

OFFICE OF CAREER SERVICES

Harvard University · Faculty of Arts and Sciences
www.ocs.fas.harvard.edu

CAREER AND ACADEMIC RESOURCE CENTER

Harvard Extension School
www.extension.harvard.edu/

BUILD YOUR NETWORK

An Extension School Resource



© 2020 President and Fellows of Harvard College

All rights reserved.

No part of this publication may be reproduced in any way without the express written permission of the Harvard University Faculty of Arts & Sciences Office of Career Services.

07/20

Office of Career Services
Harvard University Faculty
of Arts & Sciences
Cambridge, MA 02138
ocsrecep@fas.harvard.edu
www.ocs.fas.harvard.edu

START NOW

A network of professional connections will help you:

- Explore career options and interests
- Identify resources for informational meetings
- Obtain information about organizations for which you might want to work
- Get career advice about how you might prepare yourself for a certain field or position
- Discover potential job or internship opportunities

**Meeting people in fields of interest is the single
MOST EFFECTIVE method of finding a job or internship!**

THE BASICS

You have a much better chance of getting a meeting through your own personal/professional connections than other means (such as job postings and company websites).

You need just a few things to get started:

- an idea of what you want at this point in your career exploration or job search
- a brief personal introduction
- a system to manage contacts (for example an Excel spreadsheet or Google Doc)
- an interest in learning and an openness to meeting new people
- a few questions to get the conversation going

Interact with people who have interests similar to your own:

- Get referrals from other people in your network.
- Join social networking websites such as Facebook and Twitter, and professional networking websites such as LinkedIn. Also be sure to use [linkedin.com/alumni](https://www.linkedin.com/alumni) to find additional Harvard alums who might be willing to speak with you.
- Meet Harvard alumni and alumni from other institutions you have attended. The Harvard Alumni Association alumni database is available to Harvard Extension degree program graduates via the Harvard Alumni Association website: (alumni.harvard.edu/haa).
- Talk to academic departments.
- Attend professional organization meetings (try the Associations Unlimited database, available through Harvard Libraries e-Resources).
- Join networking and meetup groups.
- Get involved with community organizations; do volunteer work.

Start simply: Set a goal to meet one new person whenever you attend an event!

ETIQUETTE and GUIDELINES

- Always be **professional, courteous, and considerate**.
- Be **genuine**. Possess a sincere desire to learn. Be honest in asking for advice.
- Be **interested** in the people you meet. Most people enjoy the chance to tell you about their own careers and activities.
- **Give back**. Know enough about the people you meet to keep their needs in mind as you continue to meet people. You may be able to pass on ideas, articles, and contacts that will interest them.
- Be well **prepared** for each conversation. When you ask for advice or help, and you know what you're looking for, it's easy for people to say "yes." Develop a list of questions ahead of time.
- **Don't explicitly ask for a job**. Let the contact decide if he or she is willing to pass on job leads to you. But do ask for advice on how to obtain jobs in that field.
- Do **ask for names** of other people in the field.
- Find a **connection** to make introductions easier. Look for Harvard alumni through the Harvard Alumni Association's alumni database, or LinkedIn.
- **Have faith** that building a professional network will ultimately result in job leads.
- Be **gracious**. Appreciate the time and effort of your contacts and send a **thank you note or email**.
- **Stay in touch**. Check in periodically. Update people in your network when you make significant progress in your research or job search.

WHAT IS AN INFORMATIONAL MEETING?

In an informational meeting you talk with a professional, typically employed in your particular field of interest, to gather career-related information and to add to your professional network. It is NOT a job-seeking meeting. Instead, you're seeking to answer questions like:

- Can you tell me about your career path?
- Is there a typical career path in this field? If so, what is it?
- Do I have the right background and abilities for the career I'm considering?
- How do I get my foot in the door once I've made a decision?
- What would you do differently if you were to do it again?

