

## Participant Guide June 2026: Resumes

Network to Work Lessons & Materials  
are on the Participant Portal at:  
**A4td.org / a4tdtraining**

### Meeting Ground Rules:

- Silence your phones
- Maintain confidentiality
- Listen to others
- Participate
- Use the “Parking Lot”

## Today’s Agenda:

### 1. Materials

- Welcome! Please sign in.
- Your **Career Navigator** (CN) and **Case Management Participant Assistant** (CMPA) have your meeting agenda and various program materials available for you on the table.
- Please be sure to provide us with any changes in your address, phone or email.

### 2. Welcome and Opening Remarks

- **Introductions: Introduce yourself:**
  - Name and host agency
  - Job goal
  - A success you had this month in your training, job search, or elsewhere.
- “What do you hope to take away from or learn at today’s meeting?”

### 3. We Celebrate You! Participant Success

- Certificates are handed out.

**4. Employer Guest Speaker:** \_\_\_\_\_

- **Job Search Skill Topic:** “Resumes”

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**5. Job Readiness: Resumes**

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- **Activity/Discussion – “Resume Upgrade Challenge”**

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## 6. Workplace Safety Video:

- **Eye Safety -the 20/20/20 Reule – Computer Vision Syndrome**
- This video gives a brief explanation of the dangers of Computer Vision Syndrome and a simple, effective solution.
- Webpage: <https://www.youtube.com/watch?v=7hwZv36JMU>

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## 7. Miscellaneous Matters

- **Additional information**

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## 8. Jobs in the Area / Peer to Peer Support and Sharing

- **Staff will share job contacts / potential opportunities** that you should apply for when the opportunity matches your job goal.
- **Participants:**
  - Share job contacts and opportunities you know about.
  - Share any wisdom or insight you have gained from your own job search.
  - Share any challenges you are facing for which you'd like group support or input.

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## 9. A4TD News & Notes

- **Jobs, Jobs, Jobs!**
  - American Job Centers (AJC)/CareerOneStop: It is a SCSEP requirement that participants use the American Job Centers/ CareerOneStop board as part of their job search. Please keep your resume updated.
  - Job Search: As a SCSEP participant, you have agreed to actively learn skills and participate in a job-search. Complete your Job Search Activity Log (JSAL) monthly. Log in to the CareerOneStop/AJC job site twice per month.
  - Offsite Training: Offsite Training and Supportive Services are available. Talk to your CMPA or CN about what you believe would be helpful.
  - Do you have family or friends that could benefit from the SCSEP Program? Take a flyer, have them apply on our website, or contact your CN/CMPA!
- **All A4TD Training Centers will be closed** on Friday, June 19, 2026, in observance of Juneteenth and Friday, June 3, in observance of Independence Day. Your Host Agency may be closed on those days. If so, please make plans with your CMPA and your Host Agency supervisor to make up your hours **during the same pay period**.
- You must notify your local A4TD training center staff / Case Management Participant Assistant office:
  - If your personal information changes (address, phone #, etc.)
  - If there are any changes to your family size, income, or employment status.
  - If during training, you become the relative or domestic partner of another participant or of a staff member at your host agency.
- **A4TD and Senior Community Service Program (SCSEP) News**
  - A4TD has been selected to operate the National SCSEP grant in New Hampshire! A4TD currently operates SCSEP across Maine, New York, Pennsylvania, Vermont, and Connecticut. The addition of New Hampshire builds on A4TD's long-standing work connecting older adults with meaningful employment opportunities.
- **Timesheet Reminders:**
  - Names, Places, Dates, Signatures: all must be filled out!
  - Do not forget to total the right-hand column and at the bottom.
  - Offsite training must be explained with the hours breakdown and name of the provider (organization, school, or online platform).
  - It is your responsibility to save your paystubs.
  - For today's meeting in the "Explanation of Offsite Training Activities column", write "Network to Work meeting".
  - You cannot train more than 8 hours on any single day, even a day with a Network to Work meeting.

**10. Conclusion of the Meeting**

**Next Meeting:**

- \_\_\_\_\_ day, July \_\_\_\_\_, 2026 at \_\_\_\_\_

- **The July meeting topic is Cover Letters.**

- To prepare for next month’s meeting, write a few lines describing your training tasks and successes from your Host Agency assignment to add to a cover letter.

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- All Participants are required to complete a Job Search Activity (JSAL). Bring your Job Search Activity Log (JSAL) to the next meeting.

## June 2026 Topic: Resumes Strong Resume Statements Resource Document

Use This Simple Formula: **Action Verb + What You Did + Result**

Example: Organized files → **Organized files to improve efficiency and reduce retrieval time.**

### Strong Action Verbs

#### **Customer Service / People Skills**

- Assisted
- Supported
- Resolved
- Guided
- Advised
- Responded
- Communicated

#### **Organization / Operations**

- Organized
- Streamlined
- Scheduled
- Maintained
- Improved
- Monitored
- Prioritized

#### **Problem-Solving / Results**

- Resolved
- Reduced
- Increased
- Improved
- Achieved
- Delivered
- Strengthened

#### **Communication / Administrative**

- Prepared
- Presented
- Documented
- Reported
- Coordinated
- Scheduled
- Processed

## **Before and After Examples**

### **Customer Service**

X Helped customers

- ✓ Assisted customers with questions and resolved issues efficiently
- ✓ Delivered excellent customer service by addressing concerns promptly

### **Phones / Front Desk**

X Answered phones

- ✓ Managed high-volume phone lines and directed calls to appropriate departments
- ✓ Responded to customer inquiries professionally and efficiently

### **Cleaning / Maintenance**

X Cleaned work area

- ✓ Maintained a clean and organized workspace to ensure safety and efficiency
- ✓ Ensured cleanliness standards were met to support a safe work environment

### **Retail / Stocking**

X Stocked shelves

- ✓ Organized and restocked inventory to maintain product availability
- ✓ Managed inventory and ensured accurate product placement

### **Teamwork**

X Worked with team

- ✓ Collaborated with team members to complete tasks efficiently
- ✓ Supported team operations to meet daily goals

### **Training / Helping Others**

X Helped train new employees

- ✓ Trained new employees on procedures and customer service standards
- ✓ Mentored new team members to improve performance and confidence

### **Office Tasks**

X Did paperwork

- ✓ Processed and organized documents with accuracy
- ✓ Maintained records and ensured timely completion of administrative tasks

### **Problem Solving**

X Fixed problems

- ✓ Resolved customer issues quickly, improving satisfaction
- ✓ Identified and addressed operational challenges efficiently

Remember-Use this Formula: **Action Verb + What You Did + Result**