

Office of Career Advising & Development




Clinical Mental Health Counseling Guide



LE MOYNE
Greatness meets Goodness®

Office of Career Advising and Development

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Handshake

lemoyne.joinhandshake.com

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Taking the first steps in creating a resume and cover letter is a huge accomplishment. You will find as you move through the process you will **REFLECT** on your past and current experiences and your future possibilities. Crafting a well-written resume and cover letter will allow you to **EXPLORE** all the opportunities that are waiting for you. Right now you are taking a necessary step in **PREPARING** your application documents in order to meet the opportunities as they arise. Well-written documents will give you the confidence and ability to **PURSUE** your career aspirations.

Go 'Phins! You got this.

The Office of Career Advising and Development

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REPP



REFLECT - On your past and present experiences and goals.



EXPLORE - Look at a wide range of possibilities of where you want your resume to be seen or discovered.



PREPARE - Utilize **ALL** resources available to you (in addition to this guide) to craft your document.



PURSUE - Once your professional document has been refined and critiqued, be bold and apply to many positions or programs that fit with your interests, values and goals.

Creating Your **Resume** and **Cover Letter**

Creating Your Resume

1st DRAFT:

- LIST** all activities, experiences (paid and unpaid), dates (month & year only), city, state per each experience
- ORGANIZE** into basic categories; education, awards, license and certifications, work experience, volunteer, skills
- CUSTOMIZE** your basic categories or labels if possible, for more impact;

Examples:

Basic Category vs. Customized Categories

Experience

Professional Memberships or Counseling Experience

Activities

Campus Leadership and Involvement

CAREER FACT:
Employers review
resumes for
6 seconds or fewer¹

¹ www.indeed.com/career-advice/resumes-cover-letters/how-long-do-employers-look-at-resumes#~:text=On%20average%2C%20employers%20look%20at,for%20only%20a%20few%20seconds

2nd DRAFT:

- LAYOUT** each category or section in order of relevance and/or the most recent experience first (consider your audience). ***Education section will lead your resume under your heading or contact information.**

- CRAFT** bullet points for each experience.

Formula for resume descriptions:

Power verb + Project + Result = Stronger Bullet Point

"Pioneered career development workshop series, increasing student engagement by 50 percent."

- TIPS** Refer to the Power Verb list on page 6.

Avoid listing just tasks.

Examples:

Basic Bullet Point vs. Effective Bullet Points

Huntington Family Centers, Syracuse, NY
Community Based Therapist

January 2021- Present

Before ➡ Provide therapy to individuals and groups
vs.

After ➡ Provide individual and group therapy to refugee clients using trauma-informed and cognitive behavioral therapy (CBT) approaches to promote healing and resilience

CREATING YOUR RESUME



2nd continued

FORMAT your document.

- ➡ **DO NOT USE A TEMPLATE:** create an original document. Use a font size of 10-12 for content, and larger 12-14 font for categories. Fonts should be professional and easy to read. Some common serif fonts are Times New Roman, Cambria, Georgia, Garamond or Book Antiqua. Some common sans serif fonts that work well are Calibri, Helvetica, Verdana or Trebuchet MS.
- ➡ **BOLD your name** and use large font size (14-16) format
- ➡ **Utilize** underline, and *italics* to create a consistent format and to ensure key information stands out. Use your creativity to make your document easy to read.
- ➡ **Utilize spacing** between categories, (avoid double spacing the entire document). Do not crowd content, but also evaluate for excessive blank space. Check out this [video](#) for tips on formatting a resume to one page.

FINAL DRAFT:

FINAL DRAFT RESOURCES AND TIPS

- ➡ Have others critique your resume (including Career Advising).
- ➡ Make an appointment in **Handshake**.
- ➡ Utilize Chat GPT to compare your resume with the job description provided in the application. Do they overlap? If not, take time to ask Chat GPT how to better match your resume bullets with the job description.
- ➡ Thoroughly review ChatGPT's draft and be sure to revise to reflect your voice and experience as well as ensuring it is accurate, honest and you can still speak to the information it provided.



Remember, be prepared to answer and expand on everything and anything that is stated on your resume.



Handshake and Why You Should Use It

Once your resume is ready to be viewed by organizations and employers, be sure to upload this document to your Handshake account. You can find part-time and full-time opportunities through Handshake and it is free to use. Please review some FAQs regarding Handshake.

Why should I fill out my Handshake profile?

- Handshake will give you personalized job recommendations based on the information you provide on your profile – so you can find jobs and fellowships that are right for you.
- Recruiters are **five times** more likely to proactively reach out to you with job opportunities and event invitations if your profile is complete.

Professional Organizations

Professional organizations share resume advice, examples, etc. For example, the American Counseling Association (ACA) and the American Mental Health Counselors Association (AMHCA) includes resume and cover letter resources for entry-level candidates.

POWER VERBS



THINKING/ANALYSIS:

Analyzed	Consolidated	Examined
Assessed	Critiqued	Identified
Adapted	Defined	Investigated
Cataloged	Diagnosed	Judged
Coded	Diversified	Researched
Compiled	Evaluated	Strategized

CREATIVITY:

Conceived	Developed	Pioneered
Conceptualized	Innovated	Proposed
Created	Invented	

IMPROVEMENT:

Enhanced	Recommended	Revised
Expanded	Redesigned	Revitalized
Expedited	Reorganized	Simplified
Improved	Repositioned	Transformed
Increased	Restored	Updated
Perfected	Restructured	Upgraded

INTERPERSONAL:

Advocated	Enlisted	Rehabilitated
Collaborated	Facilitated	Represented
Connected	Greeted	Taught
Consulted	Interviewed	Trained
Counseled	Mediated	Tutored
Demonstrated	Motivated	United
Educated	Negotiated	Welcomed
Energized	Partnered	
Engaged	Recruited	

HANDS-ON:

Assembled	Designed	Rebuilt
Built	Distributed	Repaired
Constructed	Fixed	
Delivered	Operated	

COMMUNICATION:

Conveyed	Instructed	Reported
Drafted	Marketed	Responded
Edited	Persuaded	Summarized
Emphasized	Presented	Translated
Illustrated	Promoted	Verbalized
Informed	Publicized	Wrote

ORGANIZATIONAL:

Organized	Processed	Standardized
Planned	Recorded	Systematized
Prepared	Scheduled	

EFFECTIVENESS:

Accomplished	Exceeded	Resolved
Completed	Generated	Solidified
Created	Influenced	Solved
Developed	Instituted	Structured
Engineered	Launched	Strengthened
Established	Reached	Succeeded

LEADERSHIP:

Administered	Eliminated	Led
Advised	Encouraged	Managed
Challenged	Founded	Mentored
Coached	Guided	Officiated
Coordinated	Headed	Orchestrated
Created	Hired	Oversaw
Delegated	Hosted	Presided
Directed	Initiated	Supervised

TRACKING:

Eliminated	Performed	Regulated
Modified	Received	Retrieved
Monitored	Recognized	
Obtained	Reduced	

PART-TIME JOB EXPERIENCE



Many people have a difficult time talking about the skills they developed during various part-time jobs and hesitate to include them on their resumes, fearing employers won't take that experience as seriously as full-time, professional positions. Although some part-time experiences seem irrelevant, it is important to remember the transferrable skills that are useful and relevant for any career. Some examples include communication skills, teamwork skills, problem-solving skills, organizational skills, leadership skills and learning skills. If you have enough experience in the mental health field, you can remove most part-time experience from your resume. It can be pretty tricky to make a part-time position sound compelling on your application without overselling it. Here are some examples of how to communicate, on your resume, the skills obtained in some of the most common part-time jobs.

RETAIL JOB

Money Handling Examples:

- Deliver prompt, efficient customer service while maintaining a high level of accuracy in a fast-paced retail environment
- Accurately manage money in cash drawer, balancing at the beginning and end of each shift
- Calculate total payments during each shift and reconcile with total sales
- Assisted in the training of six new cashiers

Customer Service Examples:

- Provide friendly, prompt, and efficient customer service with a high level of accuracy at the point-of-sale
- Effectively advise customers on purchases by maintaining a high level of knowledge about store products
- Received excellent reviews from customers resulting in a promotion from sales associate to sales manager in six months
- Utilize strong communication and problem solving skills to effectively resolve customer concerns

Sales Examples:

- Built trust and credibility with clients by offering timely and relevant information on service and offerings
- Earned top sales producer for three consecutive months
- Provide excellent service by identifying needs of customer and sharing product information to address needs

BABYSITTING/NANNY JOB

- Supervise and maintain the safety and well-being of one infant and two toddlers on a daily basis
- Organize activities, meals and daily tasks for children
- Anticipate the family's needs and demonstrate initiative by providing additional services such as cleaning and organizing
- Manage disruptive behavior with patience and problem-solving skills

LAWN CARE JOB

- Develop and build summer lawn care business generating more than \$5,000 in four months
- Manage 25 residential and business accounts, ensuring customers' full satisfaction with service
- Follow planned landscaping designs to determine where to lay sod, sow grass, and plant flowers and foliage

