

Alberta Public Service Internship Program



Intern Handbook

Updated January 2010



WELCOME TO THE ALBERTA PUBLIC SERVICE

As the Public Service Commissioner for the Government of Alberta, it is my privilege to welcome you to the Alberta Public Service (APS) and to congratulate you on your new position. You've made a great decision in joining the Government of Alberta and I hope you will find your experience here rewarding both personally and professionally. Our diverse and exciting workplace will offer you plenty of room to grow and a dynamic group of people to work with who are all committed to working together to build a stronger province for current and future generations.

As part of your internship, you will be introduced to the APS values of respect, accountability, integrity and excellence which serve as the foundation for everything we do. These values will help guide you day-to-day as you begin to build your career. Through your contributions, you will gain first hand knowledge as to why we are often considered one of the leading edge public services in Canada; and with your help we will continue to build on that reputation.

The knowledge you bring with you from your post-secondary education offers us fresh insight into our work, and new perspectives on our future. Your ideas will contribute to the continued development and success of the Alberta Public Service. As an employer, we strongly encourage life long learning and development of employee's skills so that they are well equipped to contribute to the goals and priorities of the government.

This handbook will help get you started on your new path. In it you will find helpful information and resources to aid you in beginning a career with the Government of Alberta. We also offer orientation sessions throughout the year for our new employees; and I encourage you to check them out. You can register, or find more information about the sessions through your [MyAGent](#) account. By attending these half day sessions you will have the opportunity to learn more about government and have the chance to meet other new employees from across government.

As you settle in, I encourage you to get to know your colleagues. They are an excellent resource for answers to your questions and will help you to adjust to your new role and workplace.

Thank you for joining the Alberta Public Service and best wishes in your new career.

Sincerely,

[Original signed]

Dale Silver
Public Service Commissioner

The Public Service Commissioner is the deputy head of Alberta Corporate Human Resources and has been appointed by the Lieutenant Governor in Council to administer the Alberta Public Service Act.



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SECTION 1 - THINGS TO KNOW ABOUT INTERNS

1.1 What Does Being an Intern Mean?

Internships have been part of the Alberta public service (APS) for a number of years. They are part of a larger workforce development strategy to recruit, develop and retain talent. Internships offer a chance to put your education to work with interesting, challenging and rewarding hands-on experience in your field of choice. You will gain valuable experience that will support you in competing for future vacancies, along with plenty of networking opportunities.

Jobs for interns are as varied as the ministries in which they work. The APS offers career options in areas such as: Research, Finance and Accounting, Communications, Information Technology, Policy, Human Resources, Land Titles and more. The possibilities are truly endless!

1.2 What To Expect...

During your internship placement, you will gain valuable career-related experience, meet numerous individuals within your occupational area across the APS and be exposed to diverse employment opportunities. All government interns are in temporary positions; ranging anywhere from six months to two years. Some interns rotate between departments or divisions and others remain in a single placement. Your contributions are just as crucial as those of any other APS employee. Remember that many of your co-workers were once interns.

As with any new position it is important you understand what is expected of you. Soon after you start, you and your supervisor should meet to discuss your work plan/job description and your performance/learning plan. During this initial meeting you should ask your supervisor any questions you have relating to your hours, benefits, salary, vacation time, emergency procedures, as well as any other information regarding your position or internship.

1.3 Understanding Generational Differences in the Workplace

Understanding generational differences and perspectives is becoming increasingly important in fostering a quality work environment.

In the APS today, four generations work side-by-side:

- Matures (1930-1946)
- Baby Boomers (1946-1964)
- Generation X (1965-1980)
- Nexters (also called Generation Y) (1980-2000)

One important step to making generational diversity work is to understand what motivates members of each generation. People in the same generation often experience similar events in the economy, society and political environment. These events help to form their perceptions of work, and dictate how they react to situations.

Tips for Integrating Interns into the Workforce Crossing-Over Generational Boundaries

You will be working with some very creative, talented, and experienced individuals. Understanding generational differences will allow you to better work with staff and meet organizational goals. The following tips may help you better work with the diverse group of people in your work environment.

