



CV skills 1: Showing your best you

 **BARCLAYS** | LifeSkills



Module overview

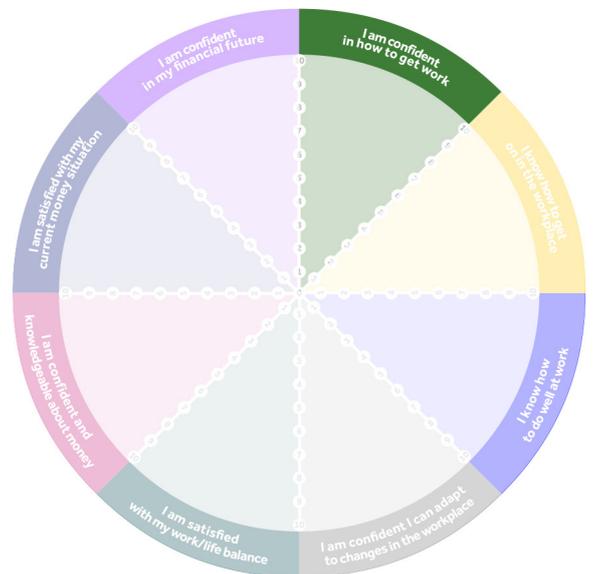
This module will help adult learners to increase their confidence in producing a meaningful CV using the [LifeSkills CV builder tool](#). If you are able to use a computer/device in your session, we recommend accessing the LifeSkills CV builder throughout the module.

Time	Key learning outcomes	Which will lead to
30 mins	<p>By the end of the module, learners will be able to:</p> <ul style="list-style-type: none"> Understand why a CV is needed and what it is used for Understand the core elements of a CV: what needs to be included to impress an employer and what needs to be excluded to avoid unconscious bias Understand how personal experience can also be used to highlight transferable skills, including how to identify them Understand the two main formats of a CV: chronological and skills-based Be able to draft or update own basic CV to improve interview prospects 	<ul style="list-style-type: none"> Improved confidence and capability in being able to produce a CV that appropriately portrays the learner's experience and does them justice

Important

Introduce the activity and theme and remind your learner of the coaching-based approach. Agree the desired outcome of the session with your learner.

Throughout the activity, we have included **'do now'**, **'do soon'** and **'do later'** actions which may help your learner to think about the next steps they could take. Alternatively, you could use the 'do now', 'do soon' and 'do later' headings to help your learner come up with their own actions.



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Core activity one

Discuss why we need CVs

Time	Educator guidance	Expected outcome
⌚ 2-3 mins	<p>Refer back to your learner’s LifeSkills wheel and discuss how they scored themselves in relation to this module.</p> <p>Discuss what they need to know/do to be able to increase how they rate their satisfaction with this area.</p>	<ul style="list-style-type: none"> Learners are reminded of where they are now and what they need to do to reach a higher satisfaction score within this area
⌚ 3-5 mins	<p>Open a discussion with your learner about why a CV is necessary when applying for a job, and how they feel about their own CV.</p> <p>Prompt them with questions such as:</p> <p>What are some of the different ways of looking for jobs and sharing your CV?</p> <ul style="list-style-type: none"> – Local job centre – Recruitment agencies (either online or face-to-face) – Job websites – Directly with employers (in person or online) – Newspapers – Social media – Word of mouth <p>How did you find putting your CV together?</p> <p>What part did you most struggle with when writing your own CV?</p> <p>How confident do you feel about what needs to be included in a CV?</p> <p>Do you think there is anything missing from your own CV?</p> <p>Reassure your learner that they can use a simple CV builder tool in this module to help them create or update their CV.</p> <p>Start your learner off with the tool by completing part one – personal information. Highlight the top tips within the tool as part of this section.</p> <p>You can revisit the personal statement section of the tool as an optional extension.</p>	<ul style="list-style-type: none"> Learners will gain an understanding of the concept of personal brand and USPs Learners will be able to recognise the characteristics of USP statements and reflect on their own