A Mutually Beneficial Process

Building a network doesn't come naturally to everyone. There are a variety of reasons people use to rationalize why they don't need to (or can't) build their professional network as they explore career options, search for a job, or develop their careers. One of the most common misperceptions holding people back is: I'd probably be wasting their time! Why would they want to talk with ME?

The benefits of informational meetings:

BENEFITS FOR YOU

- Get insider advice on entering a field; learn whether specific credentials or more practical experience is necessary
- Get first-hand impression of work environment
- Learn about current trends and vocabulary of the field
- Have a professional in the field critique your resume
- Practice presenting yourself in a low-stress situation
- Ask questions that would generally be considered too direct in a job meeting
- Gain visibility in the field
- Expand your network of contacts – maybe even develop a mentor
- Build confidence in yourself and your decision to move into the field – OR –
- Learn enough that this field is not for you
- Refine your career options, generate others
- Develop and maintain relationships that may help you in your job search and professional development

BENEFITS FOR THEM

- Share information about their job and career path
- Pass along wisdom and advice
- Give back – they likely got started the same way
- Recognize you are a potential new colleague – a professional contact for THEM when you enter field
- May gain valuable information, resources, or contacts from you (now or in the future)
- Increase understanding of what potential employees in your demographic are interested in or looking for
- Strengthen professional relationships with colleagues, e.g. by referring you to a colleague who eventually hires you
- All with minimal time

Allows them to assess your:

- Personal chemistry
- Initiative (sometimes, the only way in!)
- Communication skills

REMEMBER

Never ask for a job directly.

HOW DO I GET STARTED?

A. Who Should I Contact?

Create a list of potential contacts within your fields of interest. Look for people doing a job you'd like to do, in a field you'd like to investigate, or working for a company that interests you. Contacts can be people you already know through an internship, job, or community activity; or people you have never met. Obtain names of new contacts through:

- **People you already know.** Career advisers, fellow students, friends, relatives, faculty, past and present work associates or supervisors may also be able to refer you to professionals in a variety of fields. Don't be afraid to tell people what you're looking for—you never know who has a great connection. Utilize your LinkedIn network.
- **Alumni/ae Contacts.** Alums have a common bond and often find it quite gratifying to be able to provide assistance to those following in their footsteps. Harvard's alumni database (available to alumni/ae through the Harvard Alumni Association website: alumni.harvard.edu/haa) houses the contact information for alumni who have indicated that they're willing to speak with others about their career paths. Also see [linkedin.com/alumni](https://www.linkedin.com/company/alumni).
- **Industry directories and trade associations** can help you identify organizations that may interest you. Contacts within these organizations can be professionals in positions that interest you or managers of departments you might enjoy working in. Avoid human resource departments (unless you're considering jobs in human resources!) since you're seeking information, not a job. Call the main number, visit their website, or use LinkedIn to secure the names/titles of appropriate individuals.
- **Associations Unlimited** is a database of national and local trade associations, and may be found through <http://eresearch.lib.harvard.edu>. Databases like Lexis/Nexis and Factiva (also available through the link above) are also helpful for searching trade journals for mentions of organizations, key people, trends, and events in different fields.

B. How Should I Prepare?

Research: Read career literature, trade publications, company information, and biographical information. Find out as much about the individual, the organization, and career field as possible before you meet. It's better to use your expert contact as a resource for specific information rather than the basics. Information directly from your contact's employer is a great place to start.

Questions: Think about what you hope to learn, and develop questions that will elicit that information. Write a list before you begin to help you prepare. Questions you may want to ask include:

- **A detailed description of the job:** What challenges, rewards, or frustrations have you encountered? How do you typically spend your time on the job? What kinds of decisions do you make? What does a typical day look like?
- **Desirable skills, education, and experience:** What training or experience is required? What did you do in preparation for entering the field? What courses could I take, skills should I possess, or internship experience might be valuable for me if I decide to enter the field?

- **Career paths and advancement:** What are your career goals? What kinds of opportunities do you see this job preparing you for?

