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DIALOGUE4HEALTH
WEBINAR
“ONLINE CAREER CONVERSATION WITH
GLOBAL HEALTH PROFESSIONALS”

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ROUGH DRAFT TRANSCRIPT
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>> Sylvie Rousseau: Hello and welcome. Thank you for joining us for this online career conversation. If you've been to previous webinars, you're interested to know that this is somewhat different from the format and topics in the past.

My name is Sylvie Rousseau. I'll be serving as your moderator today. I work for the Global Health Fellows Program II in Outreach, Communications, and Social Media. You can find out more information from me and the other presenters.

This presentation is going to be providing captions. We're joined by Home Team Captioners to, again, provide live captioning for this event. These captions are available in the Media Viewer panel. This will look something like what you see on this slide. Generally it's in the bottom right-hand corner of your screen. You can read the transcript here of the webinar in realtime. On the bottom of that thing you can click show/hide header to give yourself more room for the captions. And at certain points in the presentation that Media Viewer window with the captions may collapse. If that window collapses, you can always bring it back up and just look for this icon. It looks like a little film strip. Click that icon and you'll bring back that window.

If you're having any technical difficulties throughout the course of the presentation, we have wonderful support staff with us. Joanna Hathaway and Star Tiffany are here to help you. Please take a moment to write down this phone number, 866-229-3239. You can contact Joanna or Star for technical questions. You can also submit technical questions through the Q&A function. The Q&A function is available throughout the presentation. It's a panel just like the Media Viewer. It's there on your screen. It can be collapsed. It can be re-opened. And
please submit your questions to all panelists. As I mentioned, technical questions can be submitted here, but you can also submit questions about the content of the webinar. So as we’re going through different topics, please submit any questions that come to mind.

Please note that while we implement the Global Health Fellows Program II for USAID the organizers of this conversation are not government people and the content does not necessarily reflect the views of the U.S. government.

The Q&A is great, but another way we’ll ask you to interact with us today is through a few polls. So polling feature is also available to you. When a poll becomes available, it may collapse some of your other windows. Don’t worry about it. Just go ahead and choose an answer for the poll question that you see and click submit.

Jumping into it, we have our first audience poll. We wanted to know how familiar are you with GHFP-II, if you could please select one answer.

“I don’t know if my current skills in education are compatible with a global health career. I'm very interested but not sure of the next steps. I'm committed to a global health career and know what I need to do to move ahead is or something else.”

If it's something else, type your answer in Q&A. You have about a minute and a half left to answer poll questions 1 and 2.

We’ll keep moving forward. We’ve gathered up your questions before this presentation and received a lot of great questions. We have over 500 people registered for this webinar and almost everybody submitted a question. So we’re going to do our best to cover the major themes that we've noticed that have been coming in. We’ve grouped your
questions into some general categories. And we’ve chosen a few questions that tend to cover
the most ground. You can also send in questions, as we mentioned before, throughout the
webinar. Do that through the Q&A feature.

As we work through these categories, please continue to send in additional questions
related to that category. And while we won’t be able to directly answer all of your questions
live, our recruitment team has volunteered to answer some of your questions by e-mail. If we
have your e-mail address, you might receive a message from us after this presentation.

And now I’d like to introduce our various panelists. First we have Jennifer Mason who
was with us -- with GHFP-II as a Senior Advisor for Family Planning and HIV/AIDS.

Jennifer?

>> Jennifer Mason: Good afternoon or good morning, depending where you are. I was
previously the health advisor for the Asian and Middle East bureaus when I was a Global
Health Fellow and currently the Senior Advisor for Integration within USAID Office of
Population and Reproductive Health.

>> Sylvie Rousseau: Thank, Jen.

Fred, maybe you could introduce yourself now.

>> Fred Fuentes: Yes. Thank you, Sylvie, for the intro. This is Fred Fuentes here. Greetings,
everyone. As the slide indicates, I’ve had an array of experience relevant to today’s webinar.
My career began as a U.S. Army soldier. So I’m a veteran. That strategy was to ensure that I
had access to the university and career opportunities. As a non-traditional student in a
research university I had to be creative with bridging that access to success. And I hope to
use today’s webinar to talk more about my experiences as a former fellow with Mercy Corps Guatemala and as a current staff member with GHFP-II.

Thank you.

>> Sylvie Rousseau: Thanks, Fred.

Jennifer Kaindi, could you please give us information about yourself?

>> Jennifer Kaindi: Good afternoon, everyone. My name is Jennifer Kaindi. I have been a recruiter for more than 7 years, mostly specializing in international recruitment in the global health and international development space. I spend most of my days pretty much looking at resumes, tons of resumes, looking at scopes of work and trying to find suitable candidates for the roles that we have.

Thank you.