Core activity two

Explore responsibilities and achievements

Time	Educator guidance	Expected outcome
<p> 7-10 mins</p>	<p>Hand your learner the Examples of key achievements handout and briefly explain to your learner the difference between key responsibilities and key achievements:</p> <ul style="list-style-type: none"> • Key responsibilities are a list of things in the job description that a person does on a day to day basis. These are not impressive achievements, just a list of things that are expected of them as part of the job • Key achievements are the things that a person accomplished in their job. And it's these interesting facts that their next employer will be interested in <p>For example:</p> <ul style="list-style-type: none"> • Key responsibility: Managed an office filing system • Key achievement: Introduced a new naming convention and online system, ensuring files were easily found and shared across a team of 25 <p>Alternatively, talk through the work experience examples of Sharon, Mike and Lya within the CV builder tool.</p> <p>Next, if using the tool, support your learner to get them started on section two – work experience and qualifications.</p> <p>Prompt questions below can support learners to come to their own conclusions:</p> <div style="background-color: #e0f2f1; padding: 10px;"> <p>Were you given any extra responsibilities at work? If yes, what did that lead to?</p> <p>Have you ever been promoted or publicly recognised at work for a job well done?</p> <p>Have you ever won any work-related awards?</p> <p>Did you ever exceed targets?</p> <p>Have you ever helped a customer or colleague to overcome a problem?</p> <p>Have you ever delivered exceptional customer service?</p> <p>Have you ever made your work environment better by improving systems/processes/the way things are done?</p> </div> <p>You can revisit the education and qualifications section of the tool as an optional extension.</p>	<ul style="list-style-type: none"> • Learners should understand the difference between key responsibilities and key achievements and be able to identify and list their own achievements within their past employment

Core activity three

Identify core transferable skills

Time	Educator guidance	Expected outcome
<p> 5-10 mins</p>	<p>Explain to your learner that getting ahead in today’s workplace requires key transferable and practical skills. These could be from both work experience and also from their personal life. These are called core transferable skills.</p> <p>Proactivity Taking the initiative and making things happen.</p> <p>Adaptability The ability to cope with and thrive in changing conditions.</p> <p>Resilience The ability to handle challenges, turning them into learning experiences.</p> <p>Leadership Getting the best out of a team of people to collectively reach an objective.</p> <p>Creativity Coming up with inventive ideas, approaches things in an interesting way.</p> <p>Communication Excellent verbal (social), physical and written skills to explain what you’re thinking and feeling.</p> <p>Problem solving Using a structured process to analyse problems and find logical solutions.</p> <p>Teamwork Working with others effectively, to achieve a common goal.</p> <p>Support your learner to build part three of their CV using the tool – key skills and interests – following the guidance and tips within the tool.</p> <p>Explain to your learner that interests could be things like:</p> <ul style="list-style-type: none"> • Organising a large family party/event (proactivity) • Being an active member of a sports club (teamwork) • Speaking a second language (adaptability) • Raising money for charity, climbing a mountain, taking part in a marathon (resilience) <p>You could share additional examples on the Examples of key achievements handout.</p>	<ul style="list-style-type: none"> • Learners should be able to identify their core transferable skills and identify the things that they’ve achieved in their personal lives as they relate to professional skills

Wrap up

Time	Educator guidance	Expected outcome
⌚ 5-7 mins	<p>Encourage your learner to continue drafting their CV using the builder tool. Also offer your learner the List of active words and explain that by starting the bullet points in their CV with an active keyword, they will strengthen their CV and help to draw the employer’s attention to their positive qualities.</p> <p>If your learner is happy with their draft CV, they can move on to the module CV skills 2: Tailoring applications to roles.</p> <p>You may also wish to suggest the learner reads this short article during their own time about importance of a good CV and cover letter.</p>	<ul style="list-style-type: none"> Learners should have the opportunity to draft/re-draft their CV using the learnings from this module and the CV builder tool For those who used the tool, by the end of the session they should have a downloaded Word version of their CV for future use

Optional extension

Time	Educator guidance	Expected outcome
⌚ 10-20 mins	<p>Once your learner has a good understanding of their achievements, responsibilities and skills and has a firm grasp of CVs, hand the CV template handouts to your learner and briefly explain the difference:</p> <ul style="list-style-type: none"> The chronological CV template should be the preference. It is ideal for those with a solid background of work experience The skills-based CV is better suited for those who feel their professional and transferable skills are more impressive to an employer than their previous experience. A good choice for learners with a limited professional history <p>Do now: Consider what achievements you may have that could be included on your CV</p> <p>Do soon: Set aside time to think about how you’d present these to a potential employer. Using the Examples of key achievements handout, turn your achievements into sentences, using the list of active words to shape your bullet points</p> <p>Do later: Complete the Tailoring applications to roles module to explore specific roles you’d be interested in and learn how to adapt your CV accordingly</p>	<ul style="list-style-type: none"> Learners should understand the different types of CV and how to strength their CV using active words

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Examples of key achievements

Here are some examples of how people include their key achievements within their CVs to showcase their strengths to prospective employers. Notice how each achievement starts with an active word to give the sentence – and the achievement – greater impact.