Matures

- ⇒ Show a genuine respect for their experience and background
- ⇒ Ask them for their opinion such as, “How were things done in the past?” and, “How would you solve the problem?”
- ⇒ Treat them as equals, not someone who is past their prime – you may find that their values and yours are more closely aligned than you think.
- ⇒ Take time to build a solid rapport with them.
- ⇒ Communicate with them in a calm, stress free and formal manner.

Baby Boomers

- ⇒ Communicate in a very open way; use body language to show what you mean.
- ⇒ Be direct, but don't give the impression that you are trying to control their actions or behaviors.
- ⇒ Provide thorough explanations and answers to questions – boomers are detail oriented.
- ⇒ Let them know you are flexible in the way you approach problems – being too rigid may give the impression that you think you know it all.

Generation X'ers

- ⇒ Speak directly and succinctly to them.
- ⇒ Ask them for their feedback/opinions for certain problems.
- ⇒ Let them know that you are open to new ideas, and that you don't think you are the only one with the answers.
- ⇒ Keep communication open and frequent.
- ⇒ Don't use communication that is too formal.

Generation Y (Nexters)

- ⇒ Provide positive, systematic feedback – as it happens.
- ⇒ Ask for regular feedback on job and work environment.
- ⇒ Allow for independence and input into job tasks.
- ⇒ Do not talk down to people in this group.
- ⇒ Use action words when speaking to your peers.
- ⇒ Email communication is the norm.
- ⇒ Use humour and create a fun environment.

1.4 Tips on Making the Most of Your Internship

Internships in the APS provide a wealth of learning opportunities. Managed correctly, an internship will provide you with unique experiences to launch your career. Here are eight tips to help you make the most of your internship.

(1) Take initiative

Today's public service values the same entrepreneurial spirit that is valued in the private sector. In addition to doing your primary duties, you can show initiative in different ways.

- Volunteer for assignments and work teams.
- Learn about a project that your division will be undertaking and volunteer to work on it.
- Identify, to your supervisor, the skills that you feel need enhancing.
- Initiative is a key characteristic that supervisors look for and value in an employee.

(2) Use available resources and ask questions

Find out all you can about government, the department and division where you are working, as well as other areas in government.

- Study all the orientation materials given to you.
- Visit the New Employee Orientation Website at <http://www.chr.alberta.ca/orientation>.
- Ask your supervisor about any ministry specific orientation materials.
- Attend an "Orientation to Government" session (dates online).
- Ensure that you understand your role and don't be afraid to ask questions or ask for help.
- Ask for feedback from your supervisor and co-workers about how you are doing, and note their suggestions for improvement.

(3) Explore your career goals

Your internship provides an opportunity to apply your training to a specific discipline or industry. You may acquire experience in several departments or divisions. Use this opportunity to explore where your career interests lie. Think about your career five years from now, ten years from now. Refer to Section 3.2 for helpful tips to assist you in your career planning.

(4) Decide what you want to learn

Most departments ask their employees to develop a learning plan. Ask your supervisor for a meeting to discuss your learning plan.

- Prepare for this meeting by asking yourself the following questions:
 - What do I need to learn to be more effective as an employee?
 - What do I need to learn to prepare for my next job?
- Recognize your strengths and consider areas for improvement, then speak with your supervisor about projects that may help you to develop your skills.
- The **Development Tips Booklet** is a great resource that provides on the job learning options for employees at <http://www.chr.alberta.ca/learning/development-tips.pdf>.
- Set concrete goals to provide structure to your internship.
- Review your plan periodically with your supervisor to ensure that you are on track to meet your goals.

(5) Adopt a learning attitude

The Alberta government promotes continuous, on-the-job learning among its employees. Assignments are important to your internship, but you should also view every workplace interaction as an opportunity to learn new things and obtain feedback: staff meetings, newsletters and team meetings provide opportunities for you to benefit from the experience of your co-workers. Adopting a learning attitude will ensure success throughout your career.

(6) Speak up

Share your new perspective and ideas. Managers often look to interns for innovation and creativity. If you have a skill others need, offer to help.