>> Sylvie Rousseau: Thanks, Jennifer.

And now, Toni, could you please give us a bit about yourself?

>> Toni Craig: Good morning and afternoon, everyone. I am a former Care and Treatment intern with the GHFP-II program. Last summer I worked on a variety of projects including pricing ARVs, performing literature reviews, and a couple of field visits to South Africa. I currently work with a team that provides teaching and training for HIV healthcare workers in the state of Virginia. I’m currently an HIV health educator focusing on HIV nutrition, epidemiology, testing technologies as well as counseling and testing. I have about four years global health experience on multiple continents, seven years in HIV services, and I have a Master’s in health promotion and education.
>> Sylvie Rousseau: Great. Thanks, Toni.

And Cecilia, could you please take a minute to introduce yourself?

>> Cecilia Vu: Yes. Good afternoon, everyone. My name is Cecilia Vu. I am hoping to represent a more student perspective in this webinar as a panelist. My public health journey started not too long ago as an undergraduate where I got involved in some good research experience, that and other experiences led me to work at USAID where I was a health research analyst intern and got to witness a huge amount of USAID investments and all the cool outcomes that come out of that that really do help many, many people.

I am a graduate student right now. I started last fall. My experience among other experiences really helped me along the way to letting me hone in on things that I want to study. And moving forward I hope to continue using what I've learned in the past.

I hope you enjoy the webinar.

>> Sylvie Rousseau: Thank you, Cecilia. And thanks to our panelists. Welcome, again.

Joanna, could we please bring up the results of polls 1 and 2?

Thank you.

If everybody can look at the panel of polling, we can see that the results are quite interesting here. It looks like for the first question most people are somewhat familiar with GHFP-II. We have a good number, about 40%, of our audience is not very familiar or not familiar at all. So welcome. We hope to answer as many of your questions as possible and we invite you to continue learning more about us through future web events and also through our website and contacting us directly.
The second question, it looks like the majority of people here, about 60%, are very interested in a global health career but not sure of the next step. So this is a perfect place for you. Thanks for joining us today.

We are going to jump right into the third poll. Based on that, I think we can predict what the answers to this are going to be, but let’s ask it anyway.

[Reading from the presentation.]

You’ll have about a minute and a half to answer this question. And let us jump into our first section of Q&A. This series of questions is going to look at people's individual paths in education, in their work. And we’re going to ask our panelists to tell us a bit about how they navigated the complex decisions involved in venturing down the global health career.

Our first question is going to ask briefly: What was your educational journey? I think for this question if we could start with Fred Fuentes. Fred, briefly, what was your educational journey?

>> Fred Fuentes: Yes. This is Fred. Thank you, Sylvie, for that question and whoever inquired. What was my educational journey? Like so many of you here on the panel today, you begin with those thoughts of what you want to become: a medical doctor, lawyer, teacher. In my case I went with a non-traditional path in that I went to the military first. My thought at the time was in order to gain access to the university I had to serve in the military as far as for finances. But when I did go to the university, one that was very strategic, I knew that I wanted to work internationally. I knew that I wanted to work in public health or global health. So looking beyond what the degree plan was, talking to professors, talking to individuals in the
field, always trying to be aware of those changes, those advances. And, again, in my case it was taking those courses but also volunteering and staying current with what those trends were.

>> Sylvie Rousseau: Thanks, Fred.

Jennifer Mason, could you chime in on what your educational journey was like?

>> Jennifer Mason: My career path was very targeted towards international health from the beginning. I started with an undergraduate degree in pre-med and biology with a minor in Spanish. Then I went on to get a second undergrad degree in community, health education and social work and moved right into a Master’s of public health. My program was actually somewhat unique because it's what's called a Master’s Internationalist program. That's associated with the Peace Corps. So when I finished my course work at Tulane University’s School of Public Health, I went immediately to Peace Corps where I did almost three years of Peace Corps and was able to use the skills and experience I had from my MPH as well as my undergraduate experiences.

>> Sylvie Rousseau: Thanks, Jen.

Toni, could you please tell us a bit about your educational path?

>> Toni Craig: Sure. In undergrad I majored in biology. I initially wanted to be a doctor so pre-med, biology. I minored in psychology. By about my junior year of college I realized I didn't want to be a doctor, but I wasn't going to change my path. I was going to graduate on time. So I did finish out the biology. But after that, I wasn't sure what I wanted to do or which path I wanted to follow, so I wound up joining the Peace Corps and continued to work in the
public health field without really knowing that I was driving towards a public health focus. I knew that I wanted to get a Master’s but I wasn't sure in what. So it was a while before I actually went back to grad school. In 2011, I found a program that was interesting to me here in Arlington, Virginia. So the summer of 2011 was when I came upon the program, the fall of 2011 is when I started. And I actually just completed my Master’s in the fall of 2012. So it was quite a gap between undergrad and grad school but that was my progression.