Key achievements

Example	Achievement
Kish founded a charity store that supported other local charities within his area	Developed an in-store pop-up project that empowered Any Store to sell underutilised mobility aids, raising £17,000
Samantha is a self-employed plasterer	Finished a large-scale commercial project one week ahead of schedule
Paul works in a call centre for a furniture delivery company	Handled escalated customer service enquiries regarding delivery issues and product returns, with minimal impact to the customer journey. Scored 98% in last customer satisfaction survey
Oliver works in a care home for elderly and terminally ill patients	Studied palliative care techniques for end-of-life patients and supported client families in periods of grief and bereavement
Li is a social media manager for an electronics brand	Created podcasts that could be freely accessed via several social channels; drove brand engagement and social media awareness by 150%
Maria is retiring from the military as a sergeant	Overcame complex challenges to ensure avoid major failures of equipment whilst team were deployed in hostile environments, Iraq and Afghanistan

Hobbies and interests

Example	Achievement
Zeenath is a mentor for young people in her spare time	Mentored and supported five under-represented students to step-up into further education, resulting in all of them achieving above their predicted grades at A-level
Katie has dyspraxia and has recently received her kickboxing blackbelt	Awarded blackbelt in kickboxing; worked and studied hard at the sport for four years, progressing through the challenging blackbelt grading system despite difficulties with balance and co-ordination
Jacque raised money for his local homeless charity	Raised more than £1,200 and vital awareness to support the homeless community in Anytown; persuaded a group of 12 to take part in a sponsored street sleep-out during December
Peter is heavily involved in his local community	Volunteered as an event planner for the town festival; successfully arranging activities and more than 600 ticket sales over three days
James is a university student, studying towards a Bachelor of Science degree	Commended for advanced computer skills and the ability to produce three-dimensional models

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List of active words

Use this list to start each bullet point on your CV. These words will help you to think about your achievements and help you to make the most impact from each of them.

Accumulated	Aligned	Arranged	Analysed
Accomplished	Anticipated	Assumed	Adopted
Budgeted	Balanced	Brainstormed	Battled
Compiled	Championed	Calculated	Conceptualised
Changed	Captured	Commenced	Conducted
Delivered	Dispatched	Dedicated	Displayed
Explained	Explored	Envisioned	Evaluated
Formulated	Finalised	Fine-tuned	Fulfilled
Generated	Gained	Gathered	Gauged
Handled	Heightened	Hunted	Highlighted
Inspected	Influenced	Identified	Inspired
Launched	Listened	Lobbied	Listed
Managed	Mentored	Motivated	Monitored
Manufactured	Marketed	Minimised	Maximised
Negotiated	Notified	Neutralised	Nurtured
Optimised	Overhauled	Outsourced	Overcame
Promoted	Practised	Persevered	Produced
Polished	Probed	Protected	Performed
Released	Rectified	Repaired	Raised
Revitalised	Revealed	Reshaped	Reached
Spearheaded	Sold	Sharpened	Secured
Surpassed	Succeeded	Specialised	Stimulated
Translated	Targeted	Terminated	Theorised
Undertook	Uncovered	Unveiled	Utilised
Volunteered	Valued	Verified	Visualised
Won	Wrote	Withdrew	Widened

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CV template: chronological

Your name

Your town | Your mobile number | Your email address | Your LinkedIn/Twitter/Instagram/blog link

Your desired job title

Introduce yourself in this section. This is your opportunity to showcase who you are and what you can do.

For example: An experienced retail manager with 12 years of management and people development experience. Strong entrepreneurial skills and logical mind-set that leverages untapped potential for high street retail outlets. Now seeking a new opportunity to lead a retail business in the stationery, pet care or furniture niche.

- **Add a short bullet point that showcases your skills and brings value to your future employer. For example:** Leads retail teams to deliver exceptional customer services; built a reputation as one of the friendliest retailers on the high street
- **Add another bullet point here:** Revisit your list of achievements for inspiration
- **Add a third bullet point:** Steer clear of mentioning any salary expectations or personal details in this section of your CV

Work experience

Company name | start date | end date

Job title

Write a line or two to introduce your job. This should include what you were hired to do, if you were promoted during your employment and some facts and figures about your job (if you were responsible for any team members or budgets etc.)

For example: Hired to manage a team of five and oversee the general running of a local pet store, with an annual turnover of £500k.

- **Add your key achievements in bullet point format here. Start with an action word to give them greater impact. Each role should have a minimum of three achievements, if possible. For example:** Led recruitment and induction of store staff and delivered continuous training to ensure first-class customer service. Due to success, asked to deputise for the regional manager during a period of absence
- **Add another achievement here:** Transformed Anytown store from poor results in 2017, to place in top ten of stores nationally, within 12 months
- **Add a third here:** Drove brand development, customer loyalty and local support; developed social media presence to 9,000 Facebook followers within the community

Add a second, third, and fourth job in the same format. Typically, you should add employment history for the last ten years.

Education and vocational qualifications

All of your education and vocational qualifications should be added here. You do not have to list your grades, unless you have recently completed your education. Don't forget to add them in chronological order. For example: Three A-levels: English Language, Music, Photography; nine GCSE grades B-D; piano grade 5 in practical musicianship.

Key skills and interests

Here is where you should add relevant additional information, including personal achievements, memberships, languages, and interesting hobbies that add personality to your CV. Don't include things that can leave you open to unconscious bias: marital status, religion, gender, sexuality or age.

For example: Fluent in English and German; passionate guitar player, writer and producer of music. Member of the Board of Trustees for a local homeless charity. Mentor to local young people who wish to start their own business in the community.

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CV template: skills-based

Your name

Your town | Your mobile number | Your email address | Your LinkedIn/Twitter/Instagram/blog link

Your desired job title

Introduce yourself in this section. This is your opportunity to showcase who you are and what you can do.

For example: An experienced retail manager with 12 years of management and people development experience. Strong entrepreneurial skills and logical mind-set that leverages untapped potential for high street retail outlets. Now seeking a new opportunity to lead a retail business in the stationery, pet care or furniture niche.

Key skills

In this section, you should list your top skills and give a brief example of why you are particularly great at this skill. This format will help to guide an employer to consider your skills before they consider your career history. It is particularly useful if you have gaps in your CV.

Add as many skills as you can in bullet point format. For example:

- **Team leadership:** Leads retail teams to deliver exceptional customer services; built a reputation as one of the friendliest retailers on the high street
- **Mentoring and empathy:** Supported a shop assistant to overcome personal challenges that reduced absence rates and provided additional cover on the shop floor
- **Bilingual:** Speaks fluent English and German; able to converse with customers in both languages
- **Social media expertise:** Drove brand development, customer loyalty and local support; developed social media presence to 9,000 Facebook followers within the community, with posts regularly reaching in excess of 30,000 people
- **Add another bullet:** Visit your list of key achievements for inspiration

Work experience

Company name | start date | end date

Job title

Write a line or two to introduce your job. This should include what you were hired to do, if you were promoted during your employment and some facts and figures about your job (if you were responsible for any team members or budgets etc.)

For example: Hired to manage a team of five and oversee the general running of a local pet store, with an annual turnover of £500k.

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Education and vocational qualifications

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Hobbies and interests

Do you do anything outside of work that will be of real value to your application, such as work-related interests, volunteering, or any impressive achievements?

If so, describe what you do here, in four to five lines. If you don't have anything that will make you stand out, or that you'll feel comfortable asked about at an interview, leave this section blank.

Use this section to help show how you'd be a good fit for the company and why your interests could be relevant to the employer. For example:

- If you're applying for a technology job, do you do coding or gaming which means you're always aware of the latest industry trends?
- If you're looking for a job in sport, do you play in a team or go to the gym which shows dedication and a passion for an active lifestyle?
- If you're looking for a management position, have you been a key member of a society or club which shows the ability to work in a team?