



Age Discrimination in Hiring: Job Search Advice for Mature Workers

Job Cast
by indeed

By 2026, the mature workforce is expected to make up a quarter of employed adults in the U.S.

76%

**of those older workers see age
discrimination as a hurdle to
finding a new job**

Learning objectives

- 01. Why age bias exists**
- 02. Signs of potential ageism in the hiring process**
- 03. Resume tips for mature candidates**
- 04. How to help avoid age bias in your interview**

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Meet your hosts



Sonya Johnson

Career Services Manager, SCSEP
Goodwill Industries of Kentucky



Jim Kenney

Program Manager, SCSEP
Goodwill of the Olympics + Rainier Region



Heather O'Donnell

Talent Partner
Indeed

Pause for a poll: **How has ageism impacted your job search?**

- + Considered overqualified**
- + Too expensive to hire**
- + Entry level jobs are often looking for young candidates**
- + Experience disregarded because it wasn't recent**
- + Assumption that technical skills are not up to par**
- + Other**



Why age bias exists in the hiring process



Benefits of hiring older workers

- + More loyal and stay at a company longer
- + Skills and experience
- + Established networks
- + Different perspectives and ideas

3 in 5

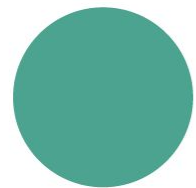
**workers 45+ have seen or
experienced age discrimination in
the workplace.**



Myths about older workers



- + Older workers are counting the days until retirement
- + Older workers don't have today's skills
- + Older workers won't report to younger managers
- + Older workers will only accept high salaries



Signs of potential ageism in the hiring process



Job posting

Potential code words for age bias:

- + Fresh
- + Tech-savvy
- + Digital native
- + Flexible
- + Energetic
- + Active
- + High-potential



Applicant screening

Hiring managers may dismiss candidates who:

- + Graduated over 20 years ago
- + Submit a 3+ page resume
- + Lack social media presence
- + Have an email address that is considered outdated (i.e. @hotmail.com)



Interviewing

The interviewer may ask:

- + When do you expect to retire?
- + Are you comfortable working for a younger manager?
- + Can you keep up with our company's technology demands?
- + Where do you see yourself in five or 10 years?
- + Do you have any chronic diseases or other health issues?



Find an inclusive employer

Research company values to ensure you're applying to work somewhere with a culture that will help you thrive.

[indeed.com/companies](https://www.indeed.com/companies)

The screenshot displays the Wavewood company profile on Indeed. At the top, there is a banner image of office workers. Below it, the company name 'Wavewood' is shown with a logo, a score of 87, and a 4.2 star rating. A 'Follow' button is visible. A section titled 'Work Happiness Score - How do people feel at work?' is highlighted. Below this, a navigation bar includes links for 'Snapshot', 'Why Join Us', 'Reviews' (11.5K), 'Salaries' (3.3K), 'Benefits', 'Photos' (52), 'Jobs' (140), 'Q&A' (25), and 'Interviews'. The main content area is titled 'Work happiness' with a 'NEW!' badge. It states that scores are based on about 162 responses to Indeed's survey on work happiness. A grid of 12 survey items is displayed, each with a score, a category, and a question. The items are: Work Happiness Score (87, High), Purpose (87, High), Inclusion (86, High), Achievement (86, High), Trust (84, High), Belonging (82, High), Support (80, High), Appreciation (78, Above average), Compensation (75, Above average), Management (73, Above average), Learning (67, Average), and Flexibility (63, Average). An 'Energy' category (60, Average) is partially visible at the bottom.

Score	Category	Question
87	Work Happiness Score High	Do people feel happy at work most of the time?
87	Purpose High	Do people feel their work has a clear sense of purpose?
86	Inclusion High	Do people feel their work environment is inclusive and respectful of everyone?
86	Achievement High	Do people feel they are appreciated as a person at work?
84	Trust High	Do people feel they can trust others at their company?
82	Belonging High	Do people feel a sense of belonging in their company?
80	Support High	Do people feel they can get support and encouragement from colleagues at work?
78	Appreciation Above average	Do people feel they are appreciated as a person at work?
75	Compensation Above average	Do people feel that they are paid fairly for their work?
73	Management Above average	Do people feel their manager helps them succeed?
67	Learning Average	Do people feel they often learn something at work?
63	Flexibility Average	Do people feel they have the time and location flexibility they need?
60	Energy Average	Do people feel energized by most of their work tasks?

