



# Camino Sin Cadenas



## **HISPANIC AUSTIN LEADERSHIP Financial Stability Team 2013 Project Report**

Helia Callender / Brenda de la Garza / Daniela Ochoa Gonzalez / Stephanie Hernandez / Juan Trejo





Camino Sin  
Cadenas

## TABLE OF CONTENTS

---

EXECUTIVE SUMMARY	3
IDENTIFYING THE NEED	4
ADDRESSING THE NEED	5
PROGRAM DELIVERY	6-8
RESULTS AND FEEDBACK	9
PARTNERSHIPS	10
TEAM STRUCTURE	11
FINANCIAL SUMMARY	12
REFERENCES	13
SUPPLEMENTAL	14

# EXECUTIVE SUMMARY

---

Domestic violence is the single greatest cause of injury to women in the U.S.; it is greater than muggings, rapes and automobile accidents combined (Journal of the American Osteopathic Association).

It is clear, domestic violence is prevalent and does not discriminate against gender, age or race. However, research shows that women suffer from acts of abuse at a greater rate than men. Women face incredible hurdles to overcome abusive relationships which results in 85% of women returning to their abusers.

Advocates indicate that one of the greatest barriers to breaking the cycle of abuse is the financial uncertainty women face. Specifically, they are not in control of the finances and very often do not work outside of the home.

Camino Sin Cadenas aims to connect women with jobs by providing employment tips and resources to assist survivors of domestic violence on their journey to financial independence. Camino Sin Cadenas focused on four main strategies to achieve their goal:

- Developed a comprehensive brochure with employment tips and resources
- Hosted Best Foot Forward; an event merging employment and beauty
- Collaborated and supported on the Handbags for Hope initiative benefiting the Texas Advocacy Project
- Established The Candy Hughes Memorial Career Scholarship

Through the work of Camino Sin Cadenas, 1,000 survivors of domestic violence received our informational brochure with employment resources. We were also able to provide women with workforce resources in a fun and non-intimidating fashion through our Best Foot Forward event. Also, the Candy Hughes Memorial Career Scholarship gives one survivor her best chance at thriving on her own by providing her with a professional career strategist.

In addition to the results we achieved in 2013, we are looking toward 2014. Camino Sin Cadenas is in discussion with the Austin Police Department's Victims Service Unit to share our brochure and our event model to help support survivors of domestic violence. Lastly, the family of Candy Hughes has pledged to match our funding for the scholarship in 2014.

With the help of non-profit organizations, business leaders and caring individuals, we are setting women on the path to financial stability.

# IDENTIFYING THE NEED

---



It is an alarming fact cited by the National Coalition Against Domestic Violence (NCADV)—in Texas, one in four women will experience domestic violence in her lifetime. An estimated 1.3 million women are victims of physical assault by an intimate partner every year. While the majority of family violence victims are women (73%), we know that violence is not limited to them; men and children also fall victim to family violence.

Texas offers an array of providers, advocates, shelters and resources to families in crisis, however, too often, victims of domestic violence suffer in silence. From an outside perspective looking in, it is hard to understand why women stay in abusive situations. The fact is, the cycle of abuse is hard to break. In fact, 85% of women who leave an abusive relationship return and on average it takes five times before a woman leaves an abusive situation for good.

The reasons women return to their abusers are many and complex; among the myriad of reasons, research and advocates are able to point to one major reason: **“economic self-sufficiency is frequently the difference between violence and safety for many victims,”** says the NCADV. In other words, finances are a major reason women risk their lives everyday and remain in dangerous situations.

In most cases, abusers retain complete control over the family finances. Additional barriers women face according to Nancy Salamone of Forbes.com, include:

- Having at least one dependent child
- Not being employed outside of the home
- Possessing no property that is solely theirs
- Lack of access to cash or bank and credit accounts

Sadly, once a woman gets the courage to leave her abuser, financial reasons and a possible combination of these factors will bring her back.

It is the hard task of domestic violence advocates to try and address the economic challenges victims must face. Opportunities for financial independence must be created so that victims have a chance to become survivors standing on their own two feet. Learning how to get a job, and knowing about topics such as: spending and budgeting, identity theft, credit and predatory lending are among the critical pieces of knowledge that can play a key role in ending domestic violence.

