentages or measurable values.



Slide 11



Slide 12



Slide 13

Resume Sections: SKILLS



Organizational

Communication:
Written and Oral

Technical/ Vocational

Computer

P
R
O
F
E
S
S
I
O
N
A
L



Slide 14

Resume Sections: SKILLS

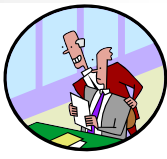


Interpersonal

Initiative

Reliability

S
O
C
I
A
L



Slide 15



Samples of Resume Skills

Resume Skills



Slide 16



Resume Sections: HONORS AND AWARDS

List honours, awards and scholarships that make you a distinguished individual



Examples:

- Distinguished Student of the Year-2002
- Placed 2nd in the Quran Memorizing competition



-



Sample of Resume



Slide 19



Thank You



Slide 20



Action Verb List

Back

Achieved	Communicated	Developed	Installed	Published
Adapted	Compared	Documented	Maintained	Recorded
Administered	Compiled	Drafted	Managed	Reported
Advertised	Completed	Edited	Mentored	Researched
Advised	Computed	Ensured	Modified	Responded
Allocated	Conducted	Established	Monitored	Reviewed
Analyzed	Consulted	Evaluated	Operated	Scheduled
Assisted	Contributed	Examined	Ordered	Supervised
Authored	Coordinated	Experimented	Organized	Taught
Built	Cultivated	Facilitated	Participated	Tested
Calculated	Decreased	Fixed	Performed	Trained
Checked	Delivered	Generated	Planned	Upgraded
Coached	Designed	Increased	Programmed	Utilized
Collaborated	Determined	Initiated	Provided	Wrote



Slide 21



Career Objective: Example 1

internship position that will enable me to gain valuable skills and work experience in (civil engineering, business management, food systems, computer science, etc)

Back



Slide 22



Career Objective: Example 2

internship position to enhance my interpersonal and communication skills

Back



Slide 23



Career Objective: Example 3

internship position that will enable me to link my academic knowledge with the real-world experience

Back



Slide 24



Career Objective: Example 4

To learn more about the work practice in the field of xxxxxxxx, to enhance my capabilities in working with groups, to understand more of the work ethics, responsibilities, and expectations.

Back



Slide 25



Career Objective: Example 5

To assess my skills and qualification in line of my post-graduation career goals and directions.

Back



Slide 1



United Arab Emirates University
internship & Work-Integrated Learning



Workshop I-Support

Steps to Success: Writing an Effective Resume



Slide 2



SKILLS: Problem-Solving

Individuals who can identify problems, find solutions and make effective decisions are needed in several fields such as business administration, management, public administration, science, and engineering.





Slide 3



SKILLS: Technical/ Vocational

Today, technology is advanced in all life aspects.

Installation, testing and repair of most electrical, electronic and mechanical equipments in fields such as engineering, telecommunications, and automotive require people with advanced vocational-technical skills.



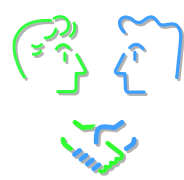
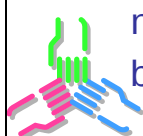
Slide 4



SKILLS: Human Relations

The success of a company depends upon how well people can **work together**.

It is the job of human resource managers, and department managers to understand the needs of workers and how best to meet those needs.



Slide 5



SKILLS: Computer Usage & Programming

Computer skills highly increase your employment opportunities. Computers could be frustrating sometimes, but always rewarding.



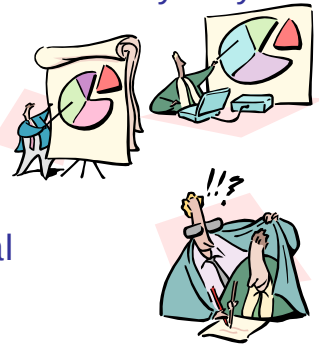
Slide 6



SKILLS: Teaching-Training

Our modern society keeps on developing new data, facts, and events every day.

A demand for people with teaching and training skills in the fields of education, social services, management and commerce.

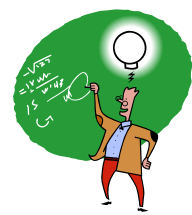


Slide 7



SKILLS: Science and Math

Great advances are being made daily in the fields of science, medicine and engineering.



People skilled in science and math are always needed.



Slide 8



SKILLS: Money Management

Stock investment brokers, retirement planners, and accountants are in continual demand.



Slide 9

SKILLS: Information Management⁺

It is the **Age of Information**
Information is
the basis of the
Economic System.

Systems analysts, information technologists,
database administrators and telecommunication
engineers have highly developed information
management skills.



Slide 10

SKILLS: Foreign Language

Why? We are attached to global markets
for goods and services.

The ability to speak a foreign
language highly enhances the
employment opportunities.



Slide 11

SKILLS: Business Management

- The ability to manage people, systems, resources and finances.
- The ability to understand the needs of consumers and translate those needs into ideas and business opportunities.



Sample Resume

Place a recent photo
here

Abu Dhabi- XXXXX street

Tel: 02-xxxxxxx
Mobile: 050- xxxxxxx
Fax: 02-xxxxxxx
E-mail: xxxxx@uaeu.ac.ae

Student Name

Career Objectives

To establish a career in XXXXX

Education

Current College Enrolment

19XX-Present XXXX Engineering-UAE University
Currently fulfilling the course requirements towards the B.Sc. Degree in XXXX Engineering.

Previous College / University Enrolment

19XX-19XX Department of XXXX- XXXX college- UAE University
Covered xxxx credit hours of courses.

Courses

List courses related to your major area of study

- Structural Design
- Advanced Fluid Mechanics
- xxxxxxxxxxxxxxxx
- Soil Mechanics
- xxxxxxxxxxxxxxxx
- xxxxxxxxxxxxxxxx

Skills

Using action words to maximize the impact, describe how your background and strengths would make you a strong candidate for the position you are seeking. This section should be concise, contain action words, and should sell your most marketable experiences and abilities.

Computer / Programming Skills

- List software here (e.g. MS Word)
- MS Excel, XXXXXXXXXXXXXXXX

Communication Skills

- Competent in oral and written XXXX
- Fluency in XXXX technical writing

Organization Skills

- XXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXX

Interpersonal Skills

- Efficient, self-motivated, xxxxxxx
- Can work independently and in groups

Other Skills

- XXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXX

Experience

List all you previous/current work experience

19XX–19XX United Arab Emirates University

Job Title (e.g. Research Assistant)

Participated in the data collection for XXXXXXX.

Participated in the XXXXXXXXXXXXXXXXXXXX.

Honours and Awards

Distinguished student of the year- Faculty of XXXXX.

Distinguished Student grant by XXXXXXXXXXXXX.

Certificate of XXXXXXXXX.

Accomplishments

Academic Accomplishments

- Data collection in the research project titled "XXXXXXX" by "Name of Professor", 2002
- Analysis of data results in the research project titled "XXXXXXX" by "Name of Professor", 2003
- XXXXXXXXXXXXXXXXXXXXXXXX

Other Accomplishments

- XXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXX

Membership Societies

XXXX student chapter

Faculty of XXXXX- Student Union- Member

XXXXXXXXXXXXXX

Interests

Computers, Reading, Programming, Swimming, etc.

References

Dr. XXXXXX XXXXXX (Academic Advisor)

Department of XXXXXX

Faculty of XXXXX

UAE University

Tel: XXXXXXXX

Fax: XXXXXXXX

E-mail: XXXXXX@uaeu.ac.ae

Dr. XXXXXX XXXXXX

Department of XXXXXX

Faculty of XXXXX

UAE University

Tel: XXXXXXXX

Fax: XXXXXXXX

E-mail: XXXXXX@uaeu.ac.ae

Sample of Skills

Sample of Skills Sentences

Reliability

- Accustomed to working in stressing environments with the ability to think quickly and successfully handle difficult situations;

Initiative

- Highly motivated to exceed sales expectations and attain superior marketing objectives;

Computer

- Excellent computer and programming skills for money management activities, and banking systems;

Interpersonal

- Excellent interpersonal skills, ability to work well with others, in both supervisory or support staff roles;

Learning/Understanding & Critical Thinking

- Ability to identify change actions to reduce cost, to enhance quality, and increase profit margins;

Interpersonal – Initiative

- Skilled at developing long-term relationships with customers/clients, generating business loyalty above and beyond the immediate sales relationship;

Interpersonal

- Excellent personal motivation with a proven ability to build and work collaboratively in a strong team concept environment, and independently;

Intellectual skills (grouped)

- Focused, dependable, multi-task oriented, flexible, and positive;

Flexibility

- Ability to adapt effectively to challenging and emergency situations;

Organizational

- Well developed skills in prioritizing, organization, decision making, and time management;

Communication

- Well developed communication skills, verbally and in writing, for both English and French;

Interpersonal

- Strong interpersonal skills resulting in exceptional relationship with people;