>> Sylvie Rousseau: Thanks for sharing.

Cecilia, maybe you want to give us a bit of background on your educational path.

>> Cecilia Vu: Yeah, sure. I graduated from my undergrad not too long ago, actually. I started graduate school right after in the fall. I did not take years in between, although I am an advocate for the benefits of taking a lot of time to yourself and really figuring out what it is you want to do, gaining a lot of experience that will be very valuable in the long run.

My education -- I was American Studies undergraduate. And now I study epidemiology. So it's a lot of studying statistics and studying how to conduct a research study from start to finish and to conduct a valid one; you know, to understand numbers and trends. Those are things from my experiences in various research roles that I want to gain and has been very useful so far. In the future, I kind of hope to use these skills in some type of research role to produce knowledge that will eventually impact something, a policy or a program. But for now I'm a graduate student and I will finish this fall.

>> Sylvie Rousseau: Thanks, Cecilia.

Here’s a question that gets to beyond the education. What skills or experiences were
most valuable in getting you to where you are now? So what skills or experiences were actually most valuable? And it can include the education but it doesn’t have to.

Back to you, Cecilia. Could you take this one?

>> Cecilia Vu: Yeah. Yeah, I can take this one. During my undergraduate, I took advantage of a lot of what Boston University had to offer and one of those things was the large research capacity here. I got involved in a public health research project early on and kind of learned, you know, what it means to recruit participants and to write a study and to convey a public health problem and to even develop a program to address that same problem. It’s not global health-related at all topic wise, but a lot of the skills I feel are still the same: the intervention, evaluating it, writing and understanding a certain set of literature. So to me that was probably one of the best decisions I could have made, was to kind of work with someone who was willing to teach me and involve me in a lot of these processes early on rather than later in the research role, which is why I was so interested in USAID after, especially as a health research analyst intern, where I did end up looking at a lot of outcomes of a lot of the USAID projects that they invest in.

So I think, yeah, I think the biggest thing I did do for myself is to take advantage of the resources around me to learn a lot of technical skills that I could then leverage on to other roles, even though they may not be in the same topic area.

>> Sylvie Rousseau: Thanks, Cecilia.

And I’ll just open that question up to the rest of the panel. If anybody wants to chime in: What were some of the most valuable skills or experience that got you to where you are
now?

>> Toni Craig: This is Toni. One thing that was very critical is Peace Corps. I had a degree in biology, but I didn't know very much about water and sanitation and yet they had hired me to be a water and sanitation coordinator in the Pols. So not only did I have to learn a new language, I had to learn a new skill and I was going to be the only water sanitation coordinator in the country working with this leading NGO. So it was initially intimidating but it all worked out. So that was a confidence booster. And to this day I have no problem taking on jobs that I may not know very much about but I'm interested in. I learn what I need to learn about the position and do a great job. So Peace Corps was critical in the confidence and skill there.

Also, the GHFP-II program; not only did I get to work with senior technical advisors and increase my knowledge of public health, global health, or -- and heighten my ability to analyze information, but I also took courses that improved my communication skills, my leadership skills. The program as a whole wasn't just focused on the care and treatment aspects of USAID. There was this whole program to kind of help me boost my skill level and be able to go to the next level as a global health professional. So the Peace Corps and the Global Health Professional program.

>> Sylvie Rousseau: Thanks, Toni. It sounds like research experience, field experience, and taking risks in trying different things are some of those things that have really helped various global health professionals along the way. That's one thing that we do hear a lot from a lot of our Fellows and interns. Thank you, both.

Moving on to the next category. Before we do, we have a quick fun fact for you. Did
you know this summer GHFP-II, the Global Health Fellows Program II, has 40 paid interns working in Washington, D.C. on USAID projects with international impact? If you’re interested in applying for next summer’s internship cohort, visit ghfp.net not late fall for our summer 2015 openings. We also have undergrad internships available through our partner GlobeMed and you can go to their website to find out more.

Our next topic is about career transitions. People are often moving between different career paths at different stages in their careers. So we have a few questions about that. Our first question will go to Jennifer Mason.

Jen, there are a lot of people coming to us with a lot of different kinds of questions from different backgrounds. We wanted to combine one that we just received from the audience with others we received previously but we’re asking if it’s possible to pursue a global health career in the private sector and also what are some ways to get involved in global health if you don’t have global health background.

>> Jennifer Mason: That’s a really good question. I think it’s one of the critical questions that people ask a lot about working in global health. How do you get involved if you’re not already involved? I would agree a lot with Toni on the Peace Corps point, which is that’s one of the few opportunities out there that sort of doesn’t require you have experience where you can get a lot of really useful experience.