FOOD SERVICE JOB

- Routinely manage an eight table section on busy weekend shifts, maintaining a professional attitude in a stressful, fast-paced environment
- Provide a high level of customer service in a large, fast-paced restaurant that averages 40 customers per hour
- Identify and resolve problems in a friendly and professional manner, ensuring repeat business
- Received excellent annual review for customer service resulting in a raise after six months

- Deliver prompt, efficient customer service while maintaining a high level of accuracy at the cash register

CAMP COUNSELOR JOB

- Develop and implement a weekly schedule for camp group
- Lead a group of 12 7-year-old children through daily activities
- Communicate with parents about participants' experiences and report concerns to camp leadership
- Contribute to maintaining accurate program records including incident reports, logbook documentation, and daily attendance
- Prepared for and actively participated in pre-camp training and weekly meetings
- Promoted to senior counselor after demonstrating leadership initiative

OFFICE/ADMINISTRATIVE JOB

- Plan and schedule meetings and events for 10-person staff utilizing Microsoft Outlook
- Provide exceptional customer service and ensure clients' needs are met during office visits
- Manage three-line telephone system, responding to various internal and external inquiries, routing to appropriate employee
- Organize and accurately maintain filing system containing confidential information

RESUME SCREENING SOFTWARE



A Word about Resume Templates and ATS (Application Tracking System)

Did you know most organizations utilize a software called ATS (Application Tracking System) to screen resumes before they ever reach a human? Large mental health agencies, like the National Alliance on Mental Illness (NAMI) or the Mental Health Association of New York City, can get thousands of applications in a single week. ATS helps to assess resumes to decrease workload of human resources or hiring managers in order to narrow down the number of potential candidates.

→ TIPS TO CREATE AN ATS FRIENDLY RESUME

Resumes should not have or use:

- Resume templates
- Spelling errors
- Infographics/pictures/graphs/charts/text boxes/tables
- Headers or footers
- Contain columns
- Large amounts of white space
- Any symbols (ex., # \$ * &)

Always use:

- Word format is best (unless noted in the application directions)
- Standard sized fonts (between 10-12)
- Align your content to the left margin (avoid using center formatting)
- Use keywords found in the job description when possible
- Use numeric dates (ex. 12/21 vs. December 2021)

Pro Tip:

You should have an **ATS friendly resume**, and then have the designer version of your resume for later in the interview process.

→ ATS FRIENDLY

- Clear Simple Format
Sample Resume that works

It is essential to have:

- Clear headlines and sections
- Contact information
- Education
(Note: If you are putting school with Le Moyne College, it should be on the same line. You should not use bullet points in the education section.)
- Work experience
- Be sure to be consistent in formatting the whole document.

Nice to have:

- Awards and Honors, Volunteer Experience, Languages, Hobbies and Interests, Publication

RESUME STUDENT EXAMPLE



[Your Name]

[City, State] | [Phone Number] | [Email Address] | [LinkedIn Profile URL]

EDUCATION

Le Moyne College, NY
Master of Mental Health

Anticipated Graduation: May 2024

Le Moyne College, NY
Bachelor of Arts; Psychology

Graduated: May 2019

- Inducted into Sigma Theta Tau International Honor Society for outstanding academic achievement.

MENTAL HEALTH EXPERIENCE

Position Title at Field Placement
Vera House

September 2024 - May 2026
Syracuse, NY

- Supported clients in one-on-one counseling settings, focusing on trauma recovery and coping strategies.
- Assisted with case management tasks, including resource referrals and coordination.

Position Title at Field Placement
Nottingham High School

September 2023 - May 2025
Syracuse, NY

- Facilitated individual and group sessions with students aged 14-18 on topics such as anxiety, peer relationships, and academic stress.
- Conducted intake assessments and developed treatment plans under supervision.

PROFESSIONAL EXPERIENCE

Position Title
Le Moyne College, Department of Career Advising

September 2023 - December 2024
Syracuse, NY

- Provided front-line support by greeting visitors, answering phones, and responding to emails, ensuring clear communication and a welcoming environment for students, staff, and guests.

CERTIFICATIONS

- CPR/First Aid Certified - Red Cross (Year)
- Mental Health First Aid - National Council for Mental Wellbeing (Year)

PROFESSIONAL MEMBERSHIPS

- Member, National Association of Mental Illness (NAMI)
- Member, American Psychological Association (APA)

SKILLS

Mental health assessment & intervention | Crisis management & de-escalation | Trauma-informed & strengths-based approaches | Culturally competent care | Motivational interviewing & CBT techniques | Documentation & record-keeping

CV VS. RESUME



The primary differences between a resume and a curriculum vitae (CV) are length, what is included, and what each is used for. While both are used in applications, a resume and a CV are not always interchangeable.

A CV provides a comprehensive list of your experience and skills. Typically – CVs are longer than resumes – at least two to three pages and include more information, particularly details related to one's research, publications, presentations, and teaching experience.

Where might you use a CV?

- University teaching and research positions
- Fellowships and grants
- Certain U.S. federal government jobs
- International positions

Keep these considerations in mind to make your CV stand out:

- **Tailor your CV to the specific position to which you are applying.** Emphasize your experience and skills related to the role.
- **Use powerful language and include details.** Strong phrases and a good vocabulary not only show academic control of language – they get the reader's attention. Vary your verbs and expressions and be specific: instead of writing that you “spent a lot of time working with kids in my field placement,” explain how you “assisted in the clinical assessment and care planning for children ages 12-15 to manage mental health needs.” Concrete details make for a compelling story.
- **Tell your story through a clear structure.** While the experiences on your CV will need to be ordered in a somewhat linear way, it is still possible to give a “narrative” of how you developed your knowledge and skills through your work and experiences, as well as how your interests pushed you.
- **Community and volunteer work matter.** Community and volunteer work outside of the classroom show employers what interests you. Also include any awards or honors you've received inside or outside of the classroom.

RESUME CHECKLIST



1. **FORMATTING**

- ☐ Resume is one to two pages
- ☐ Font size is between 10-12 with header being at least 14
- ☐ Consistent spacing and margins
- ☐ Dates, fonts, and spacing follow consistent pattern
- ☐ Use of bullet points to list skills and accomplishments
- ☐ Set margins to 0.5 if more space is needed

2. **CONTENT**

- ☐ Degree listed in correct order; master's degree first, bachelor's degree second
- ☐ Adequate contact information is provided with voicemail set up (professional greeting)
- ☐ Power verbs are used to describe experiences (not "worked or responsible for...")
- ☐ Verbs are consistent tense (past tense used for past experiences, etc.)
- ☐ Include hard skills on your resume. Avoid listing soft or transferrable skills. Show this through your strong bullet point descriptions. Showing vs. telling is a better strategy.

3. **FINAL STEPS**

- ☐ Proofread by another trusted peer or mentor
- ☐ Follow up with a Career Advisor for a final review of your resume/cv in a docx. or google format.
- ☐ Final draft is easy to read and saved as a PDF (with first and last name)
- ☐ Upload your career documents to your Handshake profile > documents tab and choose "visible" to be discovered by employers.

CREATING YOUR COVER LETTER



GATHER INFORMATION:

- **Find the name, title and mailing address for the person accepting applications.**
In some instances the job description will provide a contact name. If none is provided, you can check the company's website.
- **If you can't find a name, it's best to address the letter to "Dear (Company Name) Hiring Team."**
Avoid "To Whom It May Concern."
- **Research the organization to which you are applying.** Note discoveries about its mission and values, services, history and future goals, performance and reputation, etc. As you research, take notice of what makes you excited about what the organization is doing. Use this as inspiration to craft examples of synergy between you and the employer. You can research an organization by visiting its website, going to its LinkedIn page, and checking its social media presence. Highlight connections between your values and purpose that align with the organization to which you are applying.
- **Review the job description, ie., responsibilities, preferred qualifications and skills you may already possess and highlight the skills and experiences the employer wants so you can address them in the cover letter.**

DRAFT:

- Do not repeat exactly what is on your resume. Use this opportunity to provide context to skills or accomplishments in your resume.
- Write the letter, using the suggestions listed.
- Make sure you are including information about the organization and how your skills will blend with the characteristics they are seeking in an employee.