# ADDRESSING THE NEED

---

In Texas, services for victims of domestic violence range from emergency shelters, legal services to obtain emergency protective orders, housing assistance and professional attire for women entering the workforce. The organizations listed below are a small sampling of the services currently available in Austin:

- **Texas Advocacy Project:** Provides free legal services statewide to victims of domestic violence, sexual assault and stalking.
- **Texas Council on Family Violence:** Promotes safe and healthy relationships by supporting service providers, facilitating strategic prevention efforts, and creating opportunities for freedom from domestic violence.
- **SafePlace:** Provides safety, shelter, healing and prevention for individuals and families affected by sexual and domestic violence.
- **The Salvation Army (Austin Shelter for Women and Children):** Provides 24 hr. emergency shelter for homeless women and children, on-site supportive services and linkage to long-term housing and case management resources.
- **Dress For Success:** Promotes the economic independence of disadvantaged women by providing professional attire, a network of support and the career development tools to help women thrive in work and in life.

Non-profit and social organizations such as the ones listed above often face overwhelming case loads, limited staff, resources and funding. According to the Texas Advocacy Project, there is a great need for survivors of domestic violence to be equipped with the tools and resources necessary to gain employment; getting a job has the greatest potential to lead to long-term stability both financially and in family life.

To better bridge survivors of domestic violence with employment opportunities, The Financial Stability Team created: Camino Sin Cadenas (Road Without Chains). Our mission is to:

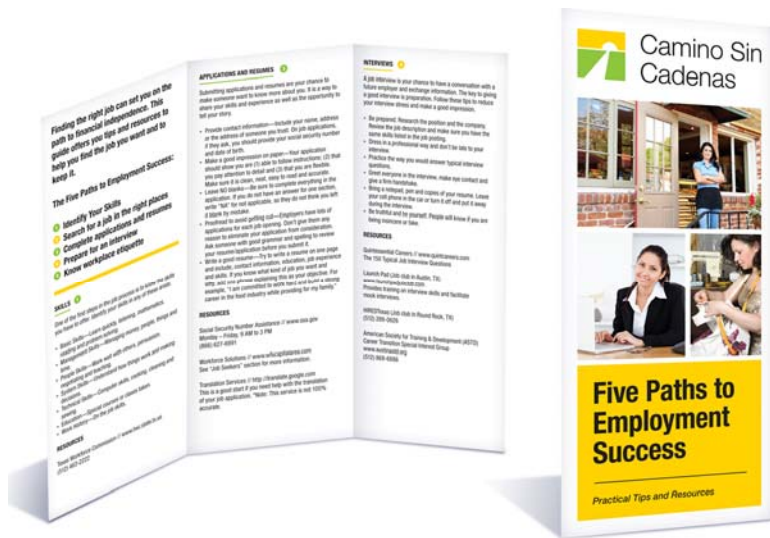
***Provide employment tips and resources to assist survivors of domestic violence on their journey to financial independence.***

Camino Sin Cadenas offered the following:

- A comprehensive brochure in English and Spanish with employment tips and resources
- Host of Best Foot Forward; a joint event with Adore Salon merging employment and beauty
- Collaboration and support for Handbags for Hope donation drive benefiting the Texas Advocacy Project
- Established The Candy Hughes Memorial Career Scholarship

Through Camino Sin Cadenas we designed a program intended to help break the cycle of abuse with the goal of giving survivors of domestic violence the financial freedom and confidence to thrive on their own.

# PROGRAM DELIVERY



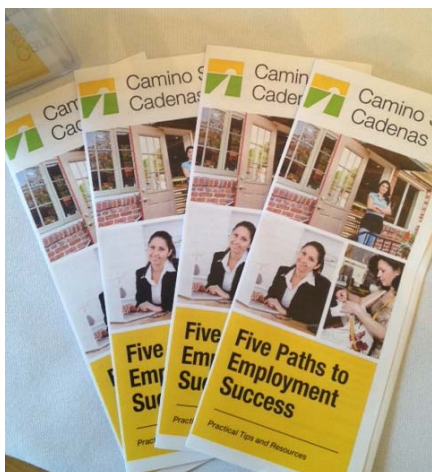
## The Five Paths to Employment Success: Practical Tips and Resources

Our research showed that some women were qualified to work in a professional setting and others needed vocational jobs. Job resources are abundant in Austin, but what many non-profits lacked was consolidated, bilingual information in one place.

