



Our second edition comes with exciting new developments for Stephens Rivet and Machine. We're well into our ISO certification process (watch for the formal announcement in an upcoming issue), and have expanded our product line through a newly minted distributorship agreement with Rivet King, enabling us to bring you an expanded product line at unmatched Canadian prices. In this issue too, Dr. Jen returns with advice on how get the vital information you need from a set of job applications.



## Communication Doctor

### Between the Lines of the Hiring Process: Reading Resumes

As the economy begins to rebound, companies can turn their attention to scooping new talent from the ranks of the recently unemployed. Those who are in a position to hire can have their pick of highly skilled and experienced applicants. But how do you select the best from the dozens of resumes that cross your desk?

Learning to read for more than content can give you the edge in making the most of your hiring process. And though no screening method is entirely foolproof, there are some things any manager can do to help increase the chances of making a good hire.

- **Screen applications yourself.** Some larger organizations delegate the screening of resumes to the HR department, but this task is really better carried out by someone with first-hand knowledge of the position—preferably the manager who will oversee the new recruit on the job. An immediate supervisor can make more informed assessments than someone who is less familiar with what the new hire will actually be doing.

- **Read for work ethic and attitude, not just content.** A resume is a portrait of the applicant, and if the resume isn't top quality, the applicant probably isn't either. Claims about skills like professionalism, initiative, discipline, organization, and communication should be backed up by a clear, polished submission. Beware too of careless errors or lapses in spelling, grammar, content, or organization. Someone who is sloppy about details during the hiring process, when stakes are highest, won't get better once he's on the job.

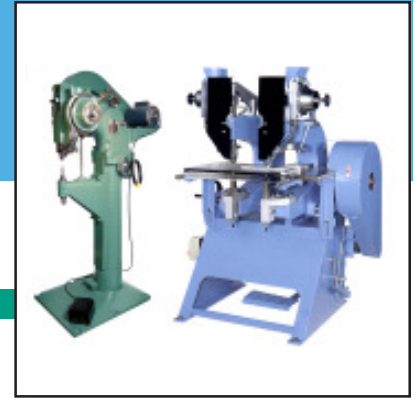
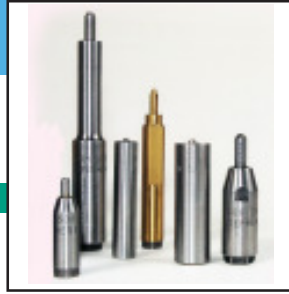
#### About the author:

Best-selling author, communication coach, and trainer Dr. Jennifer MacLennan offers timely insights on communication in each edition of *Riveting Ideas*. In addition to her busy schedule as D.K. Seaman Chair in Technical and Professional Communication for the College of Engineering at the University of Saskatchewan, Dr. Jen also teaches for the Advanced Design and Manufacturing Institute's Master of Engineering program here in Toronto and is a sought-after speaker for government and industry training functions. She has just completed the fifth edition of her book *Effective Business Communication*, due for release in 2010 from Oxford University Press.

"Reading Resumes" is continued on page 2 . . . .



Dr. Jen welcomes your questions and topic suggestions for future Communication Doctor columns. You can reach her at [Dr-Jen@Stephensrivet.com](mailto:Dr-Jen@Stephensrivet.com)



## New Distributorship Agreement

Stephens Rivet and Machine is proud to announce that we are now **sole Canadian distributors for Rivet King**, provider of commercial permanent fastening products since 1912.

This new partnership provides Stephens Rivet with access to the most diverse product line in the industry, including blind rivets, solid rivets, speed rivets, lockbolts, drive rivets, and all the associated installation tools.

As both manufacturer and importer, Rivet King offers top quality products, from standard items to the highly unusual, all of which meet stringent international quality standards. Our direct access to this extensive inventory of high-quality fasteners enables Stephens Rivet to serve you best, with shorter lead times and superior products at an unbeatable Canadian price point.

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



### *"Reading Resumes" with Dr. Jen ...continued from page 1*

- **Beware of cookie-cutter applications.** To make a good hire, you need to know how a new person will mesh with your workplace, existing staff, and company philosophy. Look for more than a list of job titles; a good candidate should respond directly to your advertised requirements, linking past experiences to the job you're offering.
- **Be sceptical of inflated claims.** Some applicants pad their resumes with claims not justified by their abilities or their experience. Look for inconsistencies in content, and beware of claims that are not supported by the candidate's work history or by the quality of the resume itself.
- **Rethink the one-page rule.** The old-fashioned one-page data sheet resume is only suitable for an entry-level position. Instead of getting hung up on length, focus instead on what the resume communicates about the person's attitude, judgement, and suitability for the job.
- **Finally, always read resumes comparatively.** Weigh each candidate not only against the stated job requirements, but in light of the rest of the applicant pool. This process will cause the best candidates to stand out and will make it easier to identify those you wish to interview.

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