



Better Jobs For Life
Employment and Employability Institute

WHY NOT PARTNER e2i TO BUILD A BETTER CAREER?

Find your answers through this resource guide to getting hired!



We're here to provide **Support**

e2i is the empowering network for workers and employers seeking employment and employability solutions. e2i serves as a bridge between workers and employers, connecting with workers to offer job security through job-matching, career guidance and skills upgrading services, and partnering employers to address their manpower needs through recruitment, training and job redesign solutions. e2i is a tripartite initiative of the National Trades Union Congress set up to support nation-wide manpower and skills upgrading initiatives.

We're here to be a part of your **Journey**

Searching for a job can be challenging and at times stressful. e2i is here to provide support in your career journey every step of the way.



Career Guidance

Our career coaches can shine a light toward your career goal, as both a mentor and companion supporting you in your career progression.



Job Matching

Leverage technology, job matching services and job search techniques to identify and access opportunities in this fast changing landscape.



Skills Upgrading

With good career planning, you can strategise your next move, prioritise, and develop key skills relevant to your industry or for career transition.



Winning First

Create a positive first impression whether it is on your resume, on social media or during the face-to-face interview.

We're here to provide **Quick Tips**

Here are some tips to set yourself up for success from resume writing to clinching the job



DOs

- Keep to 2 - 3 pages long.
- Use similar keywords as those in the job description.
- Customise resume according to the position applied for.
- Quantify your achievements wherever possible.
- Use strong verbs to describe your work experience. (eg: spearheaded, designed, forged)

DON'Ts

- State every single task in your work experience.
- Include experiences that are more than 10 years ago.
- Include unnecessary personal details (eg: address, marital status, gender or race).
- Use first-person pronouns (eg: I, me, my).



Interview FAQs

- Standard Questions:
 - Tell me about yourself.
 - What are your strengths and weaknesses?
 - Why did you apply for this position?
- Common Questions:
 - Why did you leave your last job?
 - What do you know about our company?
 - What is your expected salary?
 - Where do you see yourself in 5 years?
 - Why should we hire you?
- Competency Based Questions:
 - Tell me about a time that you faced with a conflict at work.
 - How would you deal with an annoyed customer?
 - Tell me about a time when you made a mistake at work and how you handled it.
 - Recount a challenging situation when you had to explain your actions to your boss.



Planning ahead

- Gain clarity on career interests and identify skills gaps.
- Keep abreast of industry trends:
 - Cultivate a habit of reading current affairs.
 - Browse job descriptions.
 - Study Skills Framework for an overview of much needed industry skills.
 - Seize training and learning opportunities.



“My coach guided me in applying useful interview techniques such as sharing relevant past work experiences in my presentation to the interviewers. She was prompt in updating me about applying for various vacancies on job portals. Because of that, 2 companies shortlisted for me for interviews, and one of the companies in the facilities industry then hired me. Within a month of meeting my coach, I commenced my new job!”
Mr Jong, 57

“I was having a difficult time landing a job due to my preferred working hours and got to know about e2i through my dad. My career coach recommended me alternative ways of looking for a job other than online portals as well as programmes that I could embark on to assess my job fit before commitment. I also experienced a mindset change after attending the Career Resilience Executive Workshop. I never thought I would’ve been able to pursue my dreams of being in the engineering / teaching field at this age, and grateful for all the guidance received from e2i.”
Ms Nurul, 28



Career coaching can be a face-to-face meet-up, a video call or a phone call.

We’re here to provide **Career Guidance**

Career guidance is an advisory session where you can develop greater self-awareness, understand your career interests and preferences, recognise your work motivations, and assess your strengths and barriers to employment. A career coach will strive to help you gain better clarity of your employment and employability gaps, as well as a better understanding of the employment and training landscape.

By working alongside our career coaches, you can also:

1. Expand your job search resources and knowledge of the labour market
2. Be referred to relevant workshops to boost your employability
3. Connect with e2i’s employers’ network for job opportunities
4. Receive support and build confidence to grow in your career journey

When should you attend one?

You can consult with a career coach at any stage of your career especially when you wish to evaluate your career choices. If you are at a crossroads of your career or just starting out, it is a good opportunity to discuss your situation with a career coach before making any decision.

Meet with our career coaches to find out more about the Employability Skills Workshops:

Career Resilience Executive Workshop

This programme is designed to equip Professionals, Managers, Executives and Technicians (PMETs) with necessary skills to enhance their employability. Key highlights of this workshop include tips on networking, importance of positive communication and adaptability in a fast-changing employment landscape.

Employability Camp

This programme addresses mindset change and specific skill sets needed for seeking employment. The workshop helps non-PMETs in developing a mindset for continuous learning, enhancing confidence and resilience in job search, managing change and job search strategies for job search.

Make an e-appointment for career guidance via:
www.e2i.com.sg/app or call 6474 0606





We're here to provide **Job Matching Service**

When you meet with our career coach or participate in e2i events, key information on your experience/ skills are stored in our database. This is managed by an integrated system to match job-ready candidates to available jobs from employers. Piloted through the **NTUC Job Security Council (JSC)**, this system is powered by artificial intelligence to reduce time taken to match candidates to job vacancies. To improve your chances of being matched, it is important to uplift your employment and employability, collaborate and work closely with your coach and take active steps to position and differentiate yourself in the job search process.



NTUC Job Security Council (JSC)

Get alerted to the latest job vacancies on NTUC Job Security Council's Telegram Channels.