To address this need, we created a brochure in English and Spanish titled, **Five Paths to Employment Success: Practical Tips and Resources**. This brochure provides survivors with concise, strategic, tools and steps for searching, applying, interviewing and obtaining a job at any skill level.

### BROCHURE FEATURES:

- Simple step-by-step guide written to be user-friendly
- A listing of local resources consolidated in a single piece
- Friendly and positive tone to remove intimidation associated with a job search
- Designed in a 8.5" x 11" format with basic tri-fold to keep printing costs the lowest possible—ideal for non-profit budgets



The Five Paths to Employment Success brochure was provided to attendees at the Best Foot Forward event. Additional copies were supplied to a local church with a survivor support group as well as the Texas Advocacy Project.

The brochure will be made available to any organization serving clients that may directly benefit from the information provided in this brochure.

## Best Foot Forward Event

Once the brochure was developed, an event called Best Foot Forward was created to get feedback on the usefulness of the brochure. The event was hosted jointly with Adore Salon and Granado Cosmetics offering a free day of beauty services and an employment resource fair.

### EVENT FEATURES:

- Free makeup services, food and door prizes for all attendees
- Hosted at Adore Salon offering a safe, fun and non-intimidating environment
- Employment resources provided by Goodwill Industries and Workforce Solutions
- Survey created to receive feedback on the event and brochure
- Spanish translation service available on-site



*Adore Salon Owner, Mandy Granado offers free makeup services to guest.*



*Promotional flyer distributed at Texas Advocacy Project, SafePlace, Adore Salon, local churches and small businesses. Social media was also used to promote the event.*

## Handbags for Hope Donation Drive

Handbags for Hope is one of the Texas Advocacy Projects most successful outreach programs to victims of domestic violence. This program raises awareness for the Texas Advocacy Project which helps provide legal solutions to victims of domestic violence and sexual assault.

Handbags for Hope was also the vehicle used to distribute more than 1,000 brochures to victims at domestic violence shelters statewide.



### DONATION DRIVE FEATURES:

- Camino Sin Cadenas coordinated a donation drive at 100 Congress—a high-traffic office building located in the heart of downtown Austin
- Each purse is carefully cleaned and outfitted with agency brochures and includes a discreet hotline purse label in case of emergency
- The processed bags are delivered to shelters across the

state in time for Mother's Day.

## The Candy Hughes Memorial Career Scholarship

The Scholarship provides one survivor of domestic violence, nominated by the Texas Advocacy Project, with free professional development and career services from Angela Loeb of InSync Resources.

Adore Makeup Boutique + Salon also generously donated a gift certificate for salon services to the recipient.

### SCHOLARSHIP FEATURES:

- Three, one-hour, in-person sessions customized to the recipient's needs
- Virtual support in between sessions
- Self-assessing
- Resume development
- Exploring job search methods
- Work with Interviewing skills



*See page 14 for information about Candy Hughes and our first scholarship recipient, Cesilia Cordova.*



# RESULTS AND FEEDBACK

---

## SURVEY RESULTS FROM PARTICIPANTS

- 100% of the respondents said the information presented at Best Foot Forward was either “Extremely or Very Useful”; (A 50-50 split)
- 85% of respondents said they increased their knowledge about finding a job (after attending Best Foot Forward event and reading the brochure.)
- 83% of respondents said they see themselves using the resources provided in the brochure
- 17 % of respondents said their skills improved “a great deal” because of the training offered at the event and 83% indicated they improved “a lot.”
- 43% of respondents felt “extremely comfortable” asking questions at the event, while 57% felt “very comfortable.”



### Feedback from Best Foot Forward Participants

“Putting both work tips and makeup tips in one place is a great combination. I had a great time.”

--Jennifer S.

“Beauty and girl’s day is always great! And I can always develop my skills.”

“I think it's great that a group of individuals are taking the initiative to help women in the community who have been abused. Many of these women have had their self-esteem taken away from them and the Best Forward event helps rebuild them, giving them the confidence and support to achieve their goals.”

--Veronica R.

## ADDITIONAL RESULTS

- Camino Sin Cadenas provided brochures to over 1,000 survivors of domestic violence statewide.
- Collected over 100 of gently used handbags through the donation drives.
- Gained interest from the Austin Police Department’s Victims Service Unit; in discussions to share our brochure and provide additional employment support to survivors of domestic violence.
- Created new relationships between faith-based organizations and businesses with the Texas Advocacy Project.
- Established a professional career scholarship for one survivor and secured match funding from the family of Candy Hughes for 2014.