I know Peace Corps is not feasible for everyone and not everyone wants to do it. Some of the other angles that people can take is volunteering with international -- with organizations that do global health work. Sometimes you can do short-term volunteer
activities. You can work with organizations for a short term in the field, unpaid or sort of lower paid positions.

There’s also an opportunity to work with groups that do sort of outreach activities, sort of mission type work or things that are seasonal or temporary. And those give you great experience working in global health. And I think having some of that experience helps to build your resume in a way that makes you more attractive to potential employers for long-term positions.

I guess the part of the question about transitioning from other jobs or other fields is -- I think in global health there’s many, many different types of work that people do. It's not all sort of just technical, focused on family planning or HIV. There's other things about program management, financial operations, logistics, many other components that people who have experience from the private sector or from other types of work like legal, support services, human resources, etc. All of those things -- there’s work for people with those skills in global health. I think it's more a matter of identifying what your skills are and trying to match those to some of the global health programs or projects that are out there.

>> Sylvie Rousseau: I think that's a great point, Jen. We often talk about transitional -- excuse me, translatable skills when we're speaking with potential applicants. I wanted to open up just quickly to the rest of the panel before we move on. Does anybody have any ideas about how to translate, for example, clinical skills, business skills, legal skills? How do you transfer those moving from a seemingly unrelated field into global health?

>> Jennifer Kaindi: Hi. This is Jennifer Kaindi. I can talk a little bit about the transferable skills
that people can utilize.

We see this quite a bit when we are reviewing our application that come in to us for different roles. We see lawyers, doctors, of course, nurses. And a lot of their work is transferable. So for example, lawyers. We can use them in the policy work that USAID does. So it's looking -- there are different areas. It's looking at what the person does at that time with the scope of work and trying to relate how this might fit into that particular role that they are looking at.

Thank you.

>> Sylvie Rousseau: Thanks, Jennifer.

And if nobody else -- I think somebody else was trying to say something earlier. But if not, we'll just move on.

Actually, we have some more fun facts for you. Did you know that GHFP-II fellows and interns work in many technical areas? This relates to what you were saying about the different skill sets being very applicable. You just have to find the right job and then present it in such a way that it relates. So these areas include disease areas like HIV/AIDS and TB, knowledge management. So it's a very communications-focused area, monitoring evaluation, very technical. Maybe if you have an engineering background, monitoring/evaluation or commodity security and logistics might be a good fit for you. But there are many areas in which fellows and interns work and they do come from many different backgrounds, including the ones you have asked about in the questions you've submitted.

So thank you and keep submitting those questions.
We will now move on to a section about thinking strategically about career goals.

We'd like to ask, firstly -- Fred, maybe you could tell us what it means to think strategically about career goals.

>> Fred Fuentes: Yes. Thank you, Sylvie.

Thinking strategically, you guys know in trying to capture that career that you want just being cognizant of the trends, changes in the field, being able to adapt and respond to those changes, you know, thinking strategically means setting short-term and long-term goals. I know so many of you guys do that. It also means being flexible with those timelines. So as you set those goals, be aware that -- of course, as with many goals, it doesn't always happen exactly the way we want it to. Just keep in mind that these internships and fellowships that we offer are extremely competitive. So you definitely want to be able to be flexible in your timeline.

I also share that they're competitive so that you're not discouraged; so that you're aware how strategic you have to be. One of the best strategies I can tell you to use is a resource that we provide here. Perhaps you guys are aware of it. Maybe you're not. Some of you are just joining us for the first time. But we provide a resume or a CV consultation, informational consultation, where we sit over the phone for 20 minutes and go over your resume, go over your documents with you, and assist you in maximizing those efforts so that you are competitive when you do submit that application. My advice on being strategic, that's probably one of the best ones you can do.

Also, just be mindful of what your resume says about you; meaningful volunteering,
those internships, student group affiliation. If you're still at the university, be mindful of the groups that you serve and volunteer with. We have those comfort zone groups that we participate in but also stepping outside your comfort zone and perhaps serving especially in the leadership role in a group that you probably otherwise wouldn't normally serve with.

An example I like to give is when working with students, let's say Latino students, often serve in Latino fraternities, sororities. I encourage them to serve with the gay and lesbian groups on campus or international students on campus. Again, just moving away from your comfort zone and being very strategic with those moves.

Thank you.

>> Sylvie Rousseau: Thanks, Fred.

Here is a question for Cecilia. Somebody was asking: What can I do as a current undergraduate who's pursuing a Bachelor's in public health or a general undergraduate? How can I prepare myself for a career in global health?