(7) Get to know people

Take opportunities to network. Participate in activities and staff functions or volunteer for a committee that plans these functions. The more people you know, the wider your knowledge base and network.

The GAIN (Government of Alberta Intern Network) provides a great medium for networking with interns from other departments. Check out the GAIN website at <http://www.chr.alberta.ca/gain> to register for an upcoming event.

(8) Keep track of what you have done

Keep detailed work plans up-to-date. This will help others see what you are accomplishing and will be invaluable for writing a résumé or preparing for an interview. Look at the experience you have and make a point of rounding out areas where you need more.

1.5 Am I Guaranteed a Full Time Permanent Position After My Internship?

Employment opportunities in the APS emerge as employees get promotions, rotate via secondments, retire or leave government for other reasons.

While permanent positions are not guaranteed to interns, you are encouraged to seek employment in the APS as you get closer to completing your internship. Although you will typically need to apply for further positions, the knowledge, experience and skills you will have gained through your internship will better position you for success. Discuss your career plans and interests with your supervisor and/or human resource office. Refer to Section 4 on how to apply for APS job competitions.

Whether you continue your career with the APS or leave after your internship, we are glad to have had the opportunity to contribute to your career growth.

Good luck and have fun!

SECTION 2 - ORIENTATION TO GOVERNMENT

2.1 How Government Works

The Government of Alberta, like other provinces and the federal government, follows a parliamentary model. Members of the Legislative Assembly (MLAs) are elected by citizens and are responsible to the Legislative Assembly for their actions. There are three branches of government: legislative, executive and judicial. The legislative branch makes the laws, the executive branch puts laws into force and the judicial branch applies the laws.

Legislative branch

Alberta's legislative branch is its Legislative Assembly. It is comprised of elected members, each representing a provincial constituency. These MLAs approve laws by voting on them in the Legislative Assembly.

Each party holds a caucus of all its members to discuss emerging issues and strategies. The government caucus is comprised of the ruling party's elected MLAs. It reviews all government legislation in light of various committee findings, public opinion, party philosophy, and government and department business plans. Several key committees or branches also have a critical role in the operation of government, including but not limited to:

- Agenda and Priorities Committee
- Government Legislation Review Committee
- Treasury Board
- Energy Council
- Resources and the Environment

Additional information on the workings of the Alberta Legislature is available from the website of the Legislative Assembly of Alberta, including *The Citizen's Guide to the Alberta Legislature* at: <http://www.assembly.ab.ca>.

Executive branch

The province's executive branch is its Executive Council. It includes the Premier and cabinet ministers, chosen by the Premier from his government caucus – that is, all the elected members of his party who form the government. Cabinet ministers function as department heads and ensure that government policies are put into practice.