REFINE:

- **Read the letter as a potential employer.**
- **Ensure that you have highlighted the skills you will bring to the position.** The letter should focus on what you bring to a position versus what you would learn from it.
- **Check for grammatical, usage and spelling errors multiple times.**
- **Ensure your letter matches the professional tone of your industry.**
- **Have your cover letter reviewed by a trusted mentor and/or Career Advising.**

COVER LETTER CONTENT



<i>Your contact info</i>	Same heading as your resume, including: Name, Email, Phone
<i>Date</i>	Today's date
<i>Recipient's name, title, organization name, and address</i>	Full Name of Person You Are Contacting Title/Position Name of Organization Mailing Address City, State, Zip Code
<i>Salutation with name of hiring person. If gender is unknown use Mx.</i>	Dear Ms./Mr./Mx./Dr. Last Name:
<i>Content of your letter: Use the job description for employer preferences or requirements and incorporate key words into your letter.</i>	<p>Paragraph 1 – Briefly state your purpose for writing the letter</p> <ul style="list-style-type: none"> • Explain why you are interested in a specific position/opportunity. • Refer to any contacts you may have at the organization. • Explain what it is about the organization that you find interesting/compelling. • Try to lead with a relevant example. Opening sentence should be compelling. (Avoid "My name is ...") <p>Paragraph 2 – Tie your skills, knowledge and experience to the position/organization</p> <ul style="list-style-type: none"> • Select one to two projects or experiences that demonstrate skills and accomplishments related to the position. These can be experiences from your classes, prior work or volunteer experience, or student organization leadership. • Show evidence you have researched the organization and give specific examples where your skills would support the efforts of the organization • If you feel a particular connection to the organization, you can go more into detail about it than you did in the first paragraph. This could include how the company fits with your interests, goals, working style, values, etc. • This section can be separated into two paragraphs, if necessary <p>Paragraph 3 – Ask for an interview/consideration for the position</p> <ul style="list-style-type: none"> • Indicate that you are available to meet and discuss your qualifications further. • Reiterate your interest in the position. • Thank the employer for their time and consideration.
<i>Briefly list at least 2 of the most compelling job related skills, strengths, or desired traits and evidence or story to back your claim. Provide real examples.</i>	
<i>Closing statement with your name and signature Consider scanning your signature to insert as an image.</i>	<p>Sincerely/Cordially/Best Regards,</p> <p>Your Name</p>

COVER LETTER EXAMPLES



COVER LETTER EXAMPLE FOR A STUDENT STUDYING MENTAL HEALTH

[Your Name]

[City, State] | [Phone Number] | [Email Address] | [LinkedIn Profile URL]

Today's date

Full Name of Person You Are Contacting
Title/Position
Name of Organization
Mailing Address
City, State, Zip Code

Dear Ms./Mr./Mx./Dr. Last Name:

I am writing to express my strong interest in the [Job Title] position at [Organization Name], as advertised. As a soon-to-be graduate with a Master's degree in Mental Health Counseling from Le Moyne College, I am excited to take the next step in my professional journey by contributing to your organization's mission of supporting [population served / mission]. With a solid foundation in trauma-informed care, culturally responsive practice, and collaborative service delivery, I am confident in my ability to support the mental health and well-being of the clients you serve.

Throughout my graduate studies, I have focused my academic and fieldwork experiences on working with [population served]. Most recently, during my internship at [X], I provided individual and group counseling to [X] navigating a wide range of concerns, including anxiety, depression, trauma, and interpersonal conflict. I developed client-centered treatment plans, facilitated psychoeducational groups on topics such as emotional regulation and self-esteem, and worked closely with caregivers, staff, and multidisciplinary teams to ensure continuity of care. This experience strengthened my clinical assessment skills, deepened my understanding of mental health, and reinforced my passion for [X].

What excites me most about [Organization Name] is your dedication to [insert something specific about the organization, such as serving marginalized communities, providing accessible mental health services, or implementing innovative programming]. I am drawn to environments where collaboration, equity, and empathy are central values, and your work resonates deeply with my professional goals. I am particularly inspired by your [mention a specific initiative, program, or value if known], and I would be honored to contribute to these efforts.

In addition to my clinical experience, I bring strong organizational skills, a growth mindset, and a genuine commitment to reflective practice. I am skilled in documentation, rapport-building, and navigating sensitive conversations with youth and families from diverse backgrounds. My colleagues and supervisors have consistently recognized me for my reliability, adaptability, and ability to form trusting relationships with clients.

I would welcome the opportunity to bring my skills, training, and passion for mental health to your team. Thank you for considering my application. I look forward to the chance to further discuss how I can contribute to [Organization Name]'s important work.

Best regards,
[Your Name]

EMAILING YOUR COVER LETTER AND RESUME



You have worked very hard to improve, edit, and customize your resume and cover letter. You may have the opportunity to directly email a hiring manager or human resource professional. In either case, your email should be well crafted, brief and professional.

TIPS AND SUGGESTIONS:

- 1) Refrain from relaxed language i.e. Hey, lol, ur, yeah
- 2) Do not use emoticons or emojis – this isn't a text message to your friend
- 3) Use a proper salutation and honorific; Dear Ms./Mr./Mx./Dr. [last name]; ex. Dear Dr. Smith,
- 4) Include in the message that you are attaching your full version of cover letter and resume for a specific position.
- 5) Save and send your documents in PDF format and label documents with your first and last name so they can be easily recovered when searching. Avoid saving your document as resume.pdf.
- 6) Proofread your email TWICE. Make sure it flows and the tone of the email is appropriate and professional

GOOD EXAMPLE:

Dear Ms. Jones,

Thank you for taking the time to speak with me yesterday after your guest lecture. I truly enjoyed listening about your career journey and how your Le Moyne experience influenced your work as a mental health professional. We briefly discussed a potential opportunity with your organization. After reviewing the job posting I am very excited to discuss my qualifications for this position with you. Attached you will find a full version of my cover letter and resume for your consideration. I would be happy to expand on my experience and interest in this position via virtual meeting or phone call.

Best Regards,

Samuel Fisher

[Samuel Fisher Cover letter.pdf](#)

[Samuel Fisher Resume.pdf](#)

BAD EXAMPLE:

Hey! Please see attached.

[Resume.doc](#)

[Cover letter.doc](#)



Links Referenced in the Guide

Below are the Web addresses referenced in this guide in case the links aren't working. You can copy and paste the address to your browser.

Page 2 Resume and Cover Letter Guide - Overview

<https://youtu.be/bLI0Fqw7S8c>

Resume and Cover Letter Guide - Deeper Dive

<https://youtu.be/5VN7B00EpBA>

Page 4 Video on tips for formatting a resume:

<https://www.youtube.com/watch?v=up-qy4Wu7IA>

Make an appointment in Handshake:

<https://app.joinhandshake.com/edu/appointments/new>

Building Your Profile in Handshake:

<https://support.joinhandshake.com/hc/en-us/articles/115009543967-Completing-your-Profile-in-Handshake>

Leveraging LinkedIn



LinkedIn is no longer an optional tool for students; its power to build a professional network and reinforce professional presence is unparalleled. LinkedIn is not just for those in business; professionals from all industries are represented including healthcare, education, and social services, to name a few.

CONSIDER THIS:

- LinkedIn has over 170 million users in the US including over 20,000 connected to Le Moyne
- Over 10 million applicants report finding a job through LinkedIn
- 89% of recruiters report having hired someone through LinkedIn

This guide is designed to help you identify the best way to leverage LinkedIn, build a relevant network, and find job opportunities.

Optimize Your LinkedIn Profile

Think of your LinkedIn profile as your online resume and professional presence. It is important to keep it current so when you make new connections on LinkedIn, viewers are accurately reminded of your areas of interest, experience, and values.

DID YOU KNOW?

When you apply for a job or internship on LinkedIn, the employer receives an email notification. The following information is pulled from the applicant's LinkedIn profile and included in the email notification. It is **CRITICAL** that relevant information match what is submitted in the job application:

- Candidate's Name (should match the name on your resume)
- Headline beneath candidate's name
- Current Employment Job Title(s)
- Past Employment Job Titles
- Education
- # of Recommendations
- # of Connections – see below for building this number effectively
- Contact information – e-mail address and phone number should be up-to-date

REPP



REFLECT - Identify your interests, values, and strengths. Think about your experiences and the story you want your LinkedIn profile to tell.



EXPLORE - Use the Alumni tool to research what Le Moyne grads have done after your program. Join professional groups that align with your interests and follow organizations you admire.



PREPARE - Review your resume as a starting point to build your LinkedIn profile.



PURSUE - Connect with alumni to build your professional network. Use LinkedIn to apply for jobs.

Leveraging LinkedIn



Employers review this brief information to decide whether to investigate a candidate further. See sample content for these elements at the end of this guide. Consider the following guidelines for optimizing your profile:

- **Your goal is to become a LinkedIn All-Star.** All-Stars are 40 times more likely to receive opportunities through LinkedIn. You can become an All-Star by completing the sections of your profile outlined below and by establishing at least 50 connections.
- **Select a strong headshot photo** since LinkedIn members with profile photos can receive up to 21 times more profile views than those without profile photos. Strong photos are a full focus shot from waist or chest-up where ideally your face takes up about 60% of the frame. Take a photo in soft, natural light in front of a simple background. Dress in work-wear and keep in mind solid colors tend to be best – don't forget to smile. And no selfies!
- **Choose a background photo** that enhances your story. This could highlight your career path, interests, a location, or simply speaks to you. It should also work well with your headshot. Google “free LinkedIn background photos” for ideas.
- **Craft your headline carefully** by using keywords and position titles. This is what the employer sees first beneath your name – and you want to make sure it shows an immediate match. By default, LinkedIn displays your current position and company. Update your title to include relevant keywords to match the types of positions to which you are applying.