>> Cecilia Vu: Yeah. I know for global health the opportunities are not always there, especially in undergraduate campus. Even if they are there, it's not easy to take advantage of them, to up and volunteer in a country. So there are a lot of limitations to getting -- I totally understand. But the way it has worked for me is to honestly think locally. I'm a huge advocate of that kind of local community or domestic health. The skills that you gain from these community initiatives are very transferable to maybe what you would want to do in global health.

For me, that was learning how to develop like an intervention for Asian American
women to prevent -- for mental health. And that helped me understand what goes into developing a program with, like, partnering with the right community organizations, with communicating back and forth, and with reaching out to the community you're trying to help. So I think a lot of global health starts locally.

For me as an undergraduate, that's how I kind of discovered that that global health might be what I want to do after doing something like that. But I wouldn't let -- I would take advantage of the community efforts or the research efforts or whatever the institution has around you and kind -- gaining skills and leverage those skills to transition into something more global health-related, especially if those global health opportunities are not always abundant.

>> Sylvie Rousseau: Cecilia, I'll push back a little bit. Somebody was asking about how they can get that kind of experience if they're living in a small community or maybe a community that's in, you know, the west or the American south, somewhere that's not traditionally global health-focused or with a lot of global health activity.

>> Cecilia Vu: Yeah. I would actually kind of stand by with what I just said. Just to know that initiatives, community initiatives, are around you all the time. Just be aware of them. And take advantage of them. Whether you're volunteering or working for it, there are many skills that can be transferred over whether it's like evaluating a program or showing leadership or communicating with staff to put a program together. I do think those things do help, especially on a resume for a program like the GHFP. These things do help.

>> Sylvie Rousseau: Thanks, Cecilia.

Here's a question that I'll address to -- please.
>> Jennifer Mason: Sorry. This is Jennifer Mason. I just wanted to add on to that point. I think for undergraduates it is really important to identify that there are opportunities for starting your pathway to global health regardless of whether there’s sort of a global health environment at your school. A lot of what we do in global health work is actually applying what we do in sort of U.S.-based healthcare or healthcare activities in a development setting.

So I think if you know that this is something you’re interested in and you want to pursue it, there’s a lot of opportunities to either volunteer or work with community-based healthcare activities in your school or around your school. You can also look for opportunities to work with international or sort of I guess quote/unquote global populations in your community with refugees or people who are resettled. But I think there’s almost always some opportunity out there. If you volunteer with a clinic, work at your school health center, that helps to build your skills and experience in working in a healthcare environment and that speaks volumes for working in a global health environment.

>> Sylvie Rousseau: Thanks, Jen. I would add that there are also a lot of online opportunities. With technology these days and modern interconnectedness, even the State Department offers virtual foreign service internships. So if you’re an undergraduate or a Master’s student or even a Ph.D. student, you can take advantage of different online opportunities to get involved no matter where you are.

Here’s a question that I’d like to ask Toni. Somebody was wondering: If one is not working in global health but is moving toward that end, how do you recommend staying up to date in the field when global health issues aren’t necessarily a part of your daily work? What
are some ways to stay current and to keep informed of global health trends?

>> Toni Craig: I would recommend making a list of certain organizations or agencies that are in the field that you're interested in and connecting with those organizations via Twitter, LinkedIn or Facebook; being a part of their network so you're getting updates about the work they're doing, what's going on in the field, seeing that you are staying current with whatever particular issue you're interested in.

    Devex.com, a great site to connect with. It's focused on international development. You can go there to look for jobs. You can find all kinds of information about a variety of international development, global health-related topics.

    So the main thing I would say is to connect with particular organizations. It goes back to what Fred was saying about being strategic about your career planning. Have an idea of which organizations are in the field that you're particularly interested in and just try to connect with them: Twitter, LinkedIn, Facebook, all of that. Get those alerts and updates so that you know what's current and what's relevant.

>> Sylvie Rousseau: Thanks, Toni. I love to hear that as our social media person, yes, Facebook, Twitter. That's where we share information. Also go to people's websites.

    We're going to move on to the next question but before we do we would like to take another poll. So if you look in your polling panel, please answer this question.

    [Reading from the presentation.]

    As Fred mentioned, we have the informational interview and resume review with the staff member. You can e-mail ghfp.net for that. Have you taken advantage of our international
development resources list? So sites like Devex, as Toni mentioned, are on that list. We'll share some additional resources at the end of this resume. We have a top 10 resume tips. Have you made use of it? We have job announcements via our e-mail list so we post a number of different positions throughout the year, fellowships and internships. And you can access that at our website. Also, we do a number of information sessions and career fairs throughout the year. So whatever region you may be in, welcome to see you. Just keep up to date through our social media about where we'll be.

Take a minute to answer this question and hit submit and then we'll move on.