Initiative

- Capable of initiating, promoting and maintaining strong interpersonal relations;

Interpersonal

- Able to deal courteously, professionally, and tactfully with the general public in a variety of circumstances;

Technical/Vocational

- Qualified in Industrial First-Aid health care application in emergency situations;

Technical/Vocational

- Excellent statistical analysis skills, quality control and quality control applications;

Technical/Vocational

- Highly skilled in teaching, research and training activities with strong candidacy and preference to work at academic institutes;

Technical/Vocational

- Excellent analytical skills with the ability to analyze situations accurately and effectively;

Computer

- Strong computer skills in Microsoft office applications, and several statistical packages;

Computer

- Excellent programming skills with Visual Basic, FORTRAN, C++, and Java;

Technical/Vocational

- Skilled at teaching elementary courses and dealing with youngsters;

Problem Solving

- Creative problem-solver and marketer, who can see big picture while never losing sight of details that deliver results;

Organizational & Technical/vocational

- Motivated team player with demonstrated talent for deploying research and organizational skills toward analyzing and upgrading complex marketing processes for improvement opportunities;

Intellectual Skills (grouped)

- Enthusiastic, self-starter who can demonstrate productivity, cut costs, promote efficiency, and ensure profitability;

Technical Skills

- Highly skilled in executions of creative concepts from thumb sketches to fine photo finishing, retouching, and special effects;

Technical/ Computer

- Talented with hands on experience in graphics' design software, empowered by creativity of new ideas and application of new design concepts;

Technical

- Sound technical knowledge of print and production techniques for high quality reproduction;

Intellectual

- Highly skilled to work effectively under challenging stressing environment caused by deadlines, tight production schedules, clients' satisfaction and quality issues;

Workshop I: Arabic Version

Slide 1



جامعة الإمارات العربية المتحدة
التدريب المهني والتعلم التكاملي



ورشة العمل الأولى

كيف تسوق نفسك :
إعداد سيرة ذاتية متميزة



Slide 2



السيرة الذاتية

من أهم الخطوات التحضيرية للالتحاق بالتدريب المهني هي
الإعداد الجيد للسيرة الذاتية.



Slide 3



أجزاء السيرة الذاتية

- رأس الصفحة
- الأهداف المهنية
- المؤهلات العلمية
- المساقات الدراسية
- الخبرات العملية
- المهارات
- درجات الشرف والجوائز
- المراجع



Slide 4



أجزاء السيرة الذاتية : رأس الصفحة معلومات الاتصال

الإسم ، العنوان ، أرقام الهواتف (المنزل - الهاتف المتحرك)
البريد الإلكتروني ، الموقع الشخصي (إذا كان معد جيداً)



Slide 5



أجزاء السيرة الذاتية : الأهداف المهنية

الغرض من تحديد الاهداف ؟
لأن الأهداف تعطي جهة التوظيف
مؤشرا حول توجهاتك ومدى تطلعاتك المهنية.





Slide 6



أجزاء السيرة الذاتية : الأهداف المهنية

ما هو الهدف المهني ؟
هو عبارة عن بيان موجز حول الأهداف والتوجهات المهنية لديك، ووصف
لفرصة العمل التي تبحث عنها.



مثال 5



مثال 4



مثال 3



مثال 2



مثال 1



Slide 7



أجزاء السيرة الذاتية : المؤهلات العلمية

- وتتضمن ما يلي :
 - التخصص والدرجة العلمية المتوقعة
 - تحديد الدرجة العلمية (مثال : بكالوريوس علوم) والتخصص (مثال : هندسة مدنية , علوم كمبيوتر , إدارة اعمال)
 - اسم الكلية
 - تاريخ التخرج
 - تاريخ الالتحاق
 - عدد الساعات المعتمدة والمعدل التراكمي
- إذا تم الالتحاق بأكثر من جامعة، ترتب تنازليا وفق تاريخ الالتحاق



Slide 8



أجزاء السيرة الذاتية : المساقات الدراسية

هذا الجزء اختياري ويستخدم لوصف المساقات الدراسية العملية.

ادرج قائمة المساقات المتعلقة بتخصصك والتدريب المهني. حدد بوضوح اسماء المساقات، ولا تستخدم الاختصارات.

مثال :

ISLM 1102 X
ISLAMIC THOUGHTS ✓



Slide 9



أجزاء السيرة الذاتية : الخبرات العملية

- وضح الخبرات العملية السابقة (دوام جزئي او كلي, مشاريع الفصل ، الخ)
- اذكر اسماء الشركات (ان وجدت) المسمى الوظيفي والفترات التاريخية للخبرات
- وصف المهام والمسؤوليات الوظيفية مستخدما الافعال التي تعبر عن الأداء (مثلا : تدريب، تخطيط، تصميم ، اشراف، زيادة الانتاجية، تمثيل.... الخ)



Slide 10



أجزاء السيرة الذاتية : الخبرات العملية

- إبراز المشاكل التي قمت بإيجاد حلول لها والمشاريع التي اشتركت بتنفيذها.
- عبر عن خبرتك على شكل مشكلة، عمل ونتائج.



- حاول القياس بالكميات، النسب المئوية او اي قيم اخرى قابلة للقياس.



Slide 11



Slide 12



Slide 13

أجزاء السيرة الذاتية : المهارات






تنظيمي

التواصل :
الشفهي والكتابي

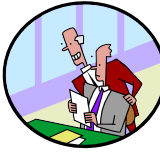
الفنية \ المهنية

الكمبيوتر

OWIL

Slide 14

أجزاء السيرة الذاتية : المهارات




العلاقات والسلوكيات

المبادرة

الثقة

OWIL

Slide 15



نماذج من مهارات السيرة الذاتية

مهارات السيرة الذاتية



Slide 16



أجزاء السيرة الذاتية : درجات الشرف والجوائز

اذكر درجات الشرف والجوائز والمنح الدراسية التي حصلت عليها وتميزت بها فرديا.

أمثلة :

- طالب متميز لعام 2002
- الدرجة الثانية في مسابقة القرآن الكريم



Slide 17



أجزاء السيرة الذاتية: المراجع

اذكر أسماء وعناوين ومعلومات الاتصال لمرجعين لديهم المعرفة عن إنجازاتك الأكاديمية والعملية (بما في ذلك المرشد الأكاديمي).

* تأكد من موافقة كل مرجع على استخدامك لمعلومات الاتصال الخاصة به.



Slide 18



أجزاء السيرة الذاتية

نموذج سيرة ذاتية



Slide 19



شكرا لكم



Slide 20



قائمة افعال الاداء

أنجزت , حققت	تواصلت , اتصلت	طورت	ركبت	أصدرت , نشرت
لأمنت , كلفت	قارنت	وثقت	حافظت	سجلت
جهزت , ادرت , حضرت	جمعت , صنفت	نظمت , أعددت	عالجت , ادرت	أبلغت
اعلنت	اكملت	نسقت	أشرت , نصحت	بحثت
نصحت , ارشدت	احصيت , عددت	ضمنت , أمنت	حدثت , عدلت	أجبت
خصصت	استنتجت	بنيت , انشأت	راقبت	راجعت
حللت	أسترشدت , تشاورت	قيمت	سيرت , شغلت	جدولت
أعنت	ساهمت	امتحنت , فحصت	أمرت	أشرفت
ألفت	نسقت	جريت	نظمت	علمت
بنيت	صقلت , أثريت	سهلت , بسطت	شاركت	فحصت
احتسبت	خففت	ثبت , أصلحت	أديت	درت
دققت	سلمت	استخرجت	خططت	رفعت , رقيت
أفقت , ألقمت	صممت	أضفت	برمجت	استعملت , أنفعت
ضممت	حددت	افتتحت , انشأت	زودت	كتبت



Slide 21



الأهداف المهنية: مثال (1)

موقع تدريب مهني يتيح لي اكتساب الخبرة والمهارات القيمة في
(الهندسة المدنية، إدارة الأعمال، نظم الأغذية، علوم الكمبيوتر.....
الخ)

للخلف



Slide 22



الأهداف المهنية: مثال (2)

موقع تدريب مهني يمكنني من تحسين مهاراتي بالتواصل
وتبادل الاتصال مع الآخرين.

للخلف



Slide 23



الأهداف المهنية :مثال (3)

موقع تدريب مهني يمكنني من ربط معرفتي الأكاديمية
بالخبرة العملية الحقيقية.

للخلف



Slide 24



الأهداف المهنية : مثال (4)

لأتعلم أكثر عن الممارسة العملية في مجال xxxxxxxx ,
تحسين قدراتي العملية ضمن اطار فرق عمل , معرفة أكثر
عن أخلاقيات العمل، المسؤوليات والتوقعات.

للخلف



Slide 25



الأهداف المهنية : مثال (5)

تقييم مهاراتي ومؤهلاتي في خط أهداف
واتجاهات مهنتي ما بعد التخرج.