The background features several abstract shapes: a large orange circle at the top left, a purple curved shape at the bottom right, and a brown wavy shape at the bottom left. The text is centered in a dark blue font.

Modernize your resume

Format your resume appropriately

- + 1-2 pages
- + .5" - 1" margins
- + Easy-to-read font throughout, size 10-12
- + Headers in bold

indeed.com/profile/resume-templates

Professional resume templates

Don't create your resume from scratch. Use our free resume templates to kick start your search from the beginning.

Build a resume with a template

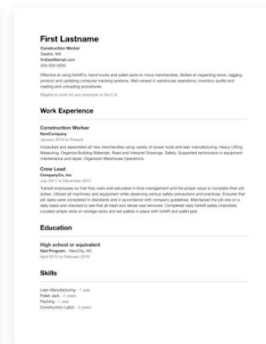
Already have a resume?

Get help with your resume

Choose your template



Clean



Minimalist



Simple

Update your contact information

- + Name
- + Email address
- + City and/or state
- + Phone number

Jon Smith

j.smith@email.com | 555-123-1234 | City, ST

Jon Smith

jonsmithdesign.com
j.smith@email.com | 555-123-1234 | City, ST

Deemphasize your education

- + Move your education section to the bottom of your resume
- + Remove attendance and graduation dates
- + Remove details like GPA or coursework
- + List advanced degrees in order of level

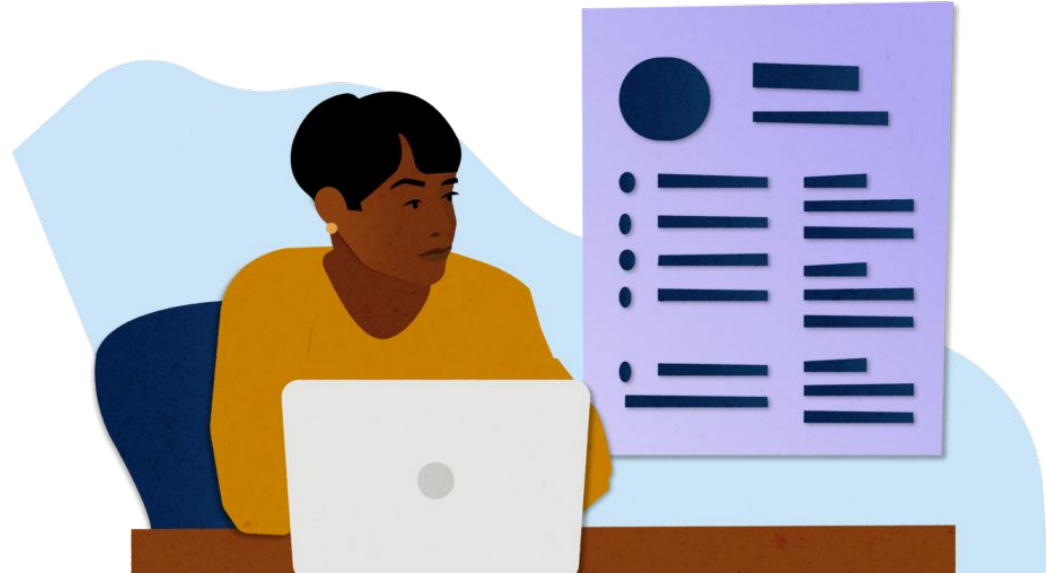
Atlanta Graduate School of Management
Atlanta, GA

Master's of Business Administration (MBA)
Master's of Science in Information Systems (MSIS)



Tailor your resume to be ATS-friendly

- + An Applicant Tracking System (ATS) is a software used to sort and filter job applications
- + Include keywords from the job description that apply to your background





Emphasize your recent experience and impacts