Many of our panelists have been talking about various skills that are translatable, transferable. We are now going to try to get into a bit more about what those skills actually are.

This question I'll ask Jen Mason. Beyond the technical, what skills will I need to be successful in global health?

>> Jennifer Mason: I think that's a really good question. It's very important. Technical skills take you far but it's not the full package of what we do. I think one of the critical areas -- I know people say this all the time, but really it's cultural competency. If we work in global health, we need to be culturally sensitive to have experience work with people of different backgrounds, different socioeconomic situations. Other things that we need to have are patience and sort of an understanding of how developing countries work; you know, economically, socially, government systems, things along those lines.

So it's not just sort of the health clinical or the health technical issues but we need to
have a broader sense of what's going on around us. We need to have the capacity to sort of work under pressure and work collaboratively within teams and with partners across the globe. Those are some of the things. I'm sure you can think of lots of others, but those are the ones that come to mind.

>> Sylvie Rousseau: Thanks, Jen. Touching on that issue of cultural competency, we got a lot of questions about this. Why is cultural competency so important?

   Fred, maybe we could ask you take a stab at this question.

>> Fred Fuentes: Yeah. It's such an important question. Thank you, Sylvie. It gets asked a lot. And thank you to Jennifer for leading with that. Definitely appreciate that. It stands out because as Jennifer was saying earlier, she's right, we're visitors often in another country. They know the history of our country. They know things about us. So it's nice for us to know things about that host country and your own country; know what those relationships are like.

   On the issue of cultural competency, what stands out for me when I first moved to Guatemala, though I am Latino, I grew up, of course, in the United States. My family has been here for more than 150 years. So I arrive in Guatemala and I just do a general wave to everyone, sit at my desk and go to work. I do this for the first month. And then on my way out, I reverse the wave and I go home. And, of course, someone was kind enough to bring me in and say: We communicate. We hug. We kiss. We shake hands. We drink coffee together. We eat cookies. In fact, they wanted me to sponsor once every two weeks to bring in cookies. It was a nice gesture. Being able to take a break and take a step away from my traditional American approach to getting the job done, as I do here. I walk in and maybe greet
the person that I pass. But there it was expected to go from office to office and greet
everyone. And I know for a lot of Americans you're thinking that's 30, 45 minutes from my day
that I could have been doing work but it's so important to building that human capacity and
being respectful of the local culture. So for me that's one example. A very simple example
that reflects how important it is to be culturally competent.

Thank you.

>> Toni Craig: This is Toni. Sylvie, can I just add?

>> Sylvie Rousseau: Please, jump in.

>> Toni Craig: The other thing that I think is important with cultural competence is it makes
you reflect on yourself and look at bias that you may have that you weren't even aware of. As
Americans, you know, we have a culture but sometimes you don't stop and think about what
you're doing as being part of the American culture. You're just doing your thing. So when
you're learning about cultural competence and you're learning about other cultures, you then
take a moment and step back and reflect and look on yourself and say, well, what am I
bringing to the table that I'm not trying to bring to the table but that's hindering in this whole
connecting with host country nationals or getting this project moving.

And the other thing Jen said about patience, that's key as far as working in the field of
global health. Without recognizing the different cultures, the biases that you might be bringing
in to the situation, you will run out of patience. You won't last very long in the global health
field. So cultural competency ties in to that whole what other skills outside of the technical
aspects that you need to be effective and successful in the global health arena.
>> Jennifer Mason: Sylvie, this is Jen again. On the same topic again to sort of bring this back, bring this home to my current work in how these additional skills like that are important. Especially like Fred was saying and Toni, cultural competency. Just a short example. I did Peace Corps and I worked a long time in the Middle East region. One of the things I learned, like Fred was saying, is people do things differently. Holidays are different. Practices are different. It took me time to learn that and to sort of appreciate things and come to a good understanding of how those differences impact their work and how they do their work and also what's important to them.

So now when I do my job on a daily basis and I work with my colleagues and friends who are in the Middle East region, those things are in my mind. I'm cognizant of the needs they have, of the experiences that they're going through, and how those things impact their work of and that makes me much more sensitive. It gives me much more ability to do my job effectively and provide support to them.

>> Sylvie Rousseau: Thank you so much, Jen and Toni and Fred.

We have so many questions. They are wonderful that there's so much interest. We're trying to get through as many as we can. We are actually going to move on to our next section at this point. Before we do, a quick fun fact.

[Reading from the presentation.]

Our next section is going to be about recruitment. We have intimate knowledge of our recruitment processes but we wanted to give a bit of insight on various recruitment questions for different organizations as well.
One of our first questions -- and this will go to Jennifer Kaindi. What do recruiters want to see on a resume and what are some of the top things I should know or do before applying for a position in global health?