للخلف



Workshop II

Career Start-Up Kit: How to Present Yourself

Instructor Guidelines for Workshop II

Career Start-Up: Interview Skills

The aim of this workshop is to prepare the interns for commitment to the prospective employers and career choices being sought. Through this workshop the interns are also prepared to market their qualifications for the different career opportunities, to maximize and grasp what internship offers, to develop the communication/ behavioral/ professional skills needed for job interviews.

The presentation material for this workshop is two fold:

1. The main presentation file and;
2. The supporting presentation material .

The main presentation file has a total of 26 slides. The time scheduled for this material to be presented should be around 30-40 minutes. Spend the time explaining the general internship benefits, as well as the intern's actions during the interview and after. Pay particular attention to the interview tips. Use examples to make it clearer to the students.

At the end of the main presentation, the students should be asked to take the quiz on some of the very important behavioral interview questions. Ask the students to rank the answers in the order they feel mostly appropriate. Please note that there could be more than one correct answer to the question, but there is only one "best" answer. Reading the hints might help the students grasp what could be the correct answer.

Attached with the main presentation file is a supporting file that contains additional slides to address the behavioral questions at interviews. The instructor may use it to discuss the quiz. It would be a great idea to get back to this material after the students finish the quiz. These additional slides will illustrate the ideal answers for the questions that the students have taken in the quiz.

The total workshop time is about 2:00 hours and it is better divided as follows:

- Presentation: 40 minutes
- Open discussion: 20 minutes
- The student taking the quiz: 40 minutes
- Revisiting the supporting material: 20 minutes

Workshop II Materials

Slide 1



United Arab Emirates University
internship & Work-Integrated Learning





Workshop II

Career Start Up: Interview Skills

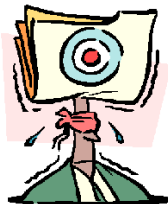


Slide 2



Internship Benefits

- **GAIN WORK EXPERIENCE**
and enhance resume while
receiving college credit





Slide 3



Internship Benefits



- **CAREER EXPLORATION**
and to sample the "world of work"



Slide 4



Internship Benefits

- **DEVELOP WORK SKILLS**
interpersonal and technological strengths



Slide 5

Internship Benefits



- **APPLICATION**
of classroom knowledge
and theory



Slide 6

Internship Benefits



- **SEARCH, IDENTIFY and ESTABLISH YOUR "IDENTITY"** in your chosen career track



Slide 7



Internship Benefits



- DEVELOP SELF CONFIDENCE and professionalism



Slide 8



Internship Benefits

- GAIN AN EDGE
in today's rapidly changing job market



Slide 9



Internship Benefits



- **ACQUIRE KNOWLEDGE**
of professional demands in
your career track



Slide 10



Internship Benefits

- **ESTABLISH PROFESSIONAL CONTACTS**
and referrals in the business field



Slide 11



Internship Benefits



- **CONSTRUCT BUILDING BLOCKS** for graduate fellowships and scholarships



Slide 12



Job Interview: Before the interview

Research the Company

Prepare to talk about

Skills

Technical Skills	Management Skills
Communication Skills	
Interpersonal Skills	
Organizational Skills	
	Problem Solving Skills
	Leadership Skills



Slide 13



Slide 14



Slide 15



Slide 16

Interview Tips

Look Sharp

Before the interview, select your outfit. Dress for confidence. If you feel good, others will respond to you accordingly.

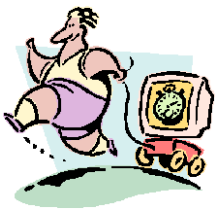
The slide includes a cartoon illustration of a person in a purple suit and tie, striking a confident pose with arms outstretched, set against a yellow background.

iWIL

Slide 17



Interview Tips



Be on Time

Never arrive late to an interview. Allow extra time to arrive early.



Slide 18



Interview Tips

Do Your Research

Research the company before the interview. Learn about its services, products, customers and competition. The more you know about the company, the better are the chances you have of selling yourself.



Slide 19



Interview Tips



Be Prepared

Bring along a folder containing extra copies of your resume, a copy of your references and paper to take notes. You should also have questions prepared to ask at the end of the interview.



Slide 20



Interview Tips

Show Enthusiasm

Plenty of eye contact demonstrates confidence. Speak distinctly in a confident voice, even though you may feel shaky.





Slide 21



Interview Tips



Listen

Make sure you are not only listening, but also reading between the lines. Sometimes what is not said is even more important than what is said.



Slide 22



Interview Tips

Answer the Question Asked

Make sure you understand what is being asked, and get further clarification if you are unsure.

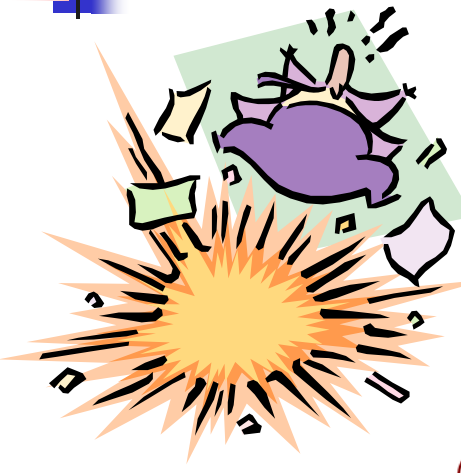




Slide 23



Interview Tips



Give Specific Examples

An example of your background is worth a lot. Prepare your stories before the interview. Give examples that highlight your successes and uniqueness. Past experiences indicate future performance.



Slide 24



Interview Tips

Ask Questions

Many interviewees don't ask questions and miss the opportunity to find out valuable information. Your questions indicate your interest in the company or job.





Slide 25



Behavioral Questions at Interviews

Take a Quiz



Slide 26



Thank You

Questions?



Slide 1



United Arab Emirates University
internship & Work-Integrated Learning



Handling Behavioral Questions at Interviews



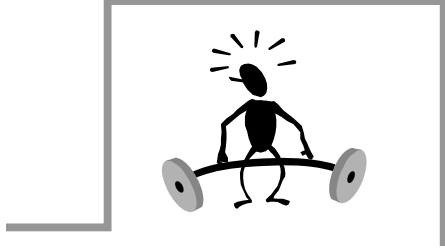
Supporting Materials for
Workshop II



Slide 2



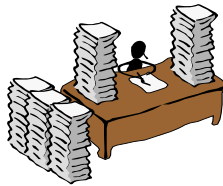
What Are Your Weaknesses?



Handle it by minimizing your weakness and emphasizing your strengths. Stay away from personal qualities and concentrate on professional skills

Slide 3

Why Should We Hire You?



Summarize your strengths, capabilities and experiences



Slide 4

Why Do You Want to Work Here?

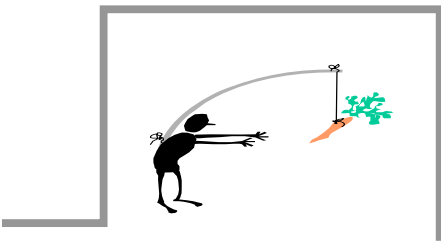


You don't want to say "to be able to sleep!" The interviewer is listening for an answer that indicates you've given this some thought.



Slide 5

What Are Your Goals?

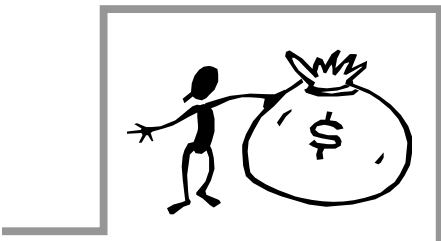


Sometimes it's best to talk about short-term and intermediate goals rather than locking yourself into the distant future.

①WIL

Slide 6

What Makes You Most Satisfied in Your Job?



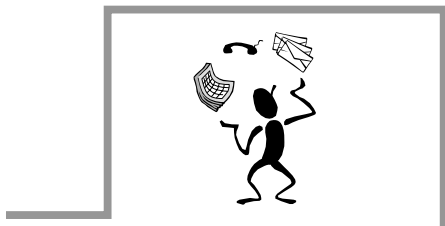
You don't want to talk about money or financial benefits! The interviewer wants to know what motivates you. If you can relate an example of a job or project when you were excited, the interviewer will get an idea of your preferences.

①WIL

Slide 7



What Can You Do for Us That Other Candidates Can't?



What makes you unique? This will take an assessment of your experiences, skills and traits. Summarize concisely.



Behavioral Questions

Quiz on Behavioral Questions at Interviews

Following below is a sample of some common questions you usually encounter in the interview. Please take your time reviewing and ranking (with a scale 1 to 4) all the answers in the order you feel mostly appropriate. Rank the best answer with 1, then the second best with 2, etc. The attached hints will help you then identify the best answer. Justify while ranking the answers.

Q1. What Are Your Goals?