# PARTNERSHIPS

---

Camino Sin Cadenas achieved positive results through the collaboration and expertise of the following local organizations, businesses and individuals.

## TEAM EMPLOYERS

### **Austin Energy**

[www.austinenergy.com](http://www.austinenergy.com)

### **H-E-B**

[www.heb.com](http://www.heb.com)

### **Solurso**

[www.solurso.org](http://www.solurso.org)

### **State Farm**

[www.statefarm.com](http://www.statefarm.com)

### **USA Compression**

[www.usacompression.com](http://www.usacompression.com)

## PARTNERS

### **Adore Makeup Boutique + Salon**

Mandy Granado and Rhea McCarter, Owners

[www.adoremakeupsalon.com](http://www.adoremakeupsalon.com)

### **Granado Cosmetics**

Mandy Granado, Owner

### **InSync Resources**

Angela Loeb, Writer, Speaker, Career/Personal Vision Strategist

[www.insyncresources.com](http://www.insyncresources.com)

### **Shoreline Women's Ministry**

Pastor Cheryl Luke

[www.shoreline.net](http://www.shoreline.net)

### **Texas Advocacy Project**

Heather Bellino, Director of Development and Communications

[www.texasadvocacyproject.com](http://www.texasadvocacyproject.com)

## SPECIAL THANKS

Caritas, Adelita Winchester

Courtney Hughes and Family

Daniela Daniel, Financial Stability Team Mentor

Hendrickson High School, Kara Tappendorf (Counselor)

SafePlace

# TEAM STRUCTURE

---



Left to Right:  
 Helia Callender / Brenda de la Garza/ Juan Trejo / Stephanie Hernandez / Daniela Ochoa Gonzalez

TEAM MEMBER	ROLE	RESPONSIBILITIES
<b>JUAN TREJO</b> State Farm	Project Manager	Lead overall project activities; created the survey tool and analyzed data.
<b>BRENDA DE LA GARZA</b> Austin Energy	Project Administrator	Oversaw event logistics; wrote sponsorship letter; secured \$1000 donation; oversaw creation of project logo; responsible for editing brochure and facilitating printing; prepared final report.
<b>HELIA CALLENDER</b> H-E-B	Finance Officer	Secured in-kind donations for event; recruited workforce vendors for event; connected private business with employment agencies/GAHCC.
<b>STEPHANIE HERNANDEZ</b> USA Compression	Marketing & Communications	Hosted team meetings; secured \$500 donation; promoted event using social media and email marketing; bridged Shoreline Sisterhood and TAP to collaborate on Handbags for Hope.
<b>DANIELA OCHOA GONZALEZ</b> Solurso	Research at Large	Conducted research at local non-profits; provided Spanish translation for all collateral materials; promoted event through grassroots marketing at local businesses and churches; coordinated zero waste efforts at event.

# FINANCIAL SUMMARY

CONTRIBUTIONS & EXPENSES	DESCRIPTION	TYPE	AMOUNT
GAHCC HAL Seed Money	(3) Door Prizes, Attendee gifts	Cash	\$250
Austin Energy	Graphic design services, brochure printing, signage, event collateral	Cash	\$1,000.00
USA Compression	Professional career services package	Cash	\$500.00
Ms. Heather Bellino	Sustainability grant for scholarship	Cash	\$100.00
Courtney Hughes and Family	Match funding for scholarship	Cash	\$600.00
H-E-B	Catered food and decorations for event	Donation	\$275.00
Adore Salon/Granado Cosmetics	Use of space for event, Gift certificate for salon services	Donation	\$250.00
State Farm	Survey printing	Donation	\$20.00
<b>Total value of goods and services</b>			<b>\$2,995.00</b>
Graphic design services: Jorge Alvarado	Logo creation, brochure design, Image creation for presentation	Expense	\$500.00
Aus-Tex Printing	Brochures Qty. 1000	Expense	\$535.50
H-E-B	Gift cards Qty. 3 @ \$25 each	Expense	\$75.00
Bath and Body Works	Attendee gifts	Expense	\$73.56
Angela Loeb, InSync Resources	Professional career services package	Expense	\$400.00
<b>Expenses Total</b>			<b>\$1,584.06</b>