>> Jennifer Kaindi: Thank you, Sylvie. This is Jennifer. That's definitely a good question. What do we want to see on our resume? We want to see -- and this is very basic information, but we still would like to -- I'd like to share this. We do want to see your contact information; of course, your name and contact, your key qualifications which will help us determine whether you fit into that role, your professional experience. And include your volunteer work.

I think you heard many other panelists talking about volunteer work. I've talked to many applicants or people who come to us for information in their interviews and some of them don't include volunteer work because they think it's not relevant. But in global health it is. So it's very important for us to see your volunteer work.

And with experience, show us or paint the full picture. What does this mean? Talk about exactly in each position what you did. Who was the target population that you worked with? That's very important in a lot of the roles.

Specific city or country. I come across lots of resumes. And even when doing informational interviews, I'll just see a general "I have worked in Africa," Asia. We don't know which countries you worked. Of course USAID knows and has worked in a lot of these countries. When you're reviewing these resumes, they do want to see -- if they have a specific project, if they know that you worked on that project and maybe it's in a small city in Nairobi, then that is of interest to them. That's how you will stand out. So being very specific, not
wordy but at least giving us information that's relevant to the work that -- the scope of work mentioned.

So an example would be like served over 10 hours each week as a volunteer HIV test for a clinic which serves rural, local income population in, say, Alaska. And this is domestic work, again, but you're trying to relate what you have, which is domestic. For those who don't have that international experience. Providing services to over 3,000 people each year. But, again, being as specific as possible.

We've seen, and I say this because I've also seen resumes with nothing on them, just the titles and the companies or organizations that they work for which wouldn't tell us much, obviously, of what exactly they did within that role. Talk about your accomplishments. Talk about, obviously, your education. Talk about publications if you have publications, your skills, your professional affiliations or associations, etc.

Now, I like to talk about what we don't want to see on our resume. Don't provide sloppy materials. It's really just a reflection of who you are. You will not stand out if it shows that you didn't even take the time to put together a clean, error-free resume.

Don't be repetitive. I've seen resumes where two different positions had the same exact bullets, meaning they did the same exact work. I think most of you would know that would be very hard to believe if there were two different roles but you had the exact same experiences.

Don't stretch the truth, obviously.

And then for us at least, I would talk for us, please do not include references.
Sometimes you don't want people to call these references without your intention for them to do so. This is usually in the application process. This is where you can provide that information. Or when we're ready to get to that point.

Please do not include any personal information, your marital status, nationality, birth date, any pictures, your religious affiliation, ethnicity, or any protected class. This, again, will help so that we don't have any biases when people are reviewing these resumes.

Do not include passport numbers. You'll be surprised what we come across, or ID numbers or Social Security number.

Now in terms of -- I'd say the top five things you should know or do before applying for a position, I would say know what you want to do. What are your interests? Research the organizations, as one of the panelists talked about, that would like to work for what they do.

Look at a scope of work. Read and understand the scope of work or job description carefully. And once you do so, then tailor your cover letter and even your resume to reflect if you have the skill sets or the experience that they're looking for that are described in the scope of work, please emphasize that on your resume and your cover letter. This is how you will stand out.

And talk about the transferable skills that several people have mentioned. Once you look at the scope of work, you should be able to figure out what's transferable and what's not based on what your current experience is.

>> Sylvie Rousseau: Thanks.

Please, Fred. We are trying to move forward so if you could keep it kind of brief, that would be great.
>> Fred Fuentes: Definitely. Jennifer, that's her job; so she knows exactly. I hope you guys were taking notes during that specific time because she's definitely the individual who's going to be making those decisions.

What stands out for me, quickly, at the table and doing outreach, if you walk up and you say something along the lines of: So tell me, what do you guys do? What are you guys about? Again, this says a lot about your preparation.

So what I would encourage you to do is just like with any organization that you're serious about working for or participating in, do the background. Get familiar with the players, the scopes of work, as Jennifer said. Be familiar with the language that the organization uses. If you're transferring from the military, of course, you want to move away from the military language and get familiar, in fact, with the language that GHFP-II uses in preparation for a job, internship or fellowship with, you know, USAID.

I want to reemphasize error-free. These are highly competitive opportunities. If you're submitting a document with errors, it just can't be considered. So use those resources you have, your university resources if you're still at the university.

And, again, let me reemphasize the resource that we have here. I hope that after this webinar you guys will sign up, use those resources so that you can be a serious competitor. And, again, reemphasizing those publications, presentations, and research, the volunteer, transferable skills and then that it's error-free.

Thank you.

>> Sylvie Rousseau: Thanks, Fred. I'm sorry. I just got to your slide right at the end there. I
appreciate all of that information about, yeah, becoming a fierce competitor and really going all in for those kinds of global health jobs, including jobs at USAID, which is our next section.