Examples

Low Impact Headline

CMHC Student
at Le Moyne College

vs.

High Impact Headline

Clinical Mental Health Student at Le Moyne College |
Focused on Trauma-Informed & Culturally Competent Care

- **Ask for recommendations** from previous supervisors, co-workers, professors, coaches, and others who know you well academically or professionally. You can give recommendations to others, too, and they may then recommend you in turn. You can ask for a recommendation directly through LinkedIn but we recommend sending an email ahead of time asking for the recommendation and providing context on what you want the person to write about.
- **Add examples** to your profile, including writing samples, video(s), presentations, flyers, etc. (from your coursework, campus involvement, or job/internship). If applicable, provide links to career-related blogs or other social media feeds. You can also include your resume as a Google document. Examples of your work can be placed in the “Featured” section and/or throughout your profile.
- **Treat the “About” section as valuable real estate.** You have 2,000 characters to connect the dots of your experience and tell your story. Unlike a resume, it is a first-person narrative – make it interesting to read. Consider these questions: Who is your audience? What will motivate them to want to learn more about you? To consider you for an interview? What examples and quantifiable results can you use to demonstrate your points.
- **Customize your URL.** Click the Me icon at the top of your LinkedIn homepage. Click View profile. Click Edit public profile & URL in the right rail. Under Edit your custom URL in the right rail, click the Edit icon next to your public profile URL. Type the last part of your new custom URL in the text box; try using your first and last name with no spaces. This will make it easy to include your URL on your resume and business cards.

Leveraging LinkedIn



Engage on LinkedIn

Now that you have a strong LinkedIn profile and have built your network, it's time to engage and post on LinkedIn. This can be intimidating so our advice is to start small and go from there.

TAILOR YOUR LINKEDIN FEED

You are more likely to engage with content that is relevant to you, so begin by following people and organizations who are connected with your target career. For example, a student studying clinical mental health counseling could follow healthcare systems, mental health associations, social justice organizations, and experienced mental health professionals. This might include organizations like the National Alliance on Mental Illness (NAMI), National Institute of Mental Health (NIMH), local or state social work or mental health chapters, and organizations known for hiring mental health professionals and advancing the practice of mental health care. If you're not sure what organizations to follow, use the following prompt on ChatGPT:

"What pages or organizations should a Master of Mental Health student follow on LinkedIn?"

Pay attention to the posts that these people and organizations share as it will likely lead you to other relevant people and organizations you can follow.

ENGAGE WITH CONTENT

- **Like and comment:** Start by liking the content that resonates with you. This is the easiest way to engage with people's posts and it will also help curate the content of your feed to be more in-line with what you're looking for. Then you can begin commenting on other people's posts which may lead to further engagement.
- **Share posts:** You have the option to automatically repost something onto your own feed or to repost it with your own thoughts. When you're ready, add your own thoughts to showcase your point of view.

POST YOUR OWN CONTENT

- **Status updates:** Share about your academic achievements, field placements, or class projects you're working on. Remember, these don't always have to be amazing success stories. You can also talk about a struggle you had and what you learned from it.
- **Reflections:** If you have the opportunity to go to a conference, visit a company, attend a lecture, etc. you can share what you took away from that experience.
- **Write articles:** Articles are long form, in-depth content that is similar to a blog post.

Leveraging LinkedIn



Build Your Network

LinkedIn is only as powerful as the number of people in your network. Set a goal of 100 connections to start your LinkedIn networking, and then add a few additions each week. LinkedIn will offer relevant contact suggestions. It is important to start building connections well before your immediate job search.

- **Connect with people you know** - faculty, staff, students, parents, friends, etc.
- **Connect with Alums:** Type “Le Moyne College” into the search bar and find the College’s school page. Once you’re there, you’ll see “Alumni” as one of the menu options. You can filter results based on keywords that may appear anywhere on their profile (including past experiences), years of attendance, location, current employer, functional area, area of study, skills, and degrees of separation.

[Watch video](#)

- Be sure to send a message along with your invitation to connect with alums to increase the chances of them accepting your request and responding. You can omit the signature, because by default the e-mail they receive already includes that information.

EXAMPLE:

Dear First Name,

Hello, I'm a graduate student in the Clinical Mental Health Counseling program at Le Moyne and I'd like to connect with you because I'm considering a specialty in substance abuse. Thank you for considering this request and I look forward to the opportunity to learn more about your career path.

- **Join Groups and Professional Associations** in your industry of interest, national chapters of organizations you are involved with, alumni groups and community groups. It is a quick way to build your network and enhance your profile. You can listen in on career-related group conversations, ask questions, and identify people with whom to connect.
- **Follow Companies, Influencers, and Industry Leaders** to follow news and gain insight
- **Advanced Search:** To perform more advanced searches, make sure you click “All filters” under the search bar to locate professionals by city, position, organization, college, etc.
- **Use Discretion when Accepting Invitations.** Be wary of people wanting to connect without a profile picture. Avoid invitations from complete strangers, unless there is a recognized thread of connection.
- **Follow-up after Connecting.** Alums are usually willing to help students with informational interviews about their career journeys, questions about organizations in which they work, advice on resumes, etc. Once you’re connected, you can send them a direct message through LinkedIn.

Leveraging **LinkedIn**



Apply for Jobs on LinkedIn

Use LinkedIn Jobs to setup Job Alerts for your job search including location, seniority, organization size, industry and job function. You are able to set multiple alerts for any combination of search criteria you choose as well as how often you want to be notified when a new position is posted. This way relevant opportunities are sent to you instead of you always having to seek them out. When applying for jobs, please keep these things in mind:

- Read the position announcement **CAREFULLY**
- You only need to meet 70% of the requirements to be considered for the position – especially if you meet the top three requirements
- Include a resume and possibly a cover letter tailored to the job
- After applying, reach out to the employer who posted the job on LinkedIn to share your interest in the role and specific examples of why you're a good fit
- To search for the recruiter, go into the job description and scroll until you see a name listed.
Note; not all job descriptions will have recruiters listed.

You can also utilize LinkedIn to conduct company research before you apply and again if you are selected for an interview. Visit the company's LinkedIn page where you can read their about section, review their recent posts, and see if you are connected to anyone who works at the organization. If you like what you see, check out the "Pages people also viewed" section as that will give you a list of their industry competitors who might also be a good fit for you.

Do I need a LinkedIn Premium Account?

A Basic LinkedIn account is free and is a great place to begin. If you plan to reach out to contacts through LinkedIn and want to do unlimited searches, you may want to upgrade to premium version. For more information, please visit premium.linkedin.com.

What about the Mobile Apps?

LinkedIn has mobile apps for the general system as well as a dedicated ones just for job seekers and students. The technology and offerings are developing so quickly that it is difficult to provide guidance. We suggest that you review the apps and decide which mode you prefer; the desktop site or mobile apps.

Leveraging LinkedIn



Elements of a Complete LinkedIn Profile

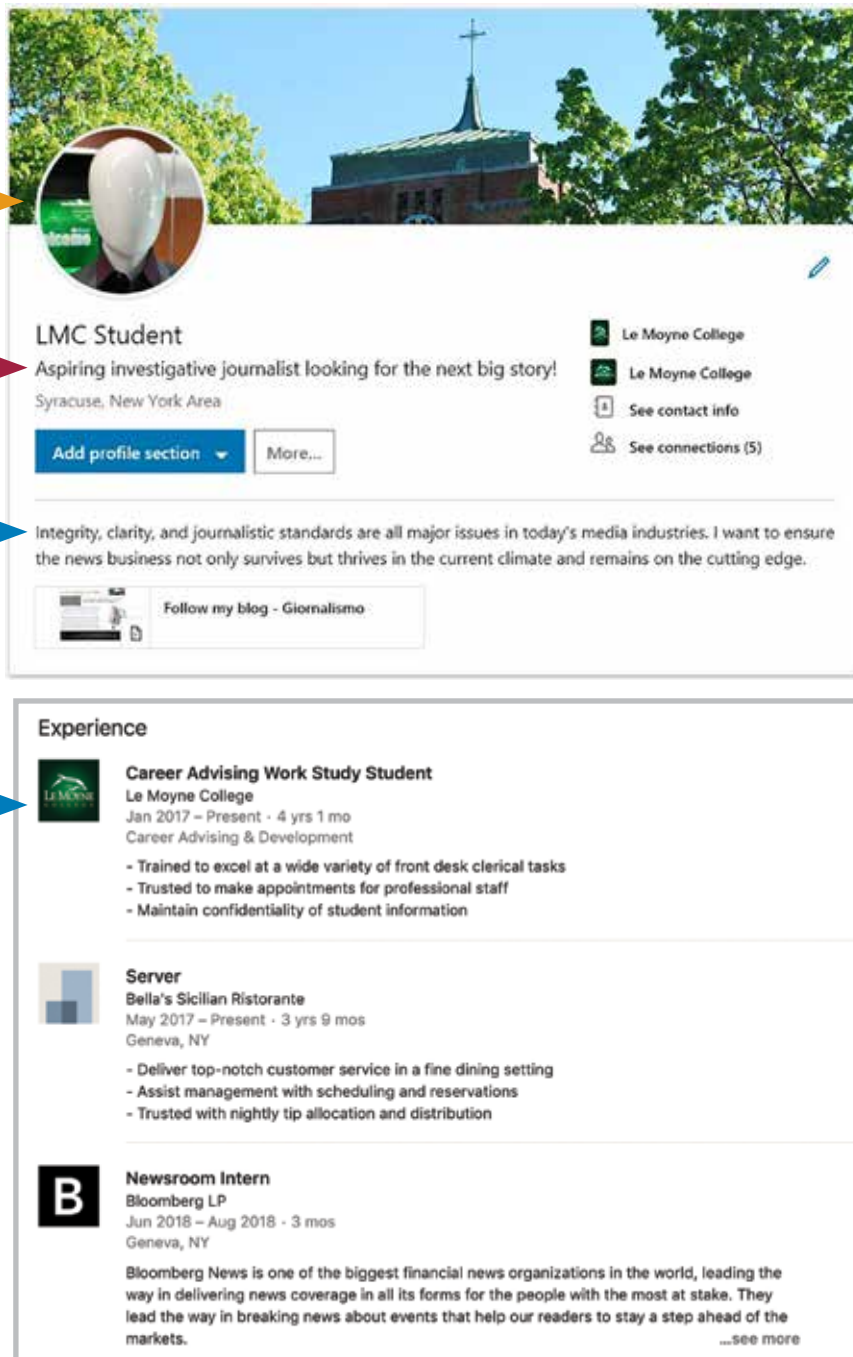
PHOTO: It doesn't have to be fancy - just a simple shot in front of a plain background. And don't forget to smile!