Judicial branch

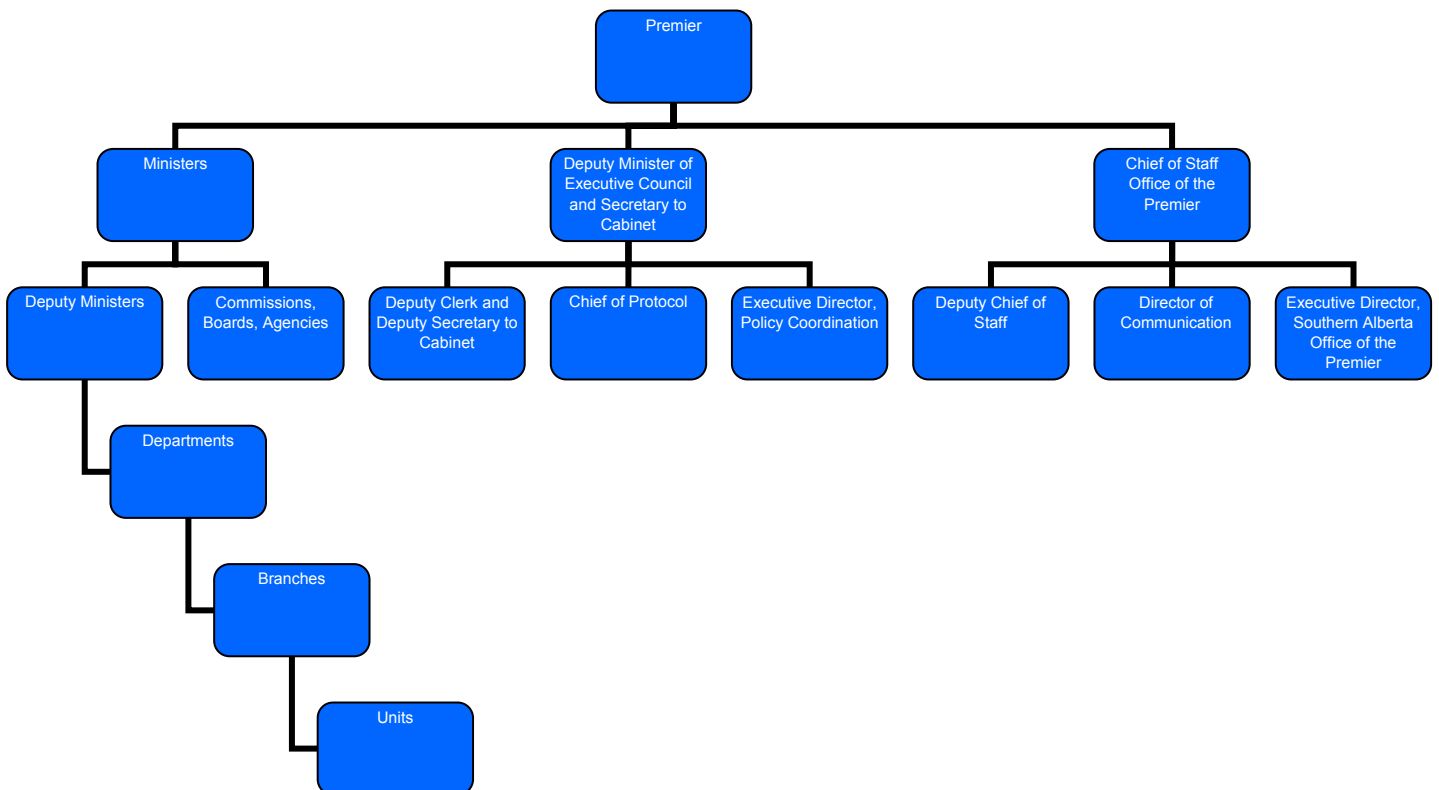
Alberta's judicial branch is its court system, which functions independently from government.

Role of the Deputy Minister

The Deputy Minister provides advice and support to the Minister and acts as the major interface between the political and administrative function of government. The Deputy Minister supports the Deputy Minister of Executive Council in ensuring that all over-arching policies of government are communicated and coordinated, and that matters and sensitive issues requiring strategic direction on the part of government are monitored to ensure their expeditious resolution. The Deputy Minister also leads the organization as the administrative head in achieving the ministry business plan goals and furthering the strategic corporate agenda for the government and its public service.

2.2 How do I fit into the “Big Picture”?

Employees work in a unit within a department.



2.3 Getting Started

<http://www.chr.alberta.ca/orientation/getting-started.htm>

2.4 Who We Are

<http://www.chr.alberta.ca/orientation/who-we-are.htm>

- ⇒ Alberta Public Service Vision and Values ► <http://www.chr.alberta.ca/apsvisionandvalues/>
- ⇒ Ministry Overviews ► <http://alberta.ca/home/ministries.cfm?>
- ⇒ Legislative Assembly Tours ► http://www.assembly.ab.ca/visitor/tours_info.html
- ⇒ Acts / Legislation ► http://www.qp.alberta.ca/Laws_Online.cfm
- ⇒ Citizen's Guide to the Alberta Legislature ► <http://www.assembly.ab.ca/pub/gdbook/citizensguide.pdf>
- ⇒ Government of Alberta Telephone Directory ► <http://alberta.ca/home/directory.cfm>
- ⇒ GoA Gonnected ► <http://internal.gov.ab.ca/home/>