	<i>My immediate goal is to get a job in a company that has a good reputation like yours, and where the work environment would enable me to illustrate my capabilities. I hope to eventually grow into a position of responsibility.</i>
	<i>My goal is to become responsible for the human resources section in your company after 10 years.</i>
	<i>My goals are to find a good job that would keep me current in my field of expertise- A job that will also help me maintain my bills.</i>
	<i>My goal is to become an expert in the field of It is the area that matches my academic background, my skills and interests. I do think a job in your company with such high good reputation in this field will help me become the expert one day in the near future.</i>

Q2. Why Do You Want to Work Here?

	<i>I've selected key companies whose mission statements are in line with my values and career objectives, where I know I could be excited about what the company does, and this company is very high on my list of desirable choices.</i>
	<i>The benefits you offer are quite attractive, and also the flexible time schedule that you allow.</i>
	<i>Because you are one of the very few companies that are located close to my residence.</i>
	<i>I have heard from my colleagues about how nice the working environment is, and how flexible the working hours are, and I wanted to be a part of the team where I could apply my knowledge to benefit the company.</i>

Q3. Why Should We Hire You?

	<i>With background in the area that your company is looking for, with my records in certificate, and with my qualifications (skills) indicated in my CV, I am sure I could contribute to your company and add to your team.</i>
	<i>Because I am qualified for that job.</i>
	<i>Because I could contribute to your company and help you achieve more profit.</i>
	<i>Because I am one among the best applying for the job.</i>

Q4. What Makes You Most Satisfied in Your Job?

	<i>I will be mostly satisfied if the benefits are equivalent to the work effort one does.</i>
	<i>I was very satisfied in my graduation project because I worked directly on solving problems that relate to (describe your project). I guess working on the same line (here in your company) would keep me quite excited.</i>
	<i>I would be mostly satisfied if the working hours are flexible.</i>
	<i>I will be very satisfied if I to work in the division of (say, human resources). My background and qualifications will help me fit in the position, and will enable me excel in performance.</i>

Q5. What Can You Do for Us That Other Candidates Can't?

	<i>I have a unique combination of strong technical skills, and the ability to build strong relationships and connections. This allows me to use my knowledge and fit within your working team.</i>
	<i>I am specialized in Java programming software.</i>
	<i>I have very strong interpersonal skills that will enable me to handle your job description mostly effectively.</i>
	<i>I am not sure what the others cannot do.</i>

Q6. What are your weaknesses?

	<i>I am always working on improving my communication skills to be a more effective presenter. I recently joined that institute for this particular purpose, which I find very helpful.</i>
	<i>My main weakness is my communication skills. But I am working on it.</i>
	<i>Nothing, I could recall.</i>
	<i>I cannot find an answer.</i>

Hints for addressing the quiz questions

Hint-Q1: It's best to talk about short-term and intermediate goals rather than locking yourself into the distant future.

Hint-Q2: The interviewer is listening for an answer that indicates you've given this some thought.

Hint-Q3: In addressing this question summarize your strengths, capabilities and experiences.

Hint-Q4: You don't want to talk about money or financial benefits! The interviewer wants to know what motivates you. If you can relate an example of a job or project when you were excited, the interviewer will get an idea of your preferences.

Hint-Q5: The question is intended to assess your experiences, skills and traits. Summarize all concisely.

Hint- Q6: Handle it by minimizing your weakness and emphasizing your strengths. Stay away from personal qualities and concentrate on professional skills.

Workshops II: Arabic Version

Slide 1



جامعة الإمارات العربية المتحدة
التدريب المهني والتعلم التكاملي





ورشة العمل الثانية

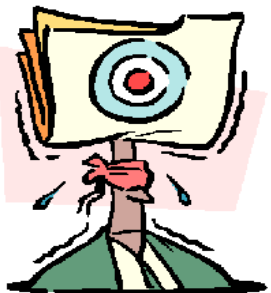
كيف تسوق نفسك



Slide 2



مزايا التدريب المهني



- إكتسب خبرة
- و حسن سيرتك الذاتية
- أثناء تلقيك الإعتماد الأكاديمي



Slide 3



مزايا التدريب المهني

- البحث عن مهنة واختبار "عالم العمل"