HEADLINE: A short, memorable, professional slogan. Should capture who you are now and what you're looking for.

ABOUT: Do not skip this section. Use it to put career choices and goals in context, highlight your achievements, and show off your personality.

PLEASE NOTE: LinkedIn frequently makes changes to the user interface. If you don't see an element referenced here, look around carefully because it likely has been renamed.


EXPERIENCE: List the jobs you've held and things you accomplished at each. You can include media here.




Leveraging LinkedIn



EDUCATION: Include colleges you've attended, major/minor, study abroad, research, etc. You can upload media here.




Education




Le Moyne College
Bachelor of Arts - BA, English
2017 – 2021
Activities and Societies: - The Dolphin newspaper, regular contributor - Major Arcana, writer for student-produced theatre productions - LCTV, reporter for student-run television station - WLMU, reporter for student-run radio station

Media (1)



The Role of The Media in Maintaining a Just Society


The Role of The Media in Maintaining a.pptx



Onondaga Community College
Associate's degree, Liberal Arts and Sciences, General Studies and Humanities
2015 – 2016


SKILLS/ENDORSEMENTS:


Include keywords that you see on job descriptions in your field. Ask your connections to endorse you!




Skills & endorsements


Customer Service · 2

 Endorsed by Leslie Bailey Streissguth (mutual connection)


 Endorsed by 2 of LMC'S colleagues at Le Moyne College

Leadership · 2

 Endorsed by Leslie Bailey Streissguth (mutual connection)

 Endorsed by 2 of LMC'S colleagues at Le Moyne College

Microsoft Office · 1

 Endorsed by Leslie Bailey Streissguth (mutual connection)

Show more ▾

ACCOMPLISHMENTS: Don't be shy here, there are many categories including honors, scholarships, fellowships, etc.



Accomplishments

2 Courses ▾
Business Ethics • Business Policy

1 Honor & Award ▾
Manresa Fellow

Leveraging **LinkedIn**



VOLUNTEERING: Show your passion by listing organizations and/or clubs to which you freely give your time.

Volunteer experience



Community Volunteer

Habitat for Humanity

Apr 2015 – Present • 5 yrs 10 mos
Economic Empowerment

INTERESTS: These will appear automatically if they are in your profile. Beyond that, you should also follow organizations who you aspire to work with.

Interests



The New York Times

5,907,210 followers



Writers Guild of America West

9,128 followers



Onondaga Community College

23,300 followers



The Associated Press

199,473 followers



BBC News

7,444,044 followers



The Washington Post

1,428,835 followers

See all

Networking: Building Community

REPP (Reflect, Explore, Prepare, Pursue) and Networking:

Throughout the process of building relationships with others in the professional arena, remember to reflect on what your goals are, explore the possibilities in your intended field, find people who can support your search, prepare for conversations and interviews to get closer to your targets, and be ready to pursue the opportunities that arise because of the community you have built.

Connecting with your Primary Contacts

- Brainstorm or mind map ideas about what engages your attention and meshes with your interests/what you want to do professionally.
 - Looking at your ideas, research people you know – family, friends, faculty, and people you have worked or volunteered with who might have connections to what interests you.
 - Create a spreadsheet with the names of the people, their title and company, their contact information (email, phone, mailing address), and space to make notes on what you talked about.
 - Contact the people on your list (see sample email below), arranging meetings that work for them.
 - Primary contacts can also be a great source to connect you with people other professional arenas besides their own. Ask them if they know anyone in the field you are interested in pursuing.
- During the meetings, share your curiosity, ask good questions, note highlights of the peoples' career journeys. Ask them if they have any advice for you (see sample question section later in this guide).
- Note your discoveries from the conversation on the spreadsheet, giving yourself time to understand what your observations mean to you and your career exploration.
 - Send a thank-you via email or hand-written note within the first 24-48 hours of the meeting. You can share your gratitude for them sharing their time and noting the highlights of what you learned from talking with them.

Sample email to Primary Contact

Dear Ms. Naunceton,

I hope all is well. It has been a while since I saw you, and I wanted to take some time to talk with you and touch base.

I am exploring my career options, and realize I would like to talk to you about your work. As you may know, I am at Le Moyne College in the Clinical Mental Health Counseling program. After completing some field placements, I am most interested in working with children who are experiencing depression, anxiety, and/or other mental health concerns, and I was hoping you could share your perspectives on that arena with me.

It would be wonderful if we could meet for 20 minutes. We can talk on the phone, set up a virtual meeting, or, if you prefer, meet in person at a location which is convenient for you. I am very curious to hear your perspectives.

All the best,

Sydney

(315) 555-5555 | swarthsc@lemoyne.edu | LinkedIn.com/SSwarthen



Connecting with your Secondary Contacts

- Collect a list of people who you discover from your primary contacts OR who you have found through your own research.
- Add these people to your spreadsheet.
- Contact the people on your list, arranging meetings that work for them. Be mindful of health protocols and determine how you will meet – phone, virtually, or in person.
- During the meetings, share your curiosity, ask good questions, note highlights of the peoples' career journeys. Ask them if they have any advice for you (see sample question section later in this guide).
- If it feels comfortable, ask your contact if they can refer you to anyone else in the field who might be available, and if you might use their name when introducing yourself.
- Note your discoveries from the conversation on the spreadsheet, giving yourself time to understand what your observations mean to you and your career exploration.
- Send a thank-you note, preferably hand-written if you have their address, within 24 to 48 hours of your meeting, thanking them for their time and noting the highlights of what you learned from talking with them.

Sample Email to Secondary Contact

Dear Mr./Ms./Dr. [],

[first name last name] suggested I contact you, as I am very interested in learning more about your work as a []. I am thinking of the possibilities before me, and from what [] shared, and the research I have been doing, I want to better understand the work you do.

I was hoping I could ask to meet with you for 20 minutes. We can talk on the phone, set up a virtual meeting, or, if you prefer, meet in person at a location which is convenient for you. I am very curious about how you arrived at your current position and would like to hear more about your career journey.

I appreciate your considering my request,

Sydney Swarthen
(315) 555-5555 | swarthsc@lemoyne.edu | [LinkedIn.com/SSwarthen](https://www.linkedin.com/company/SSwarthen)

Prepare for the **Conversation**



PREPARE

- Do your research before the conversation. Visit the organization's website, gain a basic understanding of the field and job, and try to learn some of the industry terminology.
- If you are meeting in person or virtually, dress professionally. (See the **Interview Guide** for tips on how to dress for an interview.)
- Arrive on time if you are meeting in person or virtually; call at the designated time if it's a phone meeting.
- Prepare questions important to you but that also show your interest in the company or industry.
- Your contact may ask you some questions as well, so be prepared to talk about yourself and your professional goals.
- Be prepared to share your resume or CV. Your contact may ask to see it, or you may have the opportunity to ask for feedback.
- Bring a notepad and pen to take notes.



PURSUE

- Introduce yourself using solid eye contact and smile. Eye contact is not easy for everyone, and if it is something you find challenging, remember you can also look at someone's eyebrows, forehead, or mouth instead.
- Tell your contact your goal (something akin to the 30-second elevator speech).
- Listen carefully and ask the questions most important to you. Be aware of your contact's time constraints.
- Thank your contact for their time and advice.