# REFERENCES

---

## GENERAL RESEARCH

Caritas

Adelita Winchester, Director of Integrated Services  
[www.caritasofaustin.org](http://www.caritasofaustin.org)

McGee, Susan G.S., "20 Reasons Why She Stays: A Guide for Those Who Want to Help Battered Women," 2009, <http://www.ncadv.org/>

National Coalition Against Domestic Violence, "Domestic Violence Facts: Texas,"  
<http://www.ncadv.org/>

National Coalition Against Domestic Violence, "Financial Education Project,"  
<http://www.ncadv.org/>

Salamone, Nancy, "Domestic Violence and Financial Dependency,"  
September 9, 2010, [Forbes.Com](http://Forbes.Com)

Texas Advocacy Project

Heather Bellino, Director of Development and Communications  
[www.texasadvocacyproject.com](http://www.texasadvocacyproject.com)

Texas Council on Family Violence  
[www.tcfv.org](http://www.tcfv.org)

## BROCHURE RESOURCES

American Society for Training & Development

Goodwill Industries of Central Texas

HIREDTexas

Launch Pad

Quintessential Careers

Texas Workforce Commission

Workforce Solutions

# SUPPLEMENTAL

---



## **ABOUT CANDY HUGHES**

Candy Marlene Bishop Hughes was a devoted mother and successful businesswoman. She lived in Fort Worth, Texas the majority of her life and began an early career working for Moody Printing. Candy was known for being resourceful and hardworking; as a result, she started her own successful business.

On, August 12, 2010, Candy's life was tragically cut short during an incidence of domestic violence. She was only 50 years old. Candy lived her life to the fullest with her greatest focus being her beloved daughter Courtney Renee Hughes.



## **ABOUT CESILIA CORDOVA**

Cesilia Cordova is the first recipient of the Candy Hughes Memorial Career Scholarship. She is 19 years old and a senior at Hendrickson High School. Cesilia has a busier schedule than most—she is a full-time student, works almost every weekday and weekends at McDonald's plus she is the mother of a two-year old daughter.

Cesilia's immediate goal is to begin courses at Austin Community College and eventually she would like to fulfill her dream of becoming a Pediatrician.

## JOB SEARCH 2

Finding a job takes time, so don't be too quick to give up on your search. A long wait for a job can change with a single phone call in a day. One of the best tools you can use to stay active with your job search is the Internet. It is an efficient way to search multiple jobs at the same time.

- » Create a user name and a password for job searches on the Internet. Many job banks will require you to create an account to submit and check the status of your application.
- » Create an email address similar to your name so it is recognizable.
- » Meet new people or talk to friends and family. They may be able to share new job opportunities with you.
- » Attend job fairs and come prepared with your resume.
- » Use social media sites like Facebook and LinkedIn to expand your search.

## RESOURCES

Goodwill Industries of Central Texas // [www.goodwill.org](http://www.goodwill.org)

Job Center Locations:

Austin (Rosewood) // (512) 480-0772

Austin (South Lamar) // (512) 707-6894

Round Rock // (512) 388-1507

San Marcos // (512) 392-4020

Workforce Solutions // [www.wfscapitalarea.com](http://www.wfscapitalarea.com)

Career Center Locations:

North, 6505 Airport Blvd., Ste 101

South, 6505 Burleson Road

East, 3401 Webberville Rd, Bldg 1000

Online Job Sites

[www.monster.com](http://www.monster.com)

[www.austin.jobs](http://www.austin.jobs)

[www.austincityjobs.gov](http://www.austincityjobs.gov)

[www.twc.state.tx.us](http://www.twc.state.tx.us)

### IMPORTANT TIP!

**Don't let anyone track the emails you are sending or the sites you are visiting. Find a way to use the Internet by accessing a safe computer.**

## WORKPLACE ETIQUETTE 5

You're hired! Now what? To keep your job and earn promotions in the future, you should know what is expected of you. Here are some easy habits you should practice on the job that can help make your work experience positive.

- » Be on time. Punctuality and attendance are important to your success.
- » Stick to your work schedule. Changing work hours can disrupt the schedule of others and affect productivity.
- » Give early notice for any scheduled time off such as vacations.
- » Call and speak with your supervisor if you are sick and let them know you can't report for work.
- » Dress appropriately and follow any dress codes you are given.
- » Give a two-week notice and write a letter of resignation if you decide to leave a job.
- » Follow the golden rule: treat others the way you would like to be treated.