Slide 4



مزايا التدريب المهني

- طور مهاراتك في العمل

التواصل مع الآخرين
وتقوية المعرفة التقنية



Slide 5



مزايا التدريب المهني

- تطبيق المعرفة الدراسية والنظرية



Slide 6



مزايا التدريب المهني

- إبحث عن الهوية وكون "هويتك" في المسار المهني الذي تختاره



Slide 7



مزايا التدريب المهني



- طور ثقتك بنفسك
- واحترافك المهني



Slide 8



مزايا التدريب المهني



- إكتسب التفوق
- في سوق عمالة اليوم، السريع التغير



Slide 9



مزايا التدريب المهني



- إكتسب معرفة
حجم الطلب على المحترفين
في مسار مهنتك



Slide 10



مزايا التدريب المهني



- الاتصال بالمحترفين
والمراجع في ميدان العمل



Slide 11



مزايا التدريب المهني



- بناء وتمتين علاقات قوية مع رفاق المعرفة والتخرج



Slide 12



مقابلة العمل : قبل المقابلة

إبحث عن الشركة

المهارات الفنية

مهارات الإتصال

مهارات التواصل

المهارات التنظيمية

استعد للتحديث عن المهارات

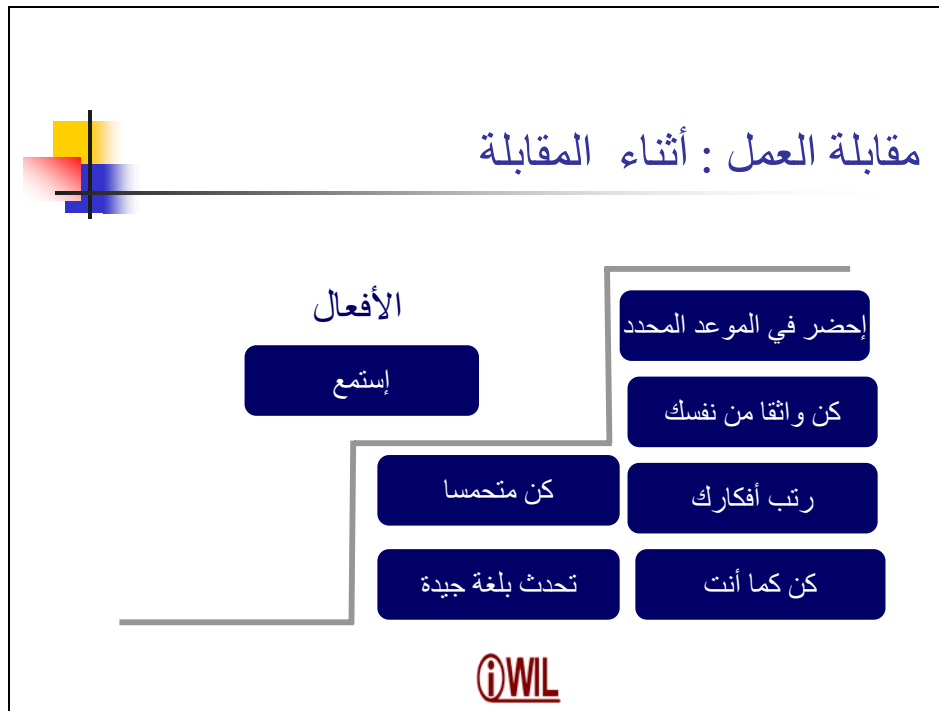
المهارات الإدارية

مهارات حل المشاكل

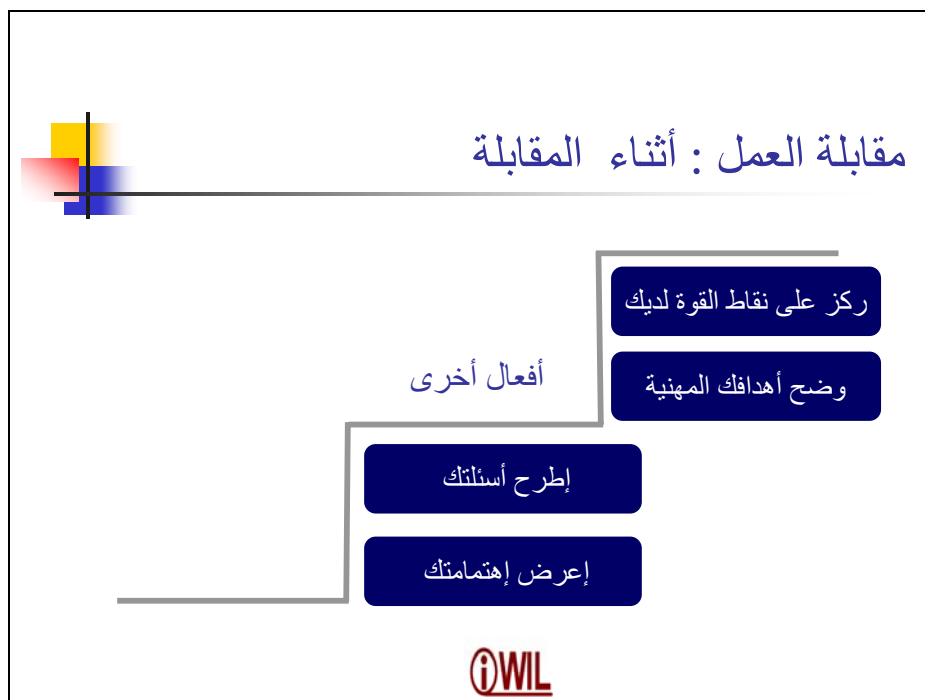
مهارات القيادة



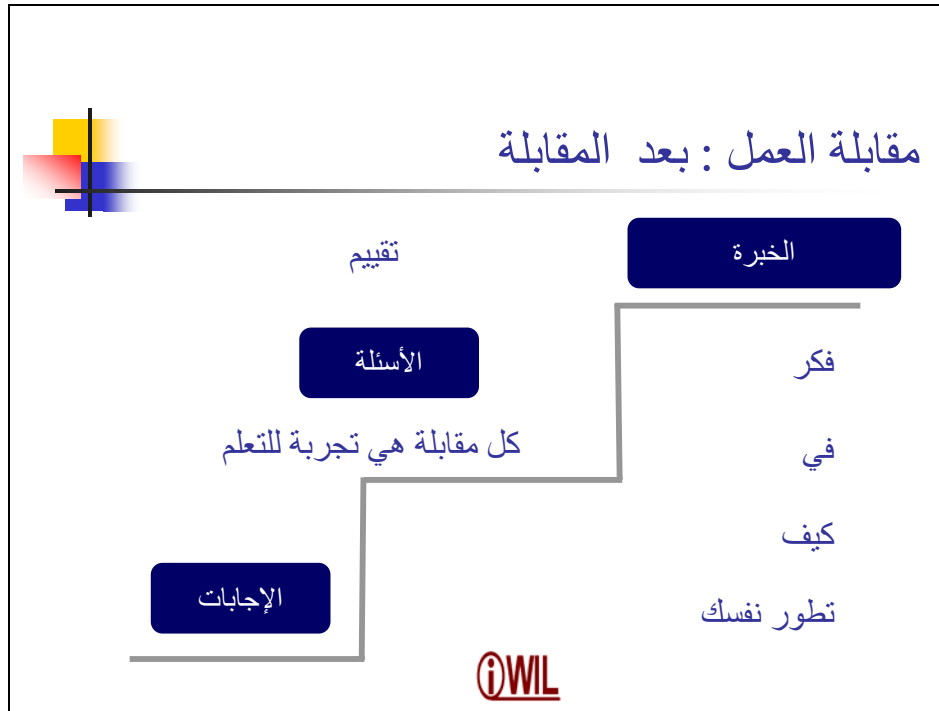
Slide 13



Slide 14



Slide 15



Slide 16



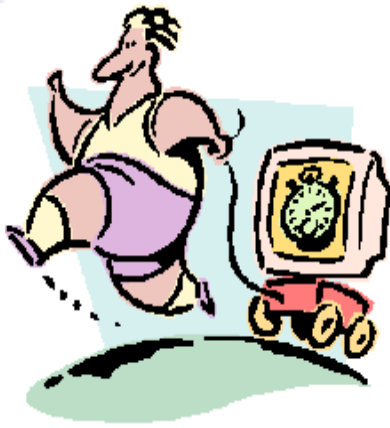
Slide 17



إرشادات إضافية للمقابلة

إحضر في الموعد المحدد

ولا تتأخر على المقابلة.
وإمنح نفسك وقتا إضافيا
لتصل مبكرا.



WIL

Slide 18



إرشادات إضافية للمقابلة

إبحث بنفسك

إبحث عن الشركة قبل المقابلة. تعرف
على نشاطها ، خدماتها، منتجاتها،
عملائها ومنافسيها. كلما تعرفت أكثر
على الشركة، كلما سنحت لك الفرصة
في تسويق نفسك.



WIL

Slide 19



إرشادات إضافية للمقابلة

إستعد

أحضر ملف يحتوي على نسخ
إضافية من سيرتك الذاتية ،
ونسخ من مراجعك وأوراق
لتسجيل الملاحظات. ينبغي لك
أيضا إعداد أسئلتك مسبقا
لطرحها في نهاية المقابلة.

WIL

Slide 20



إرشادات إضافية للمقابلة

أظهر حماسك

مزيدا من التخابط بالعين يعزز
الثقة بالنفس. تكلم بوضوح
وبصوت واثق، رغم أنك قد
تشعر باهتزاز.

WIL

Slide 21



إرشادات إضافية للمقابلة

إستمع

تأكد بانك تصغي جيداً وتقرأ
ما بين السطور. فأحياناً ما لا
يذكر يكون هاما أكثر مما
يذكر.



WIL

Slide 22



إرشادات إضافية للمقابلة

أجب على الاسئلة المطروحة

تأكد من فهم الأسئلة المطروحة،
وأطلب توضيح أكثر إذا كنت غير
متأكد.



WIL

Slide 23



إرشادات إضافية للمقابلة

أعطي أمثلة معينة



مثال عن خلفيتك المعرفية يستحق الكثير. حضر أمثلتك قبل المقابلة. أعطي أمثلة تبرز نجاحك وتميزك. الخبرة السابقة تقود الى الأداء المستقبلي.

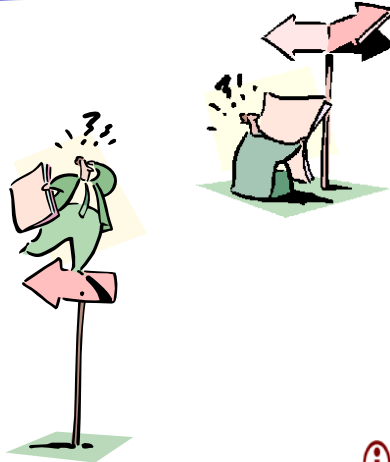
WIL

Slide 24



إرشادات إضافية للمقابلة

إطرح الأسئلة



العديد من المتقدمين لا يطرحون اسئلة أثناء المقابلة، ويفوتون الفرصة على أنفسهم لمعرفة معلومات قيمة. الأسئلة التي تطرحها تعبر عن اهتمامك بالمؤسسة والوظيفة.

WIL

Slide 25



الأسئلة السلوكية أثناء المقابلة

تقدم للإختبار



Slide 26



شكراً لكم

الأسئلة ؟



Slide 1



جامعة الإمارات العربية المتحدة
التدريب المهني والتعلم التكاملي





معالجة الأسئلة السلوكية في المقابلات

المادة المساندة لورشة العمل الثانية



Slide 2



ما هي نقاط الضعف لديك ؟

عالج ذلك بتقليل نقاط ضعفك
والتركيز على نقاط قوتك.
إبتعد عن السمات الشخصية
وركز على المهارات
المهنية.





Slide 3

لماذا نختار العمل بالمؤسسة؟

لخص نقاط قوتك
وإمكانياتك وخبراتك



WIL

Slide 4

لماذا تريد العمل في المؤسسة؟

لا تريد القول
"أنت قادر أن تنجح!" لأن
الشخص المقابل يستمع للإجابة
التي تشير أنك قد أوليت هذا
بعض التفكير.



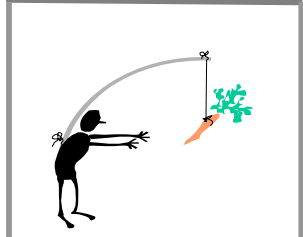
WIL

Slide 5



ما هي أهدافك المهنية ؟

من الأفضل أن تتحدث عن أهدافك المهنية القصيرة والمتوسطة الأمد بدلا من التحدث عن أهدافك في المستقبل البعيد.



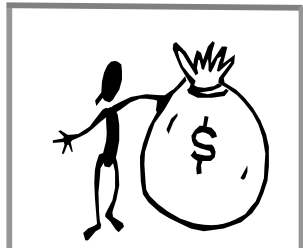
WIL

Slide 6



ما هي معايير قناعتك ورضاك بالعمل؟

لا تتكلم عن المال أو المزايا المالية، لأن الشخص المقابل يريد معرفة ماذا يحفزك. يمكنك أن تروي مثلا عمليا أو مشروعا معيناً كنت سعيدا بالعمل به حتى يتمكن الشخص المقابل من معرفة تقضياتك.



WIL

Slide 7



ما الذي يميزك عن المرشحين الآخرين ؟

ما الذي يجعلك مميزا؟
المقصود هنا تقييم خبراتك،
مهاراتك و سماتك الشخصية .
لخص كل ذلك بايجاز.





إختبار الأسئلة السلوكية فى المقابلات

موضح أدناه عينة من بعض الأسئلة الشائعة التي توجه عادة في المقابلات. الرجاء اخذ الوقت الكافي لمراجعة وتصنيف هذه الأجوبة وفق الترتيب الذي تراه مناسباً. صنف الجواب الأفضل بالرقم "١" والثاني بالرقم "٢" وهكذا. التوضيحات المختصرة والملحقة أدناه ستساعدك على التعرف على الإجابة الأمثل. رتب الإجابات أثناء تصنيفك لها.