2.5 How We Work

<http://www.chr.alberta.ca/orientation/how-we-work.htm>

- ⇒ Alberta Public Service Vision and Values ► <http://www.chr.alberta.ca/apsvisionandvalues/>
- ⇒ Government of Alberta Internet and Email Use Policy
► <http://www.chr.alberta.ca/orientation/internet-and-email.htm>
- ⇒ Code of Conduct and Ethics ► <http://www.chr.alberta.ca/codeofconduct>
- ⇒ Corporate Information Security ► <http://www.chr.alberta.ca/orientation/corporate-information.htm>
- ⇒ Information Management Policies and Standards
► <http://www.chr.alberta.ca/orientation/information-management.htm>
- ⇒ Freedom of Information and Protection of Privacy (FOIP)
► <http://www.chr.alberta.ca/orientation/freedom-of-information.htm>
- ⇒ Maintaining a Harassment Free Workplace Information Booklet
► <http://www.chr.alberta.ca/orientation/sexual-and-workplace-harassment.htm>

2.6 What We Do

<http://www.chr.alberta.ca/orientation/what-we-do.htm>

- ⇒ Government of Alberta <http://alberta.ca/home/index.cfm>
- ⇒ Government of Alberta Strategic Business Plan <http://www.finance.alberta.ca/publications/budget/>
- ⇒ Government Priorities <http://premier.alberta.ca/news/news-2006-dec-13-priorities.cfm>
- ⇒ APS Workforce Plan <http://www.chr.alberta.ca/Practitioners/DocList849.cfm>
- ⇒ Government of Alberta Annual Reports
http://www.finance.alberta.ca/publications/annual_repts/govt/index.html

2.7 How to Be Successful

<http://www.chr.alberta.ca/orientation/how-to-be-successful.htm>

- ⇒ Achieving High Performance <http://www.chr.alberta.ca/orientation/achieving-high-performance.htm>
- ⇒ Giving and Receiving Recognition <http://www.chr.alberta.ca/orientation/giving-recognition.htm>
- ⇒ Career Growth <http://www.chr.alberta.ca/orientation/career-growth.htm>
- ⇒ Career Communities <http://www.chr.alberta.ca/orientation/career-communities.htm>
- ⇒ Your Guide to Learning <http://www.chr.alberta.ca/orientation/your-guide-to-learning.htm>
- ⇒ Corporate Memberships <http://www.chr.alberta.ca/corporatememberships>
- ⇒ Managing Development <http://www.chr.alberta.ca/orientation/mgmt-development.htm>
- ⇒ Supervising in the APS <http://www.chr.alberta.ca/orientation/supervising.htm>
- ⇒ A Healthy and Supportive Workplace <http://www.chr.alberta.ca/orientation/health-workplace.htm>

2.8 Role of the Intern Coordinator

Most ministries that employ interns have someone who will coordinate their intern program. Often that role is part of the Human Resources area. This individual will typically provide support to line managers in staffing, compensation, benefits, performance management, program development and program quality control. In addition to your supervisor, these coordinators can respond to questions or comments that you might have regarding your internship. Your Human Resource office can guide you to the appropriate contact.

SECTION 3–PROFESSIONAL DEVELOPMENT

3.1 GAIN – Government of Alberta Intern Network

The GAIN provides interns across the Alberta public service with an opportunity for mutual learning, support and a government wide perspective through professional development activities.

Through the GAIN you will meet interns from different departments, learn about their work, their experiences, their successes and challenges. You will spend time together learning and increasing your network within the Alberta public service. The activities are interesting and fun!

GAIN events include professional development sessions, brown bag sessions and a quarterly newsletter. Please check out the GAIN website for more information on dates and locations for upcoming events at <http://www.chr.alberta.ca/gain>.

For information regarding the GAIN, please contact Kim Smith at 780-408-8483 or Kim.Smith@gov.ab.ca.

3.2 Career Management Portal

This site is a resource for you as a Government of Alberta employee, providing you with information at your fingertips to help you manage your career. It will encourage self-discovery and personal accountability in determining your career path. We hope you will find this a useful tool in creating a personally fulfilling and satisfying career in the APS.