A quick question here. I'll address this to Jen Mason. I invite other panelists to also jump in. The question is: What drove your decision to work with USAID as opposed to maybe field-base research or other implementation organizations? And what are some unique aspects of working closely on USAID projects?

>> Jennifer Mason: That's a good question. Thanks. I did actually work with field-based organizations and for several different non-government -- NGOs, before coming to USAID. First I was a Global Health Fellow. And now I'm under a different mechanism at USAID. I came to USAID after having done some work outside of USAID, working for projects that were funded by USAID, actually.

So over time I thought it might make sense to eventually figure out how things work in USAID in order to sort of better understand how they want things done. You know, how are projects to be implemented? What's important to them? And I also had always in my career looked at USAID as a great organization that has fantastic people, you know, very technically-sound and sort of state-of-the-art. I had always thought it would be a great opportunity to learn more about how USAID works on the inside. So when the opportunity was there with GHFP, I was excited to come on board USAID and work as a fellow for four years. And then I transitioned to a different position within USAID. I really enjoy it.

I think being part of USAID is unique because USAID is a donor. We don't implement activities. We basically provide fund and technical oversight to organizations that do
implement. So it is a very different role from being sort of at the field level or the country level doing the work. So I stress that to people. Everyone should be very clear in making a decision to work at USAID that we don’t actually provide the services but we provide the funding. We provide a lot of support to the activities.

So I think it’s important to have experience on both sides, actually doing the work, being at the country level, being in the grassroots sort of supporting the implementation as well as having the opportunity to look at things from more of a macro level, from the donor’s side.

>> Sylvie Rousseau: Thanks, Jen.

Does anybody else want to mention -- talk about what some of their experiences were like working in the USAID?

[No audible response.]

Ok. Thank you for taking the time to send questions in. Jennifer kindly volunteered her team to answer some of those questions by e-mail afterwards. I did want to remind you that this whole webinar is recorded and will be available in addition to the transcript on our website about a week after this presentation. So next Thursday you can come check. We'll have a recording on our YouTube channel and we'll have the transcript available for you.

Let’s get into one Big Picture question and probably will be our last question of the day. The question is -- and this one will go to Toni. What global health focus areas do you see having long-term growth? What are some emerging areas right now? And how do you think about your future in a sustainable way?

>> Toni Craig: So the particular areas that stand out for me are nutrition. That can focus on
food deserts, chronic diseases like diabetes. So nutrition I think is a big one. Of course, HIV and AIDS, that's been around for a while and will probably continue as we fight for a AIDS-free generation. So those come to mind, as well as family planning. That can kind of tie into nutrition in that if there isn't enough food to feed the village, we have to take into consideration population issues and family planning plays a key role in that. So those are the particular areas that I think we'll continue to see as we move forward in global health.

I'm sorry, Sylvie. What was the other part of that question?

>> Sylvie Rousseau: How do you think about your career in a sustainable way and how do you stay adaptable for new positions and new challenges that arise in global health?

>> Toni Craig: The first aspect would be to look at your personal interests. You don't want to try to tailor what you're doing to -- you shouldn't be following the money, necessarily. You will be miserable if you're not doing what you actually enjoy.

As far as being sustainable and adaptable, that just comes -- I think that comes with time. That's all about being flexible. So as you continue to work in the global health field, whatever department of global health you're working in, you'll start to see trends. You'll start networking. You'll see where funding is going, which direction things are heading. And then from there you'll decide whether or not you need to beef up your skill in area A versus area B. But ideally you want to be as well rounded as possible.

So, for example, with me HIV is my focus but I'm focusing on nutrition as well, epidemiology. So I'm trying to be well rounded so that I'm not pigeon holed. And when, let's say, funding for that particular area runs out or diminishes or decreases, I'm no longer viable.
Sylvie Rousseau: Thank you so much, Toni. And that touches back on one of the main points that we are trying to convey in this webinar; that really there are a lot of resources. You can talk with a whole bunch of different people. And we encourage you to talk with us. Send us an e-mail. Get an informational interview. But really, your main number one resource is going to be yourself. Know yourself. Consider your interests and harness that energy and that passion for global health and direct it toward your career and you'll be able to persevere in this path.

So it's about noon now so we are unfortunately out of time. Thank you so much to everybody who joined us today. We'll see you next time.

Again, as a reminder, we'll have the recording of this webinar available online in about a week. We will be answering some questions online. We welcome you to contact us at ghpf.net with any additional questions and to schedule an international interview.

Thank you again to our panelists, Star, Joanna, and our captioning team. Have a great rest of your day.

Goodbye, all.

>> Thank you, everyone.

[The webinar ended at 3:01 p.m.]