س١. ما هي أهدافك المهنية ؟

هدفى الحالي هو الحصول على عمل لدى مؤسسة ذات شهرة جيدة كما هي مؤسستكم , وحيث تتوفر بيئة العمل التي تتيح لي عرض إمكانياتي. أمل أن أطور في عملي لأبلغ موقع المسؤولية.	
هدفى هو أن أصبح مسئولاً عن قسم الموارد البشرية في مؤسستكم بعد عشر سنوات.	
أهدافى هي إيجاد عمل يجعلني مواكبا للتقدم ولتطورات في مجال عملي ومهنة تحافظ على رصيدي المعرفي والمهني.	
هدفى أن أكون خبيراً في حقل وهو المجال الذي يتوافق مع معرفتي الأكاديمية ومهاراتي واهتماماتي. أعتقد أن العمل في مؤسستكم ذات الشهرة العالية وفي هذا المجال سيساعدني أن أكون خبيراً يوماً ما وفي المستقبل القريب.	

س٢. لماذا تريد العمل في المؤسسة ؟

اخترت المؤسسات الرئيسية التي تتوافق مهامها مع قيمى وأهدافى المهنية, حيث أعلم أنني سأكون سعيداً بما تقوم به المؤسسة. وهذه المؤسسة على رأس قائمة اختياراتى المفضلة.	
المزايا التي تقدمها مؤسستكم جذابة إلى حد ما, وأيضاً المرونة التي تسمحون بها في جدول الوقت.	
لأن مقر مؤسستكم, أحد مقار المؤسسات القليلة الواقعة على مقربة من مقر إقامتي.	
قد سمعت من زملائي عن مدى جودة بيئة العمل عندكم , والمرونة في ساعات العمل. لذلك أردت أن أكون جزءاً من فريق عملكم , حيث يمكنني تطبيق معرفتي لإفادة مؤسستكم.	

س٣. لماذا نختار العمل بالمؤسسة؟

بناء على الخلفية المعرفية المطلوبة في مجال العمل المحدد من طرفكم , ووفقا لسجل شهاداتي ومؤهلاتي ومهاراتي المشار إليها في سيرتي الذاتية , أنا متأكد من قدرتي على الإضافة لفريق عملكم والمساهمة في بناء وتطوير المؤسسة .	
لأنني مؤهل للقيام بهذا العمل.	
لأنه لدى القدرة على المساهمة في بناء وتطوير مؤسستكم والمساعدة على تحقيق مكاسب إضافية.	
لأنني أحد أفضل المتقدمين للحصول على العمل.	

س٤. ما هي معايير قناعتك ورضاك بالعمل ؟

أكون راضيا حينما تكون المزايا المقدمة من المؤسسة مساوية لجهد العمل المطلوب .	
كنت راضيا تماما أثناء عملي في مشروع تخرجي وذلك لأنني عملت بشكل مباشر على حل المشاكل المتعلقة بـ (وصف مشروع التخرج). أعتقد أن عملي في ذات المسار وهنا في مؤسستكم , يسعدني تماما.	
سأرضى في الغالب إن كانت هناك مرونة في ساعات العمل.	
سأكون راضيا جدا إذا عملت في قسم (مثلا: الموارد البشرية). إن خلفيتي المعرفية ومؤهلاتي تجعلني مناسباً لهذا الموقع, وتمكنني من التميز في أدائي.	

س٥. ما الذي يميزك عن المرشحين الآخرين ؟

لأن لدي المهارات التقنية العالية والقدرة على بناء الروابط والعلاقات القوية مع الآخرين. وهذا يتيح لي المجال لاستخدام معرفتي ويؤهلني أن أكون جزءاً من فريق عملكم.	
لأنني متخصص في لغة البرمجة "جافا"	
لأن لدي مهارات تواصل قوية تمكنني من تولي المنصب المقدم بجدارة.	
لأنني لست متأكدا مما لا يستطيع الآخرون عمله.	

س٦. ما هي نقاط الضعف لديك ؟

أعمل دائما على تطوير مهاراتي التواصلية لأكون مقدما مؤثرا أكثر. ولهذا الغرض التحقت حديثا بمعهد تدريب أجده مفيدا جدا.	
نقطة الضعف الرئيسية لدي هي مهارات التواصل. لكنني أعمل على معالجة هذا الأمر.	
لا يخطر في ذهني شيء.	
لا أجد جوابا على ذلك.	

إيضاحات إضافية لإجابة أسئلة الاختبار

توضيح – س ١:

من الأفضل أن تتحدث عن أهدافك المهنية القصيرة والمتوسطة الأمد بدلا من التحدث عن أهدافك في المستقبل البعيد.

توضيح – س ٢:

يستمع الشخص المقابل للإجابة التي تشير أنك قد أوليت ذلك بعض التفكير.

توضيح – س ٣:

في تعاملك مع هذا السؤال , لخص نقاط القوة لديك وإمكانياتك وخبراتك.

توضيح – س ٤:

لا تتكلم عن المال أو المزايا المالية , لأن الشخص المقابل يريد معرفة ماذا يحفزك. يمكنك أن تروي مثلا عمليا أو مشروعا معيننا كنت سعيدا بالعمل به حتى يتمكن الشخص المقابل من معرفة تفضيلاتك.

توضيح – س ٥:

المقصود بهذا السؤال هو تقييم خبراتك , مهاراتك و سماتك الشخصية . لخص كل ذلك بإيجاز.

توضيح – س ٦:

تعامل مع هذا السؤال بتقليل نقاط ضعفك والتركيز على نقاط قوتك. ابتعد عن وصف السمات الشخصية وركز على المهارات المهنية.

Workshop III

Ethics and Employer Expectations

Instructor Guidelines for Workshop III

Internship: Ethics and Employer Expectations

This workshop aims at forming and/or acquainting the interns with the work disciplines and the general ethics needed for successful careers. The interns are also prepared to meet the prospective employers' expectations with emphasis on strengthening the initiation, leadership, flexibility, self knowledge and competitiveness skills.

The presentation material for this workshop is two fold:

1. The main presentation file and;
2. The supporting presentation material .

The main presentation file has a total of 16 slides. The time scheduled for this material to be presented should not exceed 30 minutes. Spend the time explaining the general terminologies for the work ethics, and how can one define the ethicality of actions.

The instructor must indicate that there are some specific ethics for each profession, however, all share some common rules. And that is what the presentation focuses on. Pay attention to the five "be" statements, and the five rules. Use examples to make it clearer to the students.

Put emphasis on the general employer expectations and how do they relate to the skills addressed in workshop I. Attached with the presentation is a quiz to be taken by the students at the end of the presentation. Make sure to address the importance of honesty in addressing the quiz questions, as they will help identify the points of deficiencies of the students' skills, and would as such be used in indicating the direction in which they should be enhancing their capabilities. Please pay attention to the categories of the possible quiz grades, and comment on that.

Attached with the main presentation file is a supporting file that contains additional slides to address the details of the employers' expectations. It would be a great idea to get back to this material after the students finish the quiz and know their grades. These additional slides will illustrate the link between the questions that the students have taken in the quiz and the specific employer expectations.

The total workshop time is about 1:15 hours and it is better divided as follows:

- Presentation: 30 minutes
- Open discussion: 15 minutes
- The student taking the quiz: 15 minutes
- Revisiting the supporting material: 15 minutes

Workshop III Materials

Slide 1



United Arab Emirates University
internship & **Work-Integrated Learning**



Workshop III

Work Ethics and Employers Expectations



Slide 2



Introduction



According to the Ethics Officer Association (USA), 48 percent of surveyed workers indicated that they had engaged in at least one unethical action such as:

- Cutting corners on quality
- Covering up situations
- Lying about sick days
- Deceiving customers
- Some reported taking credit for another's idea
- Lying to superiors on a serious matter



Slide 3



What are the Work Ethics?

Ask yourself the following :

- Is this legal ?
- Is this against company policy?
- Can I sleep at night if I do it?



①WIL

Slide 4



Rules of Thumb

Build credibility

Keep away of actions that may compromise your credibility



①WIL

Slide 5

Five “Be” 's to Enhance Your Credibility

Be Enthusiastic

No matter what the job, complete it with a sense of urgency.



Slide 6

Five “Be” 's to Enhance Your Credibility

Be Optimistic

Negativity in the workplace is destructive. You may not always complain wrong things; but you can always suggest improvements.



Slide 7



Five “Be” 's to Enhance Your Credibility

Be Flexible

You can't survive in business today while resisting change.



Slide 8



Five “Be” 's to Enhance Your Credibility

Be Cooperative

Since companies must do more with fewer resources, teamwork is essential.



Slide 9

Five “**Be**” 's to Enhance Your Credibility

Be Creative

What process can be improved?
How can you make things easier for customers?