The career management cycle is broken down into 4 components:

- **Reflect** - Reflect on aspirations, skills and values.
- **Research** - Research the world of work.
- **Plan** - Develop a plan.
- **Decide** - Decide what fits best for you.

<http://www.chr.alberta.ca/careermgmt>

3.3 GoA – Learning Centre

The GoA Learning Centre facilitates the development and delivery of effective learning and training opportunities for the Government of Alberta (GoA).

The GoA's Learning Centre goal is to deliver cost-effective, valuable and high quality learning opportunities in a wide-range of topic areas, including classroom courses, workshops, seminars, e-learning opportunities as well as through a comprehensive library of knowledge resources. Please discuss your interest in training programs with your supervisor.

<http://www.goalearningcentre.gov.ab.ca/>

3.4 Employment & Immigration Library

The E&I Library is a good source of books, journals and videos on many topics including organizational learning, leadership development, coaching, career management, and team skills among many others. The Library also has the resources included in the learning development toolkit available for loan. An online search engine helps you find items quickly.

3.5 Performance Coaching

Coaching is a relationship in which one person assists in the development of another person's skills or competencies. In some cases you may find yourself coaching your colleagues. When there is a gap between a person's current level of competence or performance and that required of the position, a coach can help develop the necessary skills. Refer to the link below for more information on coaching.

<http://www.chr.alberta.ca/coachingtoolkit>

3.6 Performance/Learning Plans

Performance Plan

Within the first month of your employment you should sit down with your supervisor and create your individual performance plan. Your performance plan is a document that outlines your responsibilities for the planning year. Throughout the year your supervisor will discuss your progress based on your performance plan.

SECTION 4 – APPLYING FOR JOBS WITH THE GOA

As you are getting closer to the end of your internship - or throughout your internship - you can find out about current job opportunities through various means.

4.1 Where to start?

- ⇒ Get the word out! Keep communication lines open with your supervisor/manager and show your interest early!
 - Utilize them as a resource, often times they may have ideas/suggestions/insight into opportunities.
 - It is absolutely acceptable to let them know that you are interested in other opportunities to continue your career development.
- ⇒ Contact your ministry HR office and submit an updated resume.
- ⇒ Check the GoA Jobs website regularly - not just near the end of your internship.

4.2 GoA Jobs Website

Positions with the APS are normally filled through a competitive process. Positions are advertised on the Government of Alberta Jobs Website <http://www.jobs.alberta.ca>.

- ⇒ It is recommended that you apply online for the positions that you are interested in and qualified for.
- ⇒ Be sure to include the competition number on each application/resume submitted.
- ⇒ Keep a record of the competition number and the department phone number in case you have an inquiry.
- ⇒ After the competition closing date, the department will interview and select the most suitable candidate.
- ⇒ You can check the status of the competition through the Competition Status link. The competition status indicates whether the competition is active, screening, interviewing, filled, closed, on hold or cancelled.
- ⇒ You can also sign up for the “Job Notification Service” to receive weekly email notification of new job postings advertised in the categories of your choice.
- ⇒ The Jobs website also provides a wealth of information about the Government of Alberta as an employer and tools and resources for career research. For example:
 - ⇒ Research Careers and Calculate Pay & Benefits tool <http://www.jobs.alberta.ca/explore/research.html>
 - ⇒ Ask Our Employees video profiles <http://www.jobs.alberta.ca/explore/profiles.html>

4.3 Recruitment Process in the Alberta Public Service

Competitive Process

⇒ Staffing decisions are fair and the most suitable person is selected for the job.

Merit Principle

- ⇒ Appointments to and promotions within the public service are based on the selection of the most suitable applicant.
- ⇒ “most suitable” includes compatibility with the work environment and adaptability to a changing environment.
- ⇒ Related education and experience are important elements but not the only considerations.