Other important areas of discussion might include:

- **Lifestyle implications of the work:** e.g. travel, hours, pressure, flexibility, salary/benefits, family policy, security, etc. It's acceptable (and recommended) to ask about what range of salary you might expect upon entering at a specific level. Do NOT ask how much money the contact makes personally.
- **Work environment:** physical setting, people (colleagues and clients), organizational structure and culture—How does this job fit into the department's/ organization's structure? How does this department work with other departments, and which ones?
- **Current issues in the "industry"** (beyond what you've read): What trends or changes are occurring in your field? Have these changes affected pathways into the industry? If so, in what ways?
- **Ways to get more information:** Journals, professional organizations, names of additional contacts, possible internship opportunities.

Be sure to avoid questions that can be answered "Yes" or "No." Open-ended questions (particularly "What" and "How" questions) will allow your contact to respond providing the most information possible.

C. How Should I Go About Obtaining a Meeting?

Start with your least intimidating contacts first. **Write an email or call:** Call first if they have specified that they would like to be contacted by phone. Write first if you think the contact would appreciate having a brief introduction and a sense of what you're exploring or if you're not confident about presenting yourself over the phone. (See the sample introductory email.) Remember, even when writing, it's preferable to schedule a personal conversation either by phone or in person to get the most out of the conversation. Experiment and decide what works best for you.

Explain what you want (NOT a job, just information), suggest a time frame (a particular week?) a particular place (preferably their workplace), and suggest a limited amount of time (perhaps 30 minutes). Be prepared to settle graciously for an over-the-phone meeting if it's the only alternative. However, if a phone meeting is suggested, it's worth asking if Skype might be an option.

Sample phone introduction:

"Ms. Smith, my name is Emilio Sanchez, and I'm a student in Government at Harvard Extension School. I got your name from LinkedIn. I understand that you are a writer with *The New York Times*. I'd love to hear more about your career path, and was wondering if you would be willing to set up a time to share your experience with me in a brief meeting."

Note: If you call and get voicemail, briefly introduce yourself and explain your interest in wanting to connect. Say you'll try calling back, but also leave both a phone number and email address where you may be reached. Follow up by email, referencing the phone message.

Sample Introductory Email

This email message is to request an informational meeting to learn more about an alumna's experience as a book editor. The student is careful to avoid asking for a job, or for anything other than the chance to listen and ask questions. The email includes a brief "elevator speech" that summarizes the student's interests.

Dear Ms. Jones:

I found your name through the Harvard Alumni Association's alumni database and I am writing to ask your advice about the field of publishing. I studied English at Harvard Extension School and graduated with a Bachelor of Liberal Arts in May, 2018.

Book publishing is a career option that I have considered for some time. I am currently a writer for *Arts Today* magazine and also sit on the editorial board. Prior to attending Harvard, I contributed to a local weekly as movie critic. I am eager to learn more about the field of publishing to determine if my interest in writing and editing would be a good fit with the industry.

I will be in New York the week of October 9th and would greatly appreciate the chance to speak with you about your experience. If meeting with you at that time is not convenient, perhaps we could talk by phone or Skype at another time.

Please let me know if there are any particular dates/times that work best with your schedule.

Thank you for your consideration.

Sincerely,

YOUR NAME

Note: Don't be afraid to follow up if you don't hear back from your contact within a week or so. Change the way you are contacting them. If you emailed the first time, try following up by phone. People are busy, and you will likely not be a top priority. **But this does not mean they are not willing to speak with you.** Persistence is important, and people often appreciate the reminder that they haven't returned your call, and that you are still interested in speaking with them. However, know that you won't have a 100% response rate, either. Don't take this as rejection—but as an indication of how demanding their job may be on their time. If you have not heard back after the initial outreach plus two follow-ups, focus your attention on other contacts from your list.