Possible Questions for Primary Contacts

- What are the duties/responsibilities of someone in this position?
- What is a typical day like? Are there highlights to your day?
- What parts of your job do you find most interesting?
- What parts do you find most challenging?
 - Despite these challenges, what motivates you to remain in this field?
- How would you describe the culture or personality of your organization?
 - Is this typical for this field?
- What knowledge or training do you need to move forward in your work?
- What do employers look for in this field?

Prepare for the **Conversation**



Possible Questions for Primary Contacts (continued)

- What is the typical entry-level salary for this type of work?
→ Asking a primary contact about salary ranges could be appropriate in an informational interview (you be the judge), but you should not ask this type of question in a formal job interview.
- Do you find there are obligations that go beyond the typical work week?
- How much flexibility do you have in terms of dress, schedule, vacation, etc.?
- Are there books or blogs you think would be helpful for me to read?
- Are there classes or experiences, paid or otherwise, that you would recommend?
- How would you suggest I find jobs or fellowships in this field? Where do people find opportunities?
→ Are there other means of gaining experience before graduation?
- Would you mind looking over my resume? Is this an appropriate resume for the jobs I will be seeking?
→ How might I best improve the form and content of my resume?
- Are there any other questions you expected me to ask?
- Do you know any other people doing this type of work (or related work that was suggested) who might be willing to talk with me, as you have?
→ Could you give me their contact information?
→ When I speak to them, may I use your name?

Possible Questions for Secondary Contacts

The questions you ask your secondary contacts are very similar to those you would ask a primary contact with the exception of questions that are more personal in nature.

- What are the duties/responsibilities of someone in this position?
- What is your typical day like? Are there highlights in your day?
- What parts of your work do you find most interesting?
- What parts of your work do you find challenging?
→ Do these challenges offer opportunities for motivation?
→ Are there ways to move beyond the challenges?
- How would you describe the culture of your organization?
- Do you feel like there are obligations that go beyond the typical work week?
- Are there classes you would suggest I take?
- Are there internships offered in this field that you are aware of?
- How would you suggest I access internships/jobs in this field?
Where do people find opportunities?

Following Up

- If you didn't take notes during the interview, take a few moments to jot down some important points immediately after.
- Write a thank you note to the person you met with within 24-48 hours.
- Send them a personalized invitation to connect via LinkedIn within 24 hours.
 - ➡ LinkedIn is an important networking tool. Build a profile and begin making connections as soon as possible. Here are some tips on building a strong **LinkedIn**
- Keep your contact information organized so you can easily find it later.

How to Stay in Touch

Maintain connections with your contacts by:

- Sharing relevant news/magazine/journal articles.
- Sharing personal updates/success (i.e. New field placements).
- Sharing how following their advice made a difference.
- Congratulating them on any success they have. You can see these on social media or in the news.

➡ LinkedIn and other social media are a great way to find this kind of information.

Pro Tip: Add reminders in your calendar to re-engage with your contacts every 3 to 4 months unless you have important updates to share before that point.

Below are the Web addresses referenced in this guide in case the links aren't working. You can copy and paste the address to your browser.

Page 1 Networking Guide Overview:
<https://youtu.be/KYHPCokfb-Y>

Networking Guide Deeper Dive:
<https://youtu.be/w3Zg3rN8AAg>

Page 3 Interview Guide: https://www.lemoyne.edu/wp-content/uploads/2024/09/InterviewGuide2024_FINAL.pdf

Big Interview: <https://lemoyne.biginterview.com/>

Page 6 LinkedIn: <https://www.linkedin.com/feed/>

Fellowship and **Job Search** Guide



REPP and Finding A Fellowship or Job:

Throughout your search for a fellowship or job, remember to take time to reflect on what you have learned about yourself and your personal and professional goals. Explore possibilities using the tools available to you. Prepare by creating a strong resume and, if necessary, a cover letter. Pursue your goals by finding opportunities that might work.



REFLECT: Clarify Your Goals and Interests

- ➡ Know yourself – think about your skills, interests and values. Reflect on your experiences and talk to faculty members, preceptors, and others in the field to figure out possible areas of specialization.
- ➡ Strategize your goals post-graduation. What will best motivate and engage you in a career? Try to connect your interests, skills and what you value most with a career goal.
- ➡ Create a spreadsheet to collect your findings.



EXPLORE

- ➡ Use **Handshake** and other internship and job search resources (i.e., LinkedIn, Indeed, etc.) to find job postings. Note the language employers are using to describe the work you want to do so you can tailor your resume to the position you want by including industry language.
- ➡ Establish geographic areas of interest – where you want to work can help narrow your search.
- ➡ Find organizations doing work that aligns with your interests and goals. Develop a stronger understanding of what the organizations are doing to give you a firmer connection to possibilities and a stronger voice in interviews. Target people you can talk with about the organization.

Fellowship and Job Search Guide



EXPLORE continued

- ➡ Create a spreadsheet (or some type of organizational tool) to track your communication with companies and progress toward your goal.

EXAMPLE SHEET

Name	Contact Info	Work	Location
Kenneth Edward Brando	linkedin.com/in/kenneth-edward-brandon-brando-219a	Studio Operations	NYC
Seetha Khouri	linkedin.com/in/seetha-khouri-8861a055	Senior Director of Sports Programming	NBC Universal Media
Rafael Tardones	linkedin.com/in/rafael-tardones-2b73a222b	Media Coordinator	WFLA Sports
Anneke Paeffert	linkedin.com/in/anneke-paeffert-2b73a222b	Director of Content	Warner Bros
Michael Kilduff	linkedin.com/in/michael-kilduff-71665	Chief Operating Officer	WABC
Cathy Grunke	linkedin.com/in/cathy-grunke-71665	Head of US Consumer Marketing	Spotify
Kristin Sardo	linkedin.com/in/kristin-sardo	Shutterstock's assistant	Sony
Isabella Buihwei	linkedin.com/in/isabella-buihwei	Manager, Content Acquisition	Netflix
William Kishore	linkedin.com/in/william-kishore	Director of Talent Acquisitions	ViacomCBS
Sean Michel	linkedin.com/in/sean-michel-6403806	Producer/Director	Warner Bros
Jessica Mullaly	linkedin.com/in/jessica-mullaly-180a2	Content Operations Supervisor, Post Production	Squarespace

- ➡ Explore Le Moyne alumni via LinkedIn, always using a note with your connect request. For tips on this, go to [LinkedIn Part I](#) and [LinkedIn Part II](#)



PREPARE

- ➡ Start making connections early to begin building your professional network, while continually updating your spreadsheet.
- ➡ Create a [LinkedIn](#) profile – complete it in full. Do the same with your Handshake profile. Employers are looking at both.
- ➡ Clean up your social media accounts – potential employers will search for you on there, so make sure your accounts have postings you would want them to see. When in doubt, throw it out.
- ➡ Practice your 30-second elevator pitch to introduce yourself and make your career goals known.
- ➡ Ask to meet with professionals in your field of interest to learn more about their work, their advice, and how you can work toward success in that arena.
- ➡ See the Resume and Cover Letter section in this guide for more detailed advice on building your resume and drafting cover letters.
- ➡ Use your research to tailor your resume and cover letter (if needed) to the job you are seeking.
- ➡ Have both your resume and your cover letter critiqued multiple times, including by the staff in the Office of Career Advising and Development.

Fellowship and Job Search Guide



PURSUE

Look for opportunities on Handshake, LinkedIn, Indeed, usajobs.gov and more.

Make an effort to reach out to people in the industry so they can connect with you and have motivation to select you from the many resumes they receive. Resumes are great, but person-to-person connections are more effective at getting you in the door.

- ➡ Apply to postings which you've found during your search.
- ➡ Remember, don't solely rely on applying online as your only action step. Once you have applied for a position, reach out to contacts within the organization, if you have any, to let them know your application has been submitted. They can then draw attention to your resume and potentially connect you with an interview.
- ➡ For small or midsize organizations, send an **inquiry letter** to a company, even if they don't have any openings at the moment, to put yourself on their radar.

Interview

- Practice your interview skills by **scheduling a mock interview** with the office of Career Advising and Development. You can also practice interviewing with **Big Interview**.
- Gain an understanding of both traditional job interviews and networking informational interviews/career conversations.
- See the **Interview** for more detailed advice on interviews, and the **building community section** for informational interviews.

Keep a Healthy Perspective

- Do not be discouraged by setbacks. There are opportunities out there for you.
- Learn what you can from the setbacks and understand this is what is going on right now, not forever.
- If you find yourself getting frustrated, it may be time to make an appointment with Career Advising using **Handshake** to gain perspective.

You will find your way.

Interview Guide



REPP and Interviewing:

Congratulations for getting to this stage! Whether you are being proactive or just found out you landed an interview, this is a great place to find yourself. You will continue to engage with the REPP model (Reflect, Explore, Prepare and Pursue) throughout the interview process. This guide will provide tips, advice and real examples of interview questions for any type of interview (phone, in person, virtual).