Scope of Competitions

- ⇒ As the majority of you, as interns, are likely in salaried temporary positions, you are eligible to apply on:
 - Open Competitions - are available to the general public and current Alberta public service employees. You must be a Canadian Citizen, permanent resident or eligible to work in Canada.
 - Limited Competitions - are available to employees currently appointed to positions within the Alberta Public Service. Wage staff (i.e. casual and 2850 hour staff) are not eligible for Limited competitions, but are encouraged to apply on Open competitions.
 - Departmental Competitions - are available only to employees of the specific ministry.

4.4 AD Reading Made Easy

Things to look for:

- ⇒ Key words used - example:
 - Knowledge of performance measurement approaches
 - Analytical, writing and facilitation skills
 - Team-minded approach
 - Strong communication skills and attention to detail

Please see the sample job ad on Page 21 which highlights key words used.

⇒ Minimum Recruitment Standards

▶ <http://www.chr.alberta.ca/Practitioners/?file=mrsclassspecs/titlepage&cf=288>

⇒ Under-fill potential; that is, the ability to hire a candidate at a lower classification

⇒ Contact for job description

⇒ Application requirements

⇒ Preferred application method

SAMPLE JOB AD

Policy/Planning/Research – (Job Category)

Performance Measurement Analyst – (Job Title)

PROGRAM SERVICES 3 - (Classification)

Alberta (Ministry Name), Edmonton - The Organizational Planning and Effectiveness Branch has a challenging opportunity for a candidate with a passion for performance measurement. Using your knowledge of **performance measurement approaches** and excellent **analytical, writing, and facilitation skills** you will work with staff at all levels of the Ministry to identify opportunities to strengthen performance measurement and develop **program accountability frameworks** (e.g. logic model development). A **team-minded approach** is essential and your success will be contingent on your ability to **coordinate, present** and **defend** Ministry achievements and performance results to both a technical and non-technical audience. Your strong **communication skills** and **attention to detail** will ensure the Department is able to report fully and accurately on government goals, business plan performance measures and strategic initiatives.

Qualifications: University graduation in a related field (social sciences, business or public administration) and experience with facilitation, consensus building and/or project management are all required. Experience with outcomes-based performance measurement and statistics will be an asset. Equivalencies considered. **Candidates with lower qualifications may be considered at a lower classification.**

Salary: \$51444 TO \$67464

Closing Date:

4.5 Resume Tips

Your resume is the most important component in the application process. Here are just a few major tips recommended; for a more detailed list go to the link below.

- Customize it to the specific position you are applying on.
- Adapt your resume for the specific position to be filled.
- Know your strengths and demonstrate them.
- Edit, edit, edit; Keep it short, concise, and clear.
- Highlight and focus on the requirements for the position.
- Make it easy for the reader.
- Avoid a cluttered look.
- Double check spelling, grammar, and punctuation.
- Current contact information on each page.

Make it easy for the recruiter to contact you:

- Indicate where you can be reached and when.

<http://www.alis.gov.ab.ca/ep/eps/tips/tips.html?EK=120>

4.6 Cover Letter Tips

The purpose of a cover letter is to indicate the position you are applying for, how your experience and skills will meet the hiring manager's needs, and to request an interview. Here are some tips:

Be specific

- Identify what you can do for the hiring manager and how you meet their requirements.
- Research the department, add a sentence that shows you know about them and how you will fit in.
- Use the verbiage in the ad as your model.

Do not simply re-write your resume

- Apply what you have done and what you can do as it relates to the position.
- Use quotes from letters of recommendation or performance review.

4.7 Interview Tips

Oh no! I have an interview...what should I do?

- ⇒ Review
- ⇒ Research
- ⇒ Reflect
- ⇒ RELAX!

Here are some useful interview tips:

Be prepared

- Research the position and the organization before the interview.
- Anticipate what questions may be asked and plan how you will answer.
- Think about questions that you want to ask the interviewer(s) before you go to the interview.
- Arrive at the interview with time to spare.
- Have a list of references available, including addresses and phone numbers.

Listen carefully to the questions

- Answer the questions fully.
- Ask for clarification if you don't understand a question.
- Be as specific as you can in your answers to questions.
- Admit if you don't know the answer to a question; don't try bluffing your way through.