## RESOURCES

Goodwill Adult Programs

[www.austingoodwill.org/wds/adult\\_programs.html](http://www.austingoodwill.org/wds/adult_programs.html)

Goodwill Community Center

1015 Norwood Park Blvd

Austin, TX 78753

(512) 637-7100



# Camino Sin Cadenas



## Five Paths to Employment Success

*Practical Tips and Resources*



**Finding the right job can set you on the path to financial independence. This guide offers you tips and resources to help you find the job you want and to keep it.**

## **The Five Paths to Employment Success:**

- 1 Identify Your Skills**
- 2 Search for a job in the right places**
- 3 Complete applications and resumes**
- 4 Prepare for an interview**
- 5 Know workplace etiquette**

### **SKILLS 1**

One of the first steps in the job process is to know the skills you have to offer. Identify your skills in any of these areas:

- » Basic Skills—Learn quickly, listening, mathematics, reading and problem solving.
- » Management Skills—Managing money, people, things and time.
- » People Skills—Work well with others, persuasion, negotiating and teaching.
- » System Skills—Understand how things work and making decisions.
- » Technical Skills—Computer skills, cooking, cleaning and sewing.
- » Education—Special courses or classes taken.
- » Work History—On the job skills.

### **RESOURCES**

Texas Workforce Commission // [www.twc.state.tx.us](http://www.twc.state.tx.us)  
(512) 463-2222

### **APPLICATIONS AND RESUMES 3**

Submitting applications and resumes are your chance to make someone want to know more about you. It is a way to share your skills and experience as well as the opportunity to tell your story.

- » Provide contact information—Include your name, address or the address of someone you trust. On job applications, if they ask, you should provide your social security number and date of birth.
- » Make a good impression on paper—Your application should show you are (1) able to follow instructions; (2) that you pay attention to detail and (3) that you are flexible. Make sure it is clean, neat, easy to read and accurate.
- » Leave NO blanks—Be sure to complete everything in the application. If you do not have an answer for one section, write “NA” for not applicable, so they do not think you left it blank by mistake.
- » Proofread to avoid getting cut—Employers have lots of applications for each job opening. Don’t give them any reason to eliminate your application from consideration. Ask someone with good grammar and spelling to review your resume/application before you submit it.
- » Write a good resume—Try to write a resume on one page and include, contact information, education, job experience and skills. If you know what kind of job you want and why, add one phrase explaining this as your objective. For example, “I am committed to work hard and build a strong career in the food industry while providing for my family.”

### **RESOURCES**

Social Security Number Assistance // [www.ssa.gov](http://www.ssa.gov)  
Monday – Friday, 9 AM to 3 PM  
(866) 627-6991

Workforce Solutions // [www.wfscapitalarea.com](http://www.wfscapitalarea.com)  
See “Job Seekers” section for more information.

Translation Services // <http://translate.google.com>  
This is a good start if you need help with the translation of your job application. \*Note: This service is not 100% accurate.

### **INTERVIEWS 4**

A job interview is your chance to have a conversation with a future employer and exchange information. The key to giving a good interview is preparation. Follow these tips to reduce your interview stress and make a good impression.

- » Be prepared. Research the position and the company. Review the job description and make sure you have the same skills listed in the job posting.
- » Dress in a professional way and don’t be late to your interview.
- » Practice the way you would answer typical interview questions.
- » Greet everyone in the interview, make eye contact and give a firm handshake.
- » Bring a notepad, pen and copies of your resume. Leave your cell phone in the car or turn it off and put it away during the interview.
- » Be truthful and be yourself. People will know if you are being insincere or fake.

### **RESOURCES**

Quintessential Careers // [www.quintcareers.com](http://www.quintcareers.com)  
The 150 Typical Job Interview Questions

Launch Pad (Job club in Austin, TX)  
[www.launchpadjobclub.com](http://www.launchpadjobclub.com)  
Provides training on interview skills and facilitate mock interviews.