REFLECT

➡ **SELF-INVENTORY:** Know yourself. Have a your 30-second pitch to answer the “Tell me about yourself” or “Walk me through your resume.” Prepare answers for the following questions:

- What are your 3 top strengths? (Be sure to provide evidence for each or a brief story to support your claim)
- What is your weakness? (List only 1, show awareness and how you are addressing and tackling this weakness).
- Why are you interested in this position?
- What makes you the best candidate for this position?



EXPLORE and



PREPARE

➡ **RESEARCH:** Begin to do your homework on the organization and discover more about who is conducting the interview. You can access this information through company website, LinkedIn, other alum(s), or contacts.

- What population are they serving?
- What are the services they provide?
- What is the mission, philosophy, and values of the organization?
- How will you meet the responsibilities of this position?
- What are some current events impacting the profession, company, and/or industry, etc.?

Interview Guide



➡ **PRACTICE:** Say your answers out loud multiple times, in front of mirror or to a friend to help gain confidence in how and what you are saying. This will help you also to catch any mistakes (avoid um's, like, yeah or any "relaxed language" from your responses). Use the following resources to help you prepare;

- Schedule a mock interview via **Handshake** to get feedback from a career coach
- Utilize Big Interview (<https://lemoyne.biginterview.com>) to practice and record your answers. You can also find more general and industry specific questions.

➡ **ORGANIZE:**

- Collect documents and materials you will need during the interview (several copies of your resume to share with your interviewer(s))
- Curate appropriate interview attire (see **How to Dress for an Interview** on page 44)
- Confirm format of the interview; how many interviewers, in-person, phone, virtual or pre-recorded video submission
- Double-check the start time of the interview, location, directions, transportation, travel time (always allow extra time in case of travel disruption or weather delays)
- Set reminders on your phone and calendar about the event. Set email alerts from company contacts for important updates relevant to your interview schedule



EXPLORE and PURSUE



➡ **An interview** can provide a wealth of information to help you visualize yourself working with the people you meet and to determine whether the company, program or opportunity is right for you, given your unique goals. Because of this, the interview is often considered a "two way conversation," so you should be assessing whether or not the position is the best fit for you.

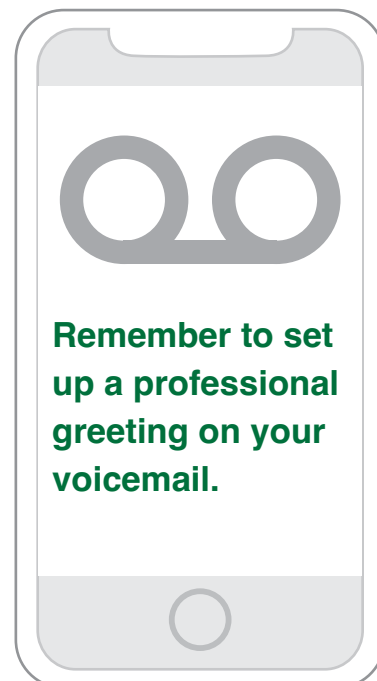
➡ **Keep an open mind** throughout the process by applying to other opportunities. Although you have made it to this stage, an offer or acceptance is not guaranteed. In order to increase your chances, keep going with applications and following up with your contacts (see **see Building Community section**). The more interviews you have will only help expand your knowledge of various organizations and different types of positions and opportunities out there in your desired field. Employers already assume you are pursuing multiple opportunities.



Telephone Interviews

In the case of a telephone interview, prepare yourself as you would for any other interview. The pressure of seeing the interviewer face-to-face may be eliminated, but you should still prepare all the answers and questions that you would for a in-person/virtual interview. In some ways, phone interviews are harder because you are missing the face-to-face connection. Here are some tips to make your phone interview just as effective as a face-to-face:

- ➡ Take advantage of not being face-to-face to do what makes you most comfortable. If you think better on your feet, give yourself space to walk around.
- ➡ Pre-arrange notes on your desk so you can easily find what you need.
- ➡ You may want to dress up for this interview, even though the interviewer won't see it, to put yourself in a professional state of mind.
- ➡ Look in the mirror when you talk and remember to smile! Your expression is reflected in your tone of voice.
- ➡ Be enthusiastic! Phone interviews tend to dampen one's personality, so act as upbeat as possible.



Types of Interviews



Virtual Interviews

The level of preparation for a virtual interview compared to an in person interview should still be the same. Researching the company, selecting appropriate interview attire, practicing your interview questions are still required to ace a virtual interview. Some virtual interviews can be conducted in a form of a pre-recorded software like Hirevue or Interviewstream where you have to submit your answers within a certain timeline.

Listen to a brief video help you.

Follow these additional tips to prevent any virtual interviewing mishaps

Understanding the logistics: Confirm interviewing platform and process. Have all meeting links easily accessible with time and date in your calendar. Also, learn if it is a pre-recorded interview like Hirevue or Interviewstream and when the answers will need to be submitted.

Interview set up: Ensure your background or backdrop is organized and tidy. You can also use a virtual background if you prefer. Consider things like camera angle and lighting. It is important that your laptop is on a desk or table vs. your lap.

Technology and connectivity: Prepare ahead of time any tech details... Check to make sure if you need to download any apps or operating software (Chrome, Firefox). Remember that certain operating systems are not always compatible with the interview platform being used. Be sure to check your browser is supported. Close all other programs on your computer. Phone should be on airplane mode and put away.

Reserve a quiet space: Ask any roommates or family members to allow for quiet time during your interview time.

Non-verbal mannerisms: Remember to use good eye contact and smile! Speak clearly and exude controlled enthusiasm. Be attentive to social cues, do not speak over or interrupt the interviewer.

The finer details: Have a professional picture or screen username when utilizing meeting software like Zoom.

Notes: Be sure to have your resume and notes with you for easy referencing. Capture your interviewers name(s) before leaving the interview so you can write and send a thank you note within 24 hours.

Looking for more tips? Utilize  **biginterview** (lemoyne.biginterview.com) to learn and practice interview skills, whether you're interviewing for a job, or fellowship. **Are you alumni?** **Click here** to also access Big Interview.

During the Interview



The Day of the Interview

- Hygiene in check: Groom, shower, avoid strong odors and fragrances
- Self Care: Get at least 8 hrs of sleep, eat healthy and hydrate. These healthy habits will help give you the energy to be alert, clear and relaxed.
- Eat a good breakfast - something protein-rich to give you a healthy boost of energy.
- Dress appropriately! See How to Dress Guide (pg. 44) and **Business Professional vs. Business Casual** video.
- Bring several copies of your resume, a professional-looking notepad to take notes during the meeting, and the names/addresses/phone numbers of your references.
- Include all of this in a padfolio or simple folder.
- Mentally review your 30 second pitch, and be prepared to talk about your accomplishments using specific examples.
- **Arrive early!** You should be there about 10 minutes early so you have time to use the restroom, check your appearance, and calm your nerves. It also shows enthusiasm for the job. However, do not check in with the receptionist more than 10 minutes in advance.

During the Interview

First Impressions

- Greet your interviewer with a firm handshake, good eye contact, and a smile. Eye contact is not easy for everyone, and if it is something you find challenging, remember you can always look at someone's eyebrows, forehead, or mouth instead.
- Dial your energy level to a controlled enthusiasm. Do not start by complaining about anything! Wait for the interviewer's cue to begin the actual interview.

Question and Answer

- Concentrate and listen to the questions carefully. Don't get so lost thinking about what to say next that you miss part of the question.
- Observe your interviewer's body language and adjust as appropriate. Be open and attentive to nonverbal clues; they are just as valuable as the verbal ones.
- Be honest! Do not exaggerate. Be aware that you don't know what the interviewer already knows about you.
- Stay clear ... If you have had a negative experience focus on the positive: what was learned, any skills developed, industry knowledge gained, etc.
- Remember to be polite and professional to who ever you come in contact while waiting including the receptionist. This behavior is considered part of the interview.

During the Interview



- Pause to think about your answers. Taking a few moments to compose a response will sound better than a quick answer fraught with “um,” “like,” and “you know.” If you need to buy yourself some time, repeat the question or say “now, let me see,” or “I’m glad you asked that question.”
- Treat every question as important. Even the smallest questions can be an opportunity to give the interviewer positive information about yourself.
- Be prepared to interview the interviewer. You will likely have time at the end to ask them two or three questions. Don’t be caught off guard by this. Think beforehand about questions about the organization, position and application process. Use these questions to show the employer how interested you are in the position.

After the Interview

- ➡ You aren’t done with your interview when you leave the room or hang up the phone. Writing a brief thank you note is a very important part of the process! A thank you note shows your interviewer courtesy and respect, demonstrates your written communication skills, shows that you are professional and serious, and will help you stand out from other applicants.
- ➡ Be sure to ask for the cards of all the people you meet with while you’re at the interview so you have their contact information and correct spellings of their names.
- ➡ Be prompt. A thank you email should be sent within 24 hours after your interview, to everyone you met with during the interview process. A handwritten note also can be sent but because of varied delivery times, be sure to send the email first.