D. Keep Track of Your Networking Contacts

When you're actively building your network for a job or conducting informational meetings, it's **NECESSARY to keep yourself organized!**

Set up a spreadsheet, a relational database, or just write relevant information for each contact on an index card. Here's the type of information you should track, and some example data:

Contact Name: Bill Gates
Title: Co-Chair
Organization: Bill and Melinda Gates Foundation
Action Step: Send Thank-you note (always update with most recent action step needed)
To-do by: September 19
Referral Source: Harvard Alumni Association alumni database
Website: www.gatesfoundation.org
Email: info@gatesfoundation.org (preferably Bill's direct email!)
Phone: 206-123-4567

Contact History:

	Contact 1	Contact 2	Contact 3
Date:	Sept. 1	Sept. 10	Sept. 14
Type:	email	phone, voice mail	On-site info mtg
Notes:	introduced self Requested info mtg	polite reminder req'd info mtg	copious notes on entire visit!
Follow-ups:	phone	return call; set date	Thank you note
Status:	DONE	DONE	TO-DO by Sept. 19

Referred to: Madeline Albright, Kofi Annan, Warren Buffet
(make entries for all these, using Bill Gates as Referral Source)

Do's and Don'ts of the Informational Meeting Process

Do act as professionally as you would for any meeting: email to confirm a day or so ahead, dress appropriately, arrive a little early so you can experience the work environment and also to relax before your appointment.

Do feel free to bring a list of questions with you as a means of guiding the conversation, and definitely jot down any suggestions or referrals during the meeting, being sure to clarify any terms you don't know or anything you don't understand. Be sure to update these notes with what you have learned immediately after the meeting.

Do respect your host's time. Stick to the time frame suggested in your email or phone conversation unless you are invited to stay longer. Be sensitive to nonverbal clues that it is time to end the meeting.

Do be sure to bring a copy of your resume along to the meeting (just as a way of presenting yourself and your background, not trying to obtain a job).

Do ask the contact to review your resume with you. Ask for advice on how to best present yourself, what skills may need refining, which areas need attention or development to best qualify you for that field. Also be sure to ask for advice or other experience/knowledge needed for the field.

Do offer to pay, if you've gone out for lunch or coffee for your meeting ("He who invites offers to pay"). But you may accept graciously if they insist on paying.

Do ask about compensation in a general way, but **Don't** ask about the adviser's personal income package. You might say, "If I were to enter this field at the entry level, what salary and other forms of compensation might I expect?" Inquiring with individuals in the field, coupled with salary research on the web, will prepare you well for negotiating in the future.

Don't ask your contact for a job, even indirectly. That's not what you are there for.

Do open doors to additional contacts by asking "Are there other people you think I should meet as I continue to investigate this field?"

Do keep your contact network informed of your career development progress. Maintaining professional contacts is an ongoing process that will benefit you throughout your career.

Do email a timely thank you note expressing your appreciation for their time. This is important regardless of how helpful you perceive the conversation to be.

Don't speak with only one or two people and assume their views are representative of the field. Continue to develop your network!

Do follow up with contacts you receive as well as with professional organizations.

Developing your “Elevator Pitch”

Over the course of your job search, it will be critically important to communicate to people who you are and what it is you’re looking for in a position. An “elevator pitch” serves as a professional introduction when speaking with people about your interests. You may have a 15-second version to use at a job fair, a 30-second version for a networking event, and a 60-90-second one for kicking off a job meeting. Below are some ways to start thinking about what you’ll say:

- What are your current work roles? Student? Teaching Fellow? Research Assistant?
- What is your current career interest, and how has that developed?
- What skills and experience have you developed that may be applicable to this field?
- What is it that you want to know from someone in this field?

Remember that you won’t have just one elevator pitch. Develop your basic introduction, then alter it to be appropriate for different audiences and situations. PRACTICE delivering your introduction to friends (and to yourself). Once you feel comfortable and natural, it will be much easier to adapt your initial presentation on the fly.

With a **concise, articulate, and relevant introduction**,
delivered with confidence, a firm handshake, eye contact, and a smile,
you will make a **GREAT FIRST IMPRESSION**.