

## Title Sponsors



**U.S. Department of  
Veterans Affairs**

## Partner Sponsor





# Employment

## Session 2

Tools to Reduce Barriers in Hiring and Retaining Veterans

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9 10  
16 17  
23 24  
30 31



# Facilitators



**arizona coalition  
for military families**

**Sonia Vasquez**

*Employer Engagement Program Manager*  
Arizona Coalition for Military Families | Be Connected



**arizona coalition  
for military families**

**Sarah Shinn**

*SkillBridge Lead and Special Projects Team*  
Arizona Coalition for Military Families | Be Connected





# Speakers



**ASU** Arizona State  
University

**Eric Knott, MBA, PHR, SHRM-CP, CLRL**  
Assistant Teaching Professor, E. P. Carey School  
of Business  
Arizona State University (ASU)



**Tera Calhoun**  
Veteran Transition Specialist/ Workforce  
Development Coordinator  
U.S. VETS-Phoenix



**Diana Crane**  
Supervisor, Veteran and Military Families  
Services  
Goodwill of Central and Northern Arizona





# Agenda

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Introduction

2

Track Description

3

ASU - Eric Knott

4

USVETS - Tera Calhoun

5

Goodwill - Diana Crane

6

Q&A

7

Survey

**GOODWILL**

*of Central & Northern Arizona*



SM

# Veteran and Military Family Services

**Powered by Goodwill**

Goodwill of Central and Northern Arizona  
Diana Crane - Supervisor, Veteran and Military Family Services

## In-Person Career Services Available:

- Staffed by Veterans and Military Family
  - Supervisor: Diana Crane-Army
  - Veteran Career Coach: Char-Lee Douglas-Air Force
  - Veteran Career Coach: Jacqui Sweet-Gold Star spouse
  - Veteran Workforce Readiness Partner: Position Vacant
- Certified Veteran Career Strategists
- Open Monday through Thursday, 9am-4pm
- 602-535-4212
- [www.mycareeradvisor.com](http://www.mycareeradvisor.com)

## Veteran & Military Family CAREER CENTER



Are you a veteran or a military family member needing assistance finding your next career?

Our Veteran & Military Family Career Center is now open and ready to serve you!

### No Cost Resources:



JOB ASSISTANCE



RESUME BUILDING



MOCK INTERVIEWS  
& TRAINING

4005 N 16th Street, Phoenix, AZ 85016

Monday - Thursday: 9am - 4pm

Friday, Saturday, and Sunday: Closed

Call a Virtual Career Coach at 602-535-4444 to make an appointment.

EQUAL OPPORTUNITY IS THE LAW  
For reasonable accommodation call 602-535-4444.

**GOODWILL** 9



# Digital or In-person Learning:

- Computer Training
  - Microsoft
  - Google
  - Social Media
  - Basic Computer Skills
- Essential Skills
  - Professional Mindset
  - Working with People
- Financial Literacy
- Interview Skills
- Resume Development

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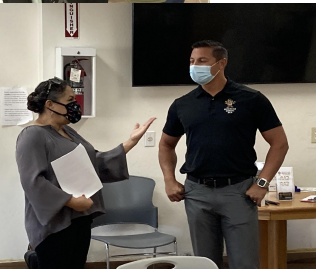
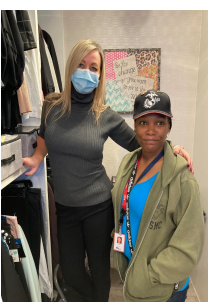




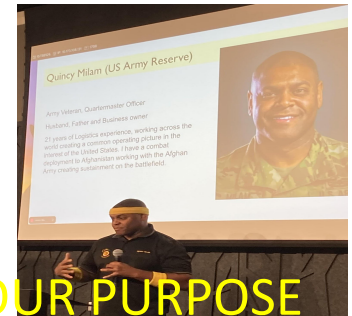
# U.S. VETS Workforce Programs

“Serving those who served”

# OUR MISSION



# OUR PASSION



# OUR PURPOSE



## ADVICE FOR A SUCCESSFUL TRANSITION

Based upon surveys and interviews with thousands of veterans over the past two decades, we compiled the five most important elements of a successful transition to civilian life.

- ### 1 START PREPARING EARLY

There's nothing unpatriotic about preparing for life after the military. Everyone must undergo the transition and research shows that starting early helps members understand and navigate the process.
- ### 2 HAVE A TRANSITION PLAN

It doesn't have to be complex, but you should have a written plan with goals, enabling activities, and timelines. Start learning about the civilian workforce, education and training programs. Think about what interests you, where you might enjoy living, and start connecting with mentors.





# Testimonials





# Eric Knott

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- Professor of Business at the W. P. Carey School of Business
- Past President of SHRM of Greater Phoenix
- Past Chairman of the Board of the Arizona Small Business Association
- CEO of FinePoint HR



# Certificate in Veteran Employment and Development

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## **Module 1: The State of Veteran Employment**

- The business case for addressing the under-employment of veterans

## **Module 2: Legal Compliance and Veteran Employment**

- Overview of USERRA, FMLA, EEO guidelines, and ADA
- Unique compliance matters related to veteran employment
- Commentary by Nonnie Shivers, partner with Ogletree Deakins



# Certificate in Veteran Employment and Development

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## **Module 3: Recruiting and Sourcing Veterans**

- How to attract and recruit veteran candidates
- Unique compensation and benefits interests of veterans
- Commentary by Thomas Winkel with ACMF

## **Module 4: Veteran Resume Complexities**

- Reading resumes from each branch, from enlisted and officers
- Understanding team sizes, ranks from the various branches, military job titles, and other military vocabulary

# **Certificate in Veteran Employment and Development**

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## **Module 5: Interviewing & Assessing Veteran Candidates**

- Understanding veteran behavior during interviews
- Commentary from Thomas Winkel

## **Module 6: Onboarding & Developing Veteran Talent**

- Helping veterans acclimate quickly to corporate culture
- Predicting the developmental needs of veterans going into front-line roles, team leadership, and senior leadership
- How key soft skills present with veterans and helping them express those skills in a business setting
- Commentary from Thomas Winkel

# Certificate in Veteran Employment and Development

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## Module 7: Employing Military Spouses

- Unique resume trends with military spouses
- Typical benefits interests of spouses
- Dispelling myths about employing military spouses



Ogletree  
Deakins





# Questions?



# Session Evaluation

We want to hear from you!