Overall presentation is important

- Present yourself professionally by dressing appropriately.
- Speak clearly.
- Maintain eye contact with the interviewer(s).
- Show enthusiasm; smile.

<http://www.alis.gov.ab.ca/ep/eps/tips/tips.html?EK=159>

SECTION 5 – WORKPLACE HEALTH

<http://www.chr.alberta.ca/health>

The APS and you both have a role to play in helping build a healthy workplace. The APS is committed to supporting the creation of a work environment that supports employee well-being in three areas: physical, social, and health practices.

5.1 Healthy U @ Work

Provides links to information that supports a healthy lifestyle and contributes to personal well-being.

<http://www.healthyalberta.com/default.htm>

5.2 The Employee Support and Recovery Assistance Program (ESRA)

This program offers you health support services if you are off work for ten or more consecutive workdays due to illness or injury.

<http://www.chr.alberta.ca/esra>

5.3 Employee and Family Assistance Program (EFAP)

Confidential and voluntary support services that can help you solve all kinds of problems and challenges in your life. You and your immediate family members (as defined in your employee benefit plan) can receive support over the telephone, in person, online, and through a variety of issue based health and wellness resources. For each concern you are experiencing you can receive a series of sessions. You can also take advantage of online tools to help manage personal well-being.

<http://www.chr.alberta.ca/efap>

5.4 Ergonomics

This website provides you with basic steps to assist in setting up workstations to improve comfort and reduce the potential for repetitive strain injuries.

<http://www.chr.alberta.ca/ergonomics>

5.5 Flu Clinics

You are provided with access to annual flu shots. Contact your ministry human resource office for more information.

5.6 Employee Work Options

There may be employee work options available to you. Be sure to talk to your supervisor and check out the above link.

<http://www.chr.alberta.ca/Practitioners/DocList374.cfm>

5.7 Alberta Government Occupational Health and Safety Program

This program ensures a safer and healthier work environment for you and a reduction in the loss and damage to property, facilities, material and equipment.

<http://www.chr.alberta.ca/occhealthsafety>

SECTION 6 – INTERESTING & USEFUL WEBSITES

6.1 Government of Alberta (GoA)

The Government of Alberta (GoA) website is the main portal to gain access to information on ministries, boards, agencies, and commissions. This site has a wealth of information concerning every aspect of the Alberta government and its operations relevant to both GoA employees and the public.

<http://alberta.ca/home/>

6.2 New Employee Orientation site

As a new employee, you have a lot of questions. For information about what you need to know and when you need to know it, check out this site.

<http://www.chr.alberta.ca/orientation>

6.3 Corporate Human Resources

The Corporate Human Resources (CHR) website contains a wide array of relevant human resource information for Government of Alberta employees, department HR professionals and the general public. The majority of the information contained in this handbook was sourced from the CHR website. If you ever need clarification regarding any of the following, this information is found on the CHR website:

- Directives, Regulations, Legislation and Policies
- Collective Agreement and Pay Plans
- Corporate HR Information
- Benefits (medical, dental, extended plans, pension, etc)
- Classification
- Labour Relations
- Learning, Leadership and Development
- Performance Management and Recognition
- Staffing & Executive Search
- Workplace Health

<http://www.chr.alberta.ca>

6.4 MyAGent (Alberta Government Employee Net)

- MyAGent is a government-wide, employee self-service website that allows you, as a member of the APS, the ability to view and update your personal employment information using the internet.
- MyAGent is your window for HR and payroll information.
- MyAGent allows you to submit timesheets and expense claims.
- MyAGent allows you to track training requests.
- Within the My Employment Information link, you can view your monthly pay cheque statement. This statement lists your taxes, benefit and pension deductions and leave balances

<https://www.myagent.gov.ab.ca/>

6.5 AUPE Alberta Union of Provincial Employees

Some interns are members of AUPE. Please check out AUPE's website for more information.

<http://www.aupe.org>

APPENDIX A – ACRONYM DICTIONARY

<http://www.chr.alberta.ca/orientation/acronym-dictionary.htm>

APPENDIX B – REFERENCES

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