

Résumé Guide: Incorporating Certificate Programs

Employers and graduate schools are very interested in learning about certificate programs that you take part in here at UW-Superior. During the interview, on your résumé, or while networking you will be able to impress the employer or graduate school with your certificates.

Below are examples that may assist you in incorporating your certificate programs on your résumé.

Formatting Experiences

Ethical Leadership Certificate, University of Wisconsin-Superior **December 2017**

- 9 credits (135 in-class training hours) of substantive professional development in ethics and leadership
- 100 hours of preparatory readings, applied scenario practice and simulated learning in ethics and leadership decision making
- Core competencies and learning outcomes include emotional intelligence skills, development of moral code, and ethically-grounded leadership skills

Human Resource Management Certificate, University of Wisconsin-Superior **May 2017**

- 3 credits (45 in-class training hours) in human resource management practice
- Preparatory readings and assignments, 2 substantive reflective writing and analysis pieces
- Intensive professional workshops in human resource management, employee relations and diversity, organizational and employee development, compensation and staffing management, risk management, leadership, ethics and social responsibility, and emerging topics in HR management

How to describe your certificates

Provide the employer details about what you gained from the certificates and how you can apply it towards the position you are applying for. Remember to begin your description with strong verbs such as these:

Accomplished	Deepened	Examined	Partook
Advanced	Designed	Expanded	Planned
Applied	Developed	Gained	Resolved
Completed	Established	Participated	Trained

Beyond the Resume: Incorporating Certificates into Job Interviewing

It may not be obvious how to incorporate what you've learned from your certificate into your interview, but you need to do so where appropriate. Here are some suggestions:

- An interviewer asks about an area in which you don't have work or volunteer experience, but you covered this in your certificate courses.
Example: Interviewer asks about hiring and supervising interns. You haven't done this, but what you learned in the course of earning your Human Resource Management Certificate is applicable. Make sure you detail what you learned and specifically how it applies to the question being asked.
- An interviewer asks, "Is there anything else you'd like to tell us about you?" This is your opportunity to bring in your certificate achievement and relate it to a question previously asked or some tidbit related to the research you did on the company before the interview. Doing so makes you appear sharp, well-prepared, and engaged with the interview and the organization.

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- It's likely you'll be asked a behavioral interview question, such as "Tell us about a time you made a mistake, or had a conflict in the workplace. What was it, and how did you resolve it?" To best answer these questions, use the S.T.A.R. approach. Begin with **setting the context** with the situation in which the skill was developed. Explain the **task** that needed to be accomplished and the **action** you took to accomplish this task. Finally present the **result** of the experience and how it can be used in the future.
Example: As a leader within student government, we had a contentious budget approval meeting. There was conflict among several student senators. It was my job to help them understand the budget proposal and urge them toward compromise so the budget could be approved. I used (insert technique, theory, practice, scenario, etc.) from my Ethical Leadership Certificate experience, to reach these goals. I did (insert your actions here) to reach those goals. The result was (insert result here). Finish up your answer with a short summary of what you learned from the situation and how it will help you in the future.