Slide 10

Five “**Rules**” to Maintain Your Credibility

Keep Up with Your Field of Expertise

No matter what field you're in,
there are always changes.
People want to follow leaders who
are current, knowledgeable
and confident.



Slide 11



Five “Rules” to Maintain Your Credibility

Never Withhold Information

Good leaders and team members do not keep information from others.



Slide 12



Five “Rules” to Maintain Your Credibility

Always Tell the Truth

Be honest with others and you will better serve yourself and your organization in the long run.

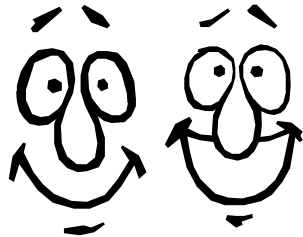


Slide 13

Five “Rules” to Maintain Your Credibility

Get People to Respect You Rather than to Like You

Typically, a person who is trying to be liked rather than respected is perceived as insincere and non-credible.



Slide 14

Five “Rules” to Maintain Your Credibility

Accept Personal Responsibility

If you’re not willing to accept personal responsibility for what you do, you will lose credibility.



Slide 15



Employers' Expectations

Take Quiz

Slide 16



Thank You

Slide 1



United Arab Emirates University
internship & **Work-Integrated Learning**





Workshop III-Support Employers Expectations



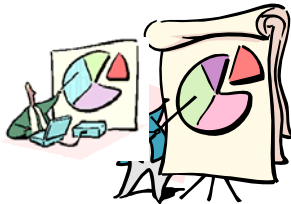
Slide 2



Employer's Expectations

Ability to Communicate

- Do you have the ability to organize your ideas effectively?
- Can you express ideas clearly orally and writing?
- Can you present ideas in a persuasive way?





Slide 3



Employer's Expectations



Intelligence

- Can you understand assignments?
- Can you learn details of operation?
- Can you contribute ideas to your work?



Slide 4



Employer's Expectations

Self-Confidence

Are you able to deal positively and effectively with situations and people?



Slide 5



Employer's Expectations

Willing to Accept Responsibility

Are you someone who recognizes what needs to be done and willing to do it?



Slide 6



Employer's Expectations

Initiative

Do you have the ability to identify the purpose for work and to take action?



Slide 7



Employer's Expectations

Leadership



- Can you guide and direct others to obtain a recognized objective?
- Will you be liked and respected by the team you lead?



Slide 8



Employer's Expectations

Energy Level

- Do you demonstrate the energy and capacity to make things move ahead?
- Can you maintain your work effort at an above-average rate?





Slide 9

Employer's Expectations



Imagination

Can you confront and deal with problems that may not have standard solutions?



Slide 10

Employer's Expectations

Flexibility

Are you capable of changing directions and being receptive to new situations and ideas?



Slide 11



Employer's Expectations

Interpersonal Skills



Do you encourage individuals to become effective, enthusiastic members of team?



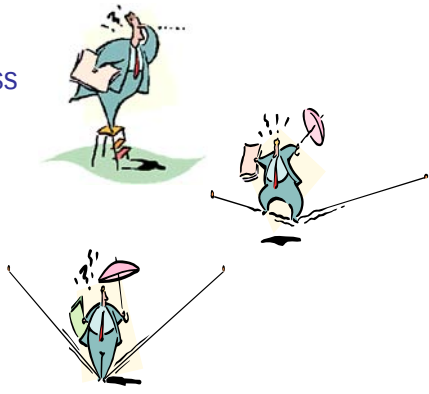
Slide 12



Employer's Expectations

Self-Knowledge

- Can you realistically assess your own capabilities?
- Can you see yourself as others see you?
- Can you clearly recognize your strength and weaknesses?



Slide 13



Employer's Expectations

Ability to Handle Conflicts



Can you successfully handle stressing situations?



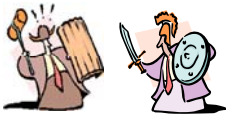
Slide 14



Employer's Expectations

Competitiveness

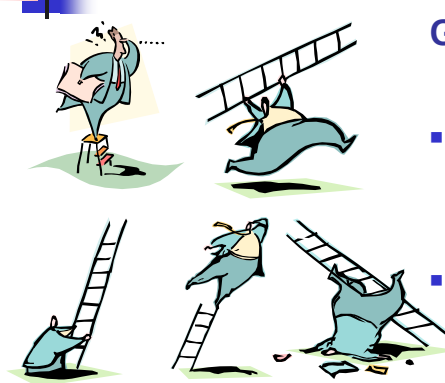
- Do you have the capacity to compete with others?
- Are you willing to be evaluated by your performance in relation to that of others?



Slide 15

Employer's Expectations

Goal Achievement



- Can you identify and work toward specific goals?
- Do such goals challenge your abilities?

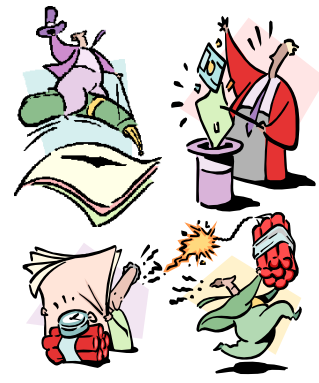


Slide 16

Employer's Expectations

Vocational Skills

Do you possess the combination of education and technical skills required for the position you are seeking?



Slide 17

Employer's Expectations



The illustrations show four scenarios of confusion: 1. A person stands before a signpost with two arrows pointing in opposite directions. 2. A person stands before a signpost with two arrows pointing in opposite directions, looking at a document. 3. A person stands before a signpost with two arrows pointing in opposite directions, looking at a document. 4. A person stands before a signpost with two arrows pointing in opposite directions, looking at a document.

Direction

- Have you defined your goals?
- Have you determined what type of position to fit your knowledge, skills and goals?



The iWIL logo is located in the bottom right corner of the slide content area.

Employer Expectation Quiz

Employers' Expectations Workshop

Read the following questions, and tick the square that mostly relate to the level you feel applies to your skills' levels. The rule of thumb is to be honest with your self. This quiz aims at helping you understand more about the employers' expectations. Choose your answers based on the scale below:

1. Not Really
2. Acceptable
3. Average
4. Good
5. Very good

	1	2	3	4	5
1. Can you organize ideas and express them effectively?	☐	☐	☐	☐	☐
2. Can you contribute ideas to your work?	☐	☐	☐	☐	☐
3. Can you easily communicate in a foreign language?	☐	☐	☐	☐	☐
4. Can you lead a team to obtain a recognized objective?	☐	☐	☐	☐	☐
5. Can you maintain your effort at an above-average rate?	☐	☐	☐	☐	☐
6. Can you deal with problems and find solutions?	☐	☐	☐	☐	☐
7. Can you change directions and accept others' ideas?	☐	☐	☐	☐	☐
8. Can you successfully handle stressing situations?	☐	☐	☐	☐	☐
9. Do you have the capacity to compete with others?	☐	☐	☐	☐	☐
10. Do you recognize your strengths and weaknesses?	☐	☐	☐	☐	☐

Add up your score and select the appropriate category below:

- 40-50.** You are a highly skilled person. You would ideally fit the employer's expectations. The chances of you having a very successful career are very high. Good luck;
- 25-40.** You are an adequately skilled person to a great extent. Try to improve on the areas that you scored minimal. That would help a lot on increasing your job opportunities;
- 10-25.** A lot of work needs to be done. You should work more on your intellectual, professional and social skills. Dedicate some time understanding what are the employers' expectations, and put more effort to enhance your skills for the target career you are aiming at.

Workshop III: Arabic Version

Slide 1



جامعة الإمارات العربية المتحدة
التدريب المهني والتعلم التكاملي





ورشة العمل الثالثة

أخلاقيات المهنة وتوقعات أصحاب العمل



Slide 2



مقدمة

استنادا الى تصريحات مسؤول رابطة اخلاقيات المهنة (الولايات المتحدة) فإن 48% من العمالة التي شملها المسح , أشاروا بأنهم متورطون على اقل تقدير في تجاوزا لسلوكيات المهنية والتي نورد منها ما يلي:



- قطع الطريق على تحقيق الجودة
- تغطية التجاوزات
- عدم المصادقية في حالات المرض
- خدعة العملاء
- تقارير عن حصول البعض على تقدير مصدره افكار آخرين
- خدعة المسؤولين في المسائل الجدية



Slide 3



ما هي أخلاقيات المهنة ؟

اطرح على نفسك التساؤلات التالية :

- هل هذا قانوني؟
- هل هذا يتعارض مع سياسة الشركة؟
- هل يمكنني النوم ليلا وإذا فعلت؟



Slide 4



القواعد العامة

- بناء المصداقية
- ابتعد عن الممارسات التي تعرض مصداقيتك للخطر



Slide 5



خمس "إرشادات" لتحسين مصداقيتك

كن متحمسا

بغض النظر عن طبيعة العمل،
أنجزه برغبة وحماس.