Thank You Notes



➡ In your thank you note:

- Mention when and where you met with your interviewer (e.g., “I enjoyed speaking with you at Le Moyne on March 12.”)
- Thank the interviewer for his or her time and comment on parts of the interview that were interesting and informative. Mention specific information about the organization that appealed to you.
- Accentuate the points you brought up during the interview that will help them recall who you were, and clarify your interest or any points you thought were left unclear.
- Bring up points you may have forgotten to mention in your original interview that may help you get the job.
- Reiterate your interest in the specific position they have available and why you would be a good fit for that job.
- Mention that you look forward to hearing from them and offer to provide them with any additional information.
- **Proofread!** Make sure you're not sending off a thank you note that has grammatical or spelling errors in it! Make sure the last impression you leave after your interview is neat and professional.

Sample Job Interview Follow up Thank You Note

Dear [Interviewer Name],

Thank you so much for meeting with me today. It was such a pleasure to learn more about the team and position, and I'm very excited about the opportunity to join [Company Name] and help [something specific that was discussed during the interview] with your team. The energy I witnessed during the interview and while touring reinforced my desire to be part of [company name's].

I look forward to hearing from you about decisions you have made, and please do not hesitate to contact me if I can provide additional information.

Best regards,
[Your Name]

Interview Questions



REFLECT

Behavioral interview questions require candidates to share examples of specific situations they've been in where they've had to use certain skills. According to the Society for Human Resource Management, the answers "should provide verifiable, concrete evidence as to how a candidate has dealt with issues in the past." In short, it's a way to let your past work performance prove what you're capable of doing in the future for this potential employer. In order to prepare, you must first reflect on your past experiences drawing from different facets of your life; work, volunteer, interacting with peers, academics, and other activities.

STAR Method



Situation – describe the role you were playing and the variables involved, setting the stage for your interviewer. What were you doing? Who were you working with on the project?

Task – give a description of the challenge you faced, the problem you were trying to solve, or the circumstances and how they changed.

Action – discuss the specific steps you took to address the problem.

Result – what was the outcome of your idea and action that you took? Quantify it if possible.

STAR method is a structured way to answer behavioral based interview questions. Behavioral questions focus on specific examples of past actions which will predict future behavior. Use the **STAR** method to structure your answers.

Be specific and confident about your accomplishments. Give concrete examples!

Interview Questions



REFLECT ON YOUR PAST EXPERIENCES WHEN PREPARING FOR STAR QUESTIONS.

ABILITY TO HANDLE STRESS

- What has been the most stressful situation you have ever found yourself in at work?
How did you handle it?

Example Answer:

During my time as a mental health intern at a middle school, there were many moments when I found myself supporting students in emotionally intense situations. While I was not the lead counselor, it was my responsibility to observe closely, take detailed notes, track any disclosures made by the student, and document interventions used by the supervising clinician. I also kept track of behavioral cues, environmental context, and follow-up recommendations—all of which contribute to a comprehensive case note that supports the student's care plan and ensures accountability for all involved.

The first time I was present during a crisis de-escalation with a student, it was overwhelming. I felt a rush of pressure to stay present, focused, and helpful. I reminded myself to pause, take a breath, and rely on the training and frameworks I had studied. I focused on listening actively and observing objectively, which helped me separate the emotional intensity of the moment from the accuracy required in my documentation. If I ever felt unsure about a specific detail, I would consult with my supervisor to clarify and complete the note.

This experience taught me the importance of composure, collaboration, and the power of good documentation in a school mental health setting. I've learned that even in high-stress or emotionally charged situations, staying grounded and clear-minded helps me contribute meaningfully to a student's support system. It has strengthened my confidence and prepared me to handle similar situations with professionalism and care.

- What have you done in the past to prevent a situation from becoming too stressful for you or your colleagues to handle?

ADAPTABILITY

- Tell me about a time when you had to adjust to a colleague's working style in order to complete a project or achieve your objectives.

ANALYTICAL SKILLS / PROBLEM SOLVING

- Tell me about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? Was the recommendation accepted? If not, why?
- Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?

STAR

Interview Questions



STAR

CREATIVITY

- When was the last time you thought "outside the box" and how did you do it? Why?
- Tell me about a problem that you've solved in a unique or unusual way. What was the outcome? Were you happy or satisfied with it?

DECISION MAKING

- Give me an example of a time when you had to be quick in coming to a decision. What obstacles did you face?
- What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?

LEADERSHIP

- What has been your greatest leadership achievement? Talk through the steps you took to reach it.
- What is the toughest group that you have ever had to lead? What were the obstacles? How did you handle the situation?

PLANNING AND ORGANIZATION / TIME MANAGEMENT

- How do you prioritize tasks when scheduling your time? Give me some examples.

TEAMWORK

- Tell me about a time when you worked with a colleague who was not doing their share of the work. How did you handle this?
- Tell me about a time when you had to work on a team that did not get along. What happened? What role did you take? What was the result?

Professional Organizations

Professional organizations such as NAMI and MHA provide varying degrees of interview preparation support. Explore all the resources available to you through your professional organizations which may include sample interview questions, advice, etc.

Interview Questions



COMMON QUESTIONS CATEGORIES TO PREPARE FOR:

QUESTIONS ABOUT YOUR EDUCATION

- Why did you choose Le Moyne College?
- Tell me about your field placements. What type of feedback did you receive from your supervisors?

QUESTIONS ABOUT YOU

- Tell me about yourself (the 30 second elevator pitch).
- Describe your past work experience.
- What are your greatest strengths/weaknesses? Describe your skills. (Use these to your advantage by making your answers relevant to the position.) When talking about a weakness, pick one that is not a critical flaw and be prepared to tell the interviewer how you are trying to improve upon that weakness.
- What is a professional challenge you've faced and what did you learn from it?
- What accomplishments have made you most proud?
- Why did you decide to become a mental health professional?
- Who are your role models and why?
- Why are you interested in this position/company?
- What do you think you would bring to our organization?
- Why should I hire you?
- What do you see yourself doing 5 years from now?
- What motivates you to put forth your best effort?
- How would a former supervisor/former co-workers describe you?

QUESTIONS ABOUT JOB/COMPANY/INDUSTRY

- Why are you interested in this field/particular organization?
- What do you think you'll be doing in this position?
- How do you judge an organization when you're looking for a job?
- What sources did you use to find out about us?
- What are the most important rewards you expect in your career?

QUESTIONS FOR THE INTERVIEWER

- Ask the interviewer about things that you are interested in based on your research.
- What will my primary duties be?
- How is the staff structured?
- What types of professional development programs do you have for employees?
- What characteristics does a successful mental health professional at your organization have?
- Do you need any additional information from me that might help you make a decision?
- Do you have any doubts about my qualifications for this job? (This may not seem like a good question, but it gives you a chance to address any hesitations your interviewer has, and it shows that you can take constructive criticism.)
- What are the next steps in the interviewing process?
- When do you expect to make a decision?
- Ask the interviewer for their business card so you can have their contact information to follow up and to email your thank you email/note.

How to Dress for an Interview



Navigating the professional world can be intimidating sometimes. The suggestions below will help you go into the interview feeling and looking confident.

If you want to include something in your interview attire that reflects your personality, ethnicity, etc. consider choosing one subtle element to include (e.g. lapel pin, tie/scarf pattern, fun coordinating socks, etc.).

Please also refer to [What to Wear to an Interview](#) video.

WHAT IS BUSINESS PROFESSIONAL?

- Business Professional is clothing that is formal (but not tuxedos) - suits, collared shirts, ties, etc.
- Wear business professional when interviewing for a professional position at a traditional company
 - ➡ Your socks should match your shoes. (white athletic socks are never an option)
 - ➡ If you want to include something in your interview attire that reflects your personality, ethnicity, etc. consider choosing one subtle element to include (e.g. lapel pin, tie/scarf pattern, fun coordinating socks, etc.).

WHAT IS BUSINESS CASUAL?

- Business casual attire does not have a strict definition – this could mean different things to different companies. (Please also refer to Video: [Business Casual vs. Professional Attire](#))
 - ➡ This style of dress has a range, depending on the company. Some companies see it as business professional, just without suit jackets. Other companies see it as wearing clothing that is slightly better than what you would wear on your down time. Overall, it depends on the office culture, and you can ask questions to determine where the company stands on dress. You can also look at the company website to determine dress expectations if you cannot determine what to wear from talking with the interviewer prior to the meeting.
- While it's true that "Business Casual" allows for more creativity in your attire, you should still remember that emphasis should be on professional so make your choices carefully.

RESOURCES

Check out the following websites to better understand business attire and gender-inclusive professional dress guidelines

[Business Professional Attire vs. Business Casual Attire](#)

[Gender Inclusive Professional Dress Guidelines](#)