HIREDTexas (Job club in Round Rock, TX)  
(512) 289-0626

American Society for Training & Development (ASTD)  
Career Transition Special Interest Group  
[www.austinastd.org](http://www.austinastd.org)  
(512) 868-6886



## BÚSQUEDA DE EMPLEO 2

Encontrar un trabajo lleva tiempo, por lo tanto no te desanimes rápidamente ni renuncies a tu búsqueda. Una larga espera de trabajo puede cambiar con solo una llamada telefónica en un día. Una de las mejores herramientas que puedes utilizar para mantenerte activa con tu búsqueda de trabajo es el Internet. Es una forma eficaz de buscar varios trabajos al mismo tiempo.

- » Crea un nombre de usuario y una contraseña para tu búsqueda de empleo en Internet. Muchas bases de datos de trabajo requieren crear una cuenta para presentar y comprobar el estado de tu solicitud.
- » Conoce gente nueva o habla con amigos y familiares. Ellos pueden ser capaces de compartir nuevas oportunidades de trabajo con usted.
- » Asiste a las ferias de empleo y ve preparado con tu curriculum vitae.
- » Utilizar los sitios de medios sociales como Facebook y LinkedIn para ampliar tu búsqueda

## RECURSOS

Goodwill Industries of Central Texas // [www.goodwill.org](http://www.goodwill.org)

Lugares con bolsa de trabajo:

Austin (Rosewood) // 512.480.0772

Austin (South Lamar) // 512.707.6894

Round Rock // 512.388.1507

San Marcos // 512.392.4020

Workforce Solutions // [www.wfscapitalarea.com](http://www.wfscapitalarea.com)

Lugares con centros para Asistencia Laboral

En el Norte, 6505 Airport Blvd., Ste 101

En el Sur, 6505 Bureson carretera

En el Este, 3401 Webberville Rd., Bldg. 1000

Sitios en línea de empleo

[www.monster.com](http://www.monster.com)

[www.austin.jobs](http://www.austin.jobs)

[www.austincityjobs.gov](http://www.austincityjobs.gov)

[www.twc.state.tx.us](http://www.twc.state.tx.us)

## NORMAS DE ETIQUETA EN EL TRABAJO 5

¡Estás contratada! ¿Y ahora qué? Para mantener tu trabajo y ganar ascensos en el futuro, debes saber qué se espera de ti. Aquí hay algunos hábitos sencillos que debes practicar en el trabajo que te pueden ayudar a tener una experiencia de trabajo positiva.

- » Llega a tiempo. La puntualidad y la asistencia son importantes para tu éxito.
- » Cumple con tu horario de trabajo. Cambiar tu horario en el trabajo puede alterar el horario de los demás y afectar la productividad.
- » Da aviso con anticipación por cualquier compromiso que tengas que salir de tu horario programado como por vacaciones por ejemplo.
- » Llama y habla con tu supervisor si estas enfermo y hazles saber que no puedes acudir al trabajo.
- » Vístete apropiadamente y sigue los códigos de vestimenta que te den.
- » Da un aviso de dos semanas y escribe una carta de renuncia si decides dejar tu trabajo.
- » Sigue la regla de oro: trata a los demás como te gustaría ser tratado.

## RECURSOS

Programas para adultos de Goodwill

[www.austingoodwill.org/WDS/adult\\_programs.html](http://www.austingoodwill.org/WDS/adult_programs.html)

Goodwill Community Center

1015 Norwood Park Blvd.

Austin, TX 78753

(512) 637-7100



# Camino Sin Cadenas



## Cinco Caminos al Éxito en el Empleo

Consejos Prácticos y Recursos



**Encontrar el trabajo adecuado puede ponerte en el camino hacia la independencia financiera. Esta guía te ofrece consejos y recursos que te ayudarán a encontrar el trabajo que deseas y a mantenerlo.**

**Los cinco caminos hacia el éxito laboral:**

- 1 Identificar tus habilidades**
- 2 Buscar empleo en los lugares adecuados**
- 3 Completar solicitudes de trabajo y hojas de vida ó currículum**
- 4 Prepararse para una entrevista**
- 5 Conocer las normas de etiqueta en el trabajo**

## **HABILIDADES 1**

Uno de los primeros pasos en el proceso de encontrar trabajo es conocer las habilidades que tienes para ofrecer. Identifica tus habilidades en cualquiera de estas áreas:

- » Habilidades básicas—para aprender rápidamente, para escuchar, de lectura, matemáticas y resolución de problemas
- » Habilidades de gestión—Manejo de dinero, personas, cosas y tiempo
- » Habilidades interpersonales—Trabajar bien con los demás, persuasión, negociación y enseñanza
- » Habilidades sistemáticas—Entender cómo funcionan las cosas y toma de decisiones
- » Habilidades técnicas—Conocimientos de informática, cocina, limpieza y costura)
- » Educación
- » Historial de Trabajo