WIL

Slide 6



خمس "إرشادات" لتحسين مصداقيتك

كن متفانلا

السلبية في مكان العمل عنصر هدام، فمن الافضل الاهتمام
والتركيز على الاقتراحات لتطوير العمل بدلا من الشكوى الدائمة
وإبرازا لأخطاء.



WIL

Slide 7



خمس "إرشادات" لتحسين مصداقيتك

كن مرنا



لا يمكنك البقاء في عالم التجارة اليوم
إذا قاومت التغيير.



Slide 8



خمس "إرشادات" لتحسين مصداقيتك

كن متعاوننا



بما أن سياسة المؤسسات هي العمل بأقل الموارد،
فإن العمل الجماعي أصبح هاماً وضرورة حتمية.



Slide 9



خمس "إرشادات" لتحسين مصداقيتك

كن ابداعيا

ما هي العمليات التي يمكن تحسينها؟
كيف يمكنك تسهيل الأشياء أكثر للعملاء؟



Slide 10



خمس "قواعد" لتحافظ على مصداقيتك

واصل خبرتك العملية

مهما كان تخصصك ، دائما هناك تغييرات.
يتبع الناس القيادات الحالية التي لديها الثقة
والمعرفة الواسعة.

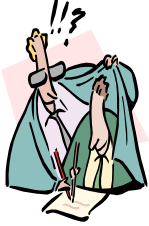


Slide 11



خمس "قواعد" لتحافظ على مصداقيتك

لا تحجب المعلومات



القادة وأعضاء الفرق الناجحين هم من لا يحجبون المعلومات عن الآخرين.



Slide 12



خمس "قواعد" لتحافظ على مصداقيتك

إخبار الحقيقة دائما



كن أميناً مع الآخرين، وهذا سيخدمك أنت والمؤسسة التي تعمل بها على المدى البعيد.

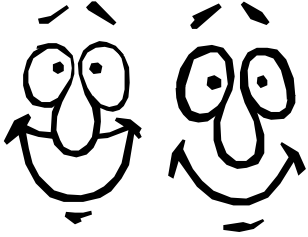


Slide 13



خمس "قواعد" لتحافظ على مصداقيتك

اجعل الناس يحترموك
افضل من ان يحبوك



الشخص الذي يركز على ان يحبه
الناس على حساب احترامهم له هو
شخص مخادع وغير موثوق فيه.



Slide 14



خمس "قواعد" لتحافظ على مصداقيتك

تحمل المسؤولية الشخصية



اذا لم تكن لديك الرغبة في تحمل المسؤولية
على العمل الذي تقوم به، فإنك ستفقد المصداقية.



Slide 15



توقعات أصحاب العمل

فحص



Slide 16



شكرا لكم



Slide 1



جامعة الإمارات العربية المتحدة
التدريب المهني والتعلم التكاملي





ورشة العمل الثالثة-المساندة توقعات أصحاب العمل



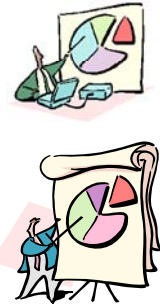
Slide 2



توقعات صاحب العمل

قدرتك على التواصل

- هل لديك القدرة على تنظيم أفكارك بفاعلية ؟
- هل تستطيع أن تعبر بوضوح عن الأفكار شفهيًا وكتابيًا ؟
- هل تستطيع تقديم الأفكار بطريقة مقنعة ؟





Slide 3



توقعات صاحب العمل

الإدراك

- هل يمكنك فهم الواجبات ؟
- هل بإمكانك تعلم تفاصيل العمليات ؟
- هل يمكن ان تساهم بأفكارك في أداء عملك ؟



Slide 4



توقعات صاحب العمل

الثقة بالنفس

- هل لديك المقدرة على التعامل الإيجابي والفعال مع الأفراد والأوضاع ذات العلاقة ؟



Slide 5



توقعات صاحب العمل

الرغبة في تحمل المسؤولية

- هل أنت ممن يتعرف على ما الذي يجب عمله، ولديه الرغبة في تنفيذ العمل؟



Slide 6



توقعات صاحب العمل

المبادرة

- هل لديك المقدرة على تحديد الأهداف للعمل واتخاذ الإجراءات اللازمة؟



Slide 7



توقعات صاحب العمل

القيادة

- هل تستطيع قيادة وتوجيه الآخرين نحو تحقيق الأهداف المحددة؟
- هل ستكون محبباً ومحترماً من قبل أعضاء الفريق الذي تقوده؟



Slide 8



توقعات صاحب العمل

مستوى الطاقة الإنتاجية

- هل ستظهر الطاقة والسعة اللازمة لدفع الأمور للأمام؟
- هل تستطيع المحافظة على الجهد لمواصلة العمل فوق المعدل النسبي؟

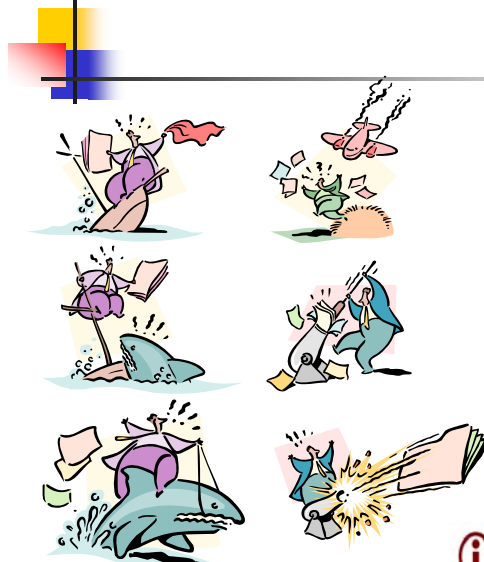


Slide 9

توقعات صاحب العمل

الأفق

- هل يمكنك المواجهة والتعامل مع المشاكل التي قد لا يتواجد لها حلول قياسية؟



Slide 10

توقعات صاحب العمل

المرونة

- هل لديك القدرة على التكيف مع الاتجاهات المتغيرة والتجاوب مع المعطيات والأوضاع الجديدة؟



Slide 11



توقعات صاحب العمل

مهارات العلاقات الشخصية

- هل تشجع اعضاء فريق عملك على العمل بفاعلية وحماس ؟



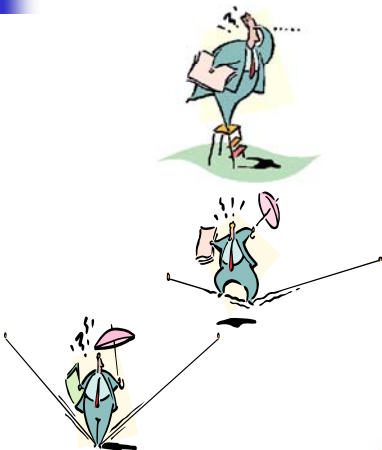
Slide 12



توقعات صاحب العمل

المعرفة الذاتية

- هل تقيم امكانياتك على نحو عملي ؟
- هل تستطيع رؤية نفسك كما يراك الآخرون ؟
- هل يمكنك معرفة نقاط الضعف والقوة لديك ؟



Slide 13



توقعات صاحب العمل

القدرة على حل النزاعات

- هل يمكنك التعامل مع المشاحنات العصبية أثناء العمل؟



WIL

Slide 14



توقعات صاحب العمل

المنافسة

- هل لديك القدرة على التنافس مع الآخرين؟
- هل ترغب في ان يقيم أدائك نسبة لأداء الآخرين؟



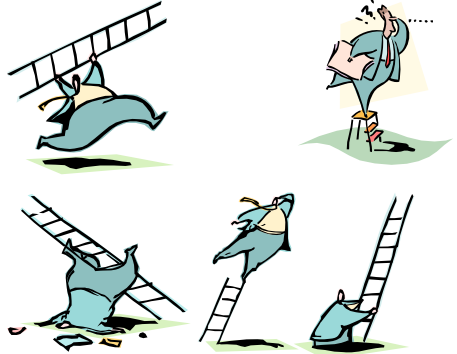
WIL

Slide 15



توقعات صاحب العمل

تحقيق الأهداف



- هل يمكنك التعرف على الأهداف والعمل نحو تحقيقها ؟
- هل مثل هذه الأهداف تتحدى قدراتك ؟

iWIL

Slide 16



توقعات صاحب العمل

المهارات المهنية



- هل لديك المهارات التعليمية والفنية المطلوبة للوظيفة التي تبحث عنها ؟

iWIL

Slide 17



توقعات صاحب العمل

التوجيه

- هل قمت بتحديد اهدافك ؟
- هل قمت بتحديد الوظيفة التي تتوافق ومعرفتك ومهاراتك واهدافك ؟



For further information, please visit our website at:

<http://iwil.uaeu.ac.ae>

①WIL contact information:

United Arab Emirates University
P.O. Box 17555
Al Ain
Phone: +971-3-7634660
Fax: +971-3-7634650
E-mail: iwil@uaeu.ac.ae