Jobs Alert for PMETs
<https://bit.ly/jsc-ja-pmet>



Jobs Alert for Non-PMETs
<https://bit.ly/jsc-ja-nonpmet>



Job Opportunities at Career Fairs / Virtual Career Fairs and Workshops
visit www.e2i.com.sg/events



Direct Referral Services

e2i works with employers to identify suitable candidates and recommend suitable candidates through backend referrals.



Place-and-Train Programme

Transit into a new career path through targeted training and job placements.



Career Trial

Gain work experience, enhance employability and secure formal employment.



Professional Conversion Programme

Reskill and switch careers to take on new jobs in growing sectors.

We're here to provide **Skills Upgrading**

Skills upgrading is crucial in equipping oneself to meet the changing market demands and lifelong learning is essential for one to gain the skills needed to be considered for the job and deepen capabilities for career progression.



"Using the assessment tools available, the Career Navigator workshop was an engaging session and enabled me to discover my strengths and interests,"

Mr Kwa, 40

Employability Skills Workshops

Designed to provide you with new perspectives at different stages of your job search.



Resources for upgrading:

SkillsFuture Credit

Introduced in 2015, all Singaporeans aged 25 and above will receive an opening credit of \$500. As part of efforts to encourage Singaporeans to take ownership of their skills development and be well-equipped to seize opportunities in the future economy, Citizens aged 40 to 60 (inclusive) will receive an additional top-up of \$500 as at 31 December 2020.



ULeap

The future of learning is quick, convenient and continually relevant. ULeap (Learning Enabled through Active Participation) enriches learning communities through courses delivered in bite-size and trending discussions. Download the app and sign up today!



UTAP (for union members only)

Choose from a wide range of over 4,000 courses and enjoy up to 50% unfunded course support every year under our Union Training Assistance Programme (UTAP). Applicable to NTUC members, you can attend training courses and get a full UTAP subsidy of \$250 at beginning of each calendar year. Enhanced UTAP is an extension of UTAP to provide extra support to members aged 40 and above by increasing their funding cap to \$500/member each year from 2020 till 2022. Terms and conditions apply.



Not an NTUC Union Member? NTUC is here supporting your needs at work and in life. Find out how: ntuc.co/e2i-signup

1. Win the Job! series:

Win the Search!

Suitable for one who requires a refresher course in resume writing, or need quick advice on latest trends in online job application.

Win the Interview!

Suitable for one who needs to practise through role-play to ace at interviews.

Win the Salary Negotiation!

Suitable for one who wishes to learn how to be prepared before entering a negotiation with potential employer, and create a win-win situation for both parties.

Visit: <https://event.e2i.com.sg/web/winthejob>

2. Career Navigator Workshop

Know yourself better and increase your chances of achieving your goal with career planning. Participants can login to MySkillsFuture portal to take your Career Interests, Skills Confidence and Work Values assessment before you attend the workshop.

3. Network to Success

From the workshop, get tips to boost your personal branding to position your competencies, and enhance your ability to build positive working relationships through role-playing.

4. Job Hunting Online

The workshop shares how and where to apply for jobs online, as well as the online platforms interviewers may use to conduct virtual interviews. Hands-on practice will be provided for jobseekers so that they will be more confident in handling online interviews.



We're here to provide **Self-Help Resources**

Employability Toolkit

Assess your current career to identify what are some of the opportunities ahead for yourself and know what can be done to get there!

NTUC Job Security Council Job Station

Find a job near you or broadcast your profile to many employers easily. Download from www.findjobs.com.sg/ or access the Job Station at e2i west and e2i central.

LifeSG

Mobile app putting you in touch with nation-wide useful career / skills upgrading resources developed by GovTech.

Job matching platforms / virtual career fairs by WSG www.mycareersfuture.sg/ and www.vcf.mycareersfuture.sg/vcf

JobsGoHere

Find out the roles in demand and upskill yourselves with the jobs and training opportunities available to enter these growth sectors.

Frequently Asked **Questions**

1. How does e2i help me to secure a new job?

At e2i (Employment and Employability Institute), we help jobseekers develop self-understanding in terms of their career interests, abilities and work values through consultation and a variety of assessment tools. We also discuss and aim to resolve challenges that jobseekers face in their job search journey – such as CV customisation and interviewing skills for instance – as well as directing jobseekers to useful career resources and training advisory to enhance their employability. Through these, we aim to guide jobseekers to plan better and to make informed career decisions in their job search journey.

2. Is e2i an employment agency? What's the difference between e2i and WSG?

NTUC's e2i is a strategic partner of Workforce Singapore (WSG) in the provision of employment facilitation to job seekers, as well as the development and implementation of manpower development programmes. Our objective is to enhance the employability skills of Singaporeans and provide a suite of employment services to support workers in job placement and skills upgrading. Through our Career Centres, e2i delivers dedicated and focused career support and placement services for job seekers in partnership with WSG and the Social Service Officers (SSOs) under the Ministry of Social and Family Development (MSF). e2i also taps on union networks to reach out to employers and workers, and drives manpower initiatives and programmes. Both e2i and WSG provide career advisory and offer Singaporeans a similar suite of services in a holistic manner.



**Consult with our career coach
via an appointment at
www.e2i.com.sg/app**

Why not partner e2i to build a better career ?



Career and Training Advisory

Contact e2i at

<https://e2i.com.sg/app>



Online

<https://e2i.com.sg>



Phone

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Operating Hours

Monday - Friday: 9:00am - 5:00pm

Saturday: 9:00am - 1:00pm

Sunday & Public Holiday: Closed



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