

Intangibles: Are they important to employers?

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Job seekers know that it's important to be prepared when searching or interviewing for a job. You have your resume in hand and ready to tackle those interview questions. However, it's the little things- those intangibles, that could be the difference in getting a job offer, moving forward in the interview process or being called in to interview. Intangibles are traits that can't be taught. Job seekers can learn a skill and overtime can develop those intangible qualities.

However, most employers recognize that certain personality traits complement certain types of jobs. Those intangibles could be the deciding factor of who is offered employment, invited back for an interview or given an interview. For example, a person who works with the public should be slow to anger, have patience, a good listener and enjoys helping others. Likewise, someone working as a nurse requires a nurturing spirit, exercise fairness, pays attention to detail and accuracy. Not being accurate when administering medicine could be the difference between life and death. Nurses must also treat patients the same whether it's a celebrity or the aging male with the mind of a three year old. Consider the following when job hunting or interviewing:

- **Have writing utensils when completing paperwork:** Asking for a pen or pencil shows you are not prepared.
- **Dress Properly:** Your attire shouldn't be a distraction for the workplace or pose a safety hazard. For example, most healthcare professionals (i.e. nurses, doctors, etc.) would not work in a hospital wearing high heel shoes, low cut blouses, big earrings or bulky jewelry or long fingernails. Not only will their attire be a distraction to the patients, but it's also a safety hazard. Simply ask yourself, do you fit the profile for this organization.
- **Cell phones:** Keep cell phones on silent or cut off the phone when interacting with a prospective employer. An employer may believe that you're one who will stay on their cell phone continuously if offered a job.
- **Don't bring kids:** Bringing kids could send the wrong message to an employer.
- **Fill out application completely:** Not completing the application signals to an employer that you don't pay attention to detail or follow directions. Read through the application before completing.
- **Asking irrelevant questions:** Employers are willing to answer questions regarding employment. However, don't ask questions that can be found on the website or in printed materials.
- **Have references ready:** Often times employers will ask for references. Contact references ahead of time to make them aware that an employer may contact them.
- **Body language:** The body doesn't lie. Bad posture shows disinterest, walking slow shows no enthusiasm, looking down shows lack of confidence, fidgeting shows nervousness and talking too softly could show lack confidence.

Smile: Smiling conveys agreement and shows you're human. You don't want to appear unfriendly or give a forced smile. A forced smile may imply you have something to hide. .