## **RECURSOS**

Texas Workforce Commission // [www.twc.state.tx.us](http://www.twc.state.tx.us)  
(512) 463-2222

## **SOLICITUDES DE TRABAJO Y CURRÍCULOS 3**

Cuando presentas tu solicitud y tu currículum creas la oportunidad de que alguien quiera saber más acerca de ti. Es una manera de compartir tus habilidades y experiencia, así como la oportunidad de contar tu historia.

- » Proporciona tu información para contactarte – Incluye tu nombre y dirección o la dirección de alguien de confianza. En las solicitudes de empleo, si lo preguntan, debes proporcionar tu número de seguro social y fecha de nacimiento.
- » Da una buena impresión en el papel -Tu solicitud deberá demostrar que eres: (1) capaz de seguir instrucciones, (2) que prestas atención a los detalles y (3) que eres flexible. Asegúrate de que esté limpia, ordenada, y de que sea fácil de leer y sea precisa.
- » No dejes espacios en blanco - Asegúrate de completar todo en la aplicación. Si hay una sección para la que no tienes respuesta, escribe “NA” para indicar no aplicable, para que no pienses que la dejas en blanco por error.
- » Revisa todo bien para evitar que te descarten - Los empleadores tienen un montón de aplicaciones por cada puesto de trabajo. No les des ninguna razón para descartar tu aplicación. Pídele a alguien con buena gramática y ortografía que revise tu hoja de vida / aplicación antes de enviarla o entregarla.
- » Escribe una buena hoja de vida o currículum --Trata de escribir tu hoja de vida en una sola página que incluya: tu información de contacto, educación, experiencia laboral y habilidades. Si sabes que tipo de trabajo deseas y por qué, añade una frase que explique esto como tu objetivo. Por ejemplo, “Estoy comprometido a trabajar duro haciendo una carrera sólida en la industria de alimentos y sustentar a mi familia.”

## **RECURSOS**

Asistencia con el Número de Seguro Social // [www.ssa.gov](http://www.ssa.gov)  
Lunes – Viernes, 9 a.m. - 3 p.m.  
(866) 627-6991

Workforce Solutions // [www.wfscapitalarea.com](http://www.wfscapitalarea.com)  
Consulte “Job seekers” para obtener más información.

Servicios de traducción // <http://translate.google.com>  
Este es un buen comienzo si necesitas ayuda con la traducción de tu solicitud de empleo. \*Nota: Este servicio no es 100% exacto.

## **ENTREVISTAS 4**

Una entrevista de trabajo es tu oportunidad de tener una conversación con un futuro empleador e intercambiar información. La clave para dar una buena entrevista es la preparación. Siga estos consejos para reducir el estrés en su entrevista y dar una buena impresión.

- » Prepárate bien. Investiga la posición y la empresa. Revisa la descripción del trabajo y asegúrate de que tienes las mismas habilidades que piden en la oferta de empleo.
- » Vístete de manera profesional y no llegues tarde a tu entrevista.
- » Practica la forma en que responderías a las preguntas típicas de la entrevista.
- » Saluda a cada persona en la entrevista, haz contacto visual y da un apretón de manos firme.
- » Lleva una libreta, un bolígrafo y copias de su curriculum vitae. Deja tu teléfono móvil en el coche o apágalo y lo guárdalo durante la entrevista.
- » Se sincera y ser tú misma. La gente sabrá si estás siendo sincera o falsa.

## **RECURSOS**

Quintessential Careers // [www.quintcareers.com](http://www.quintcareers.com)  
Las 150 Preguntas más típicas en entrevistas de trabajo

Launch Pad (club de empleos en Austin, TX)  
[www.launchpadjobclub.com](http://www.launchpadjobclub.com)  
Provee entrenamiento en habilidades de entrevista y facilitar las entrevistas simuladas.

HIREDTexas (club de empleos en Round Rock, TX)  
512-289-0626

Sociedad Americana (ASTD) para la Formación y el Desarrollo de la Transición Profesional, Grupo de Interés Especial // [www.austinastd.org](http://www.austinastd.org) // 512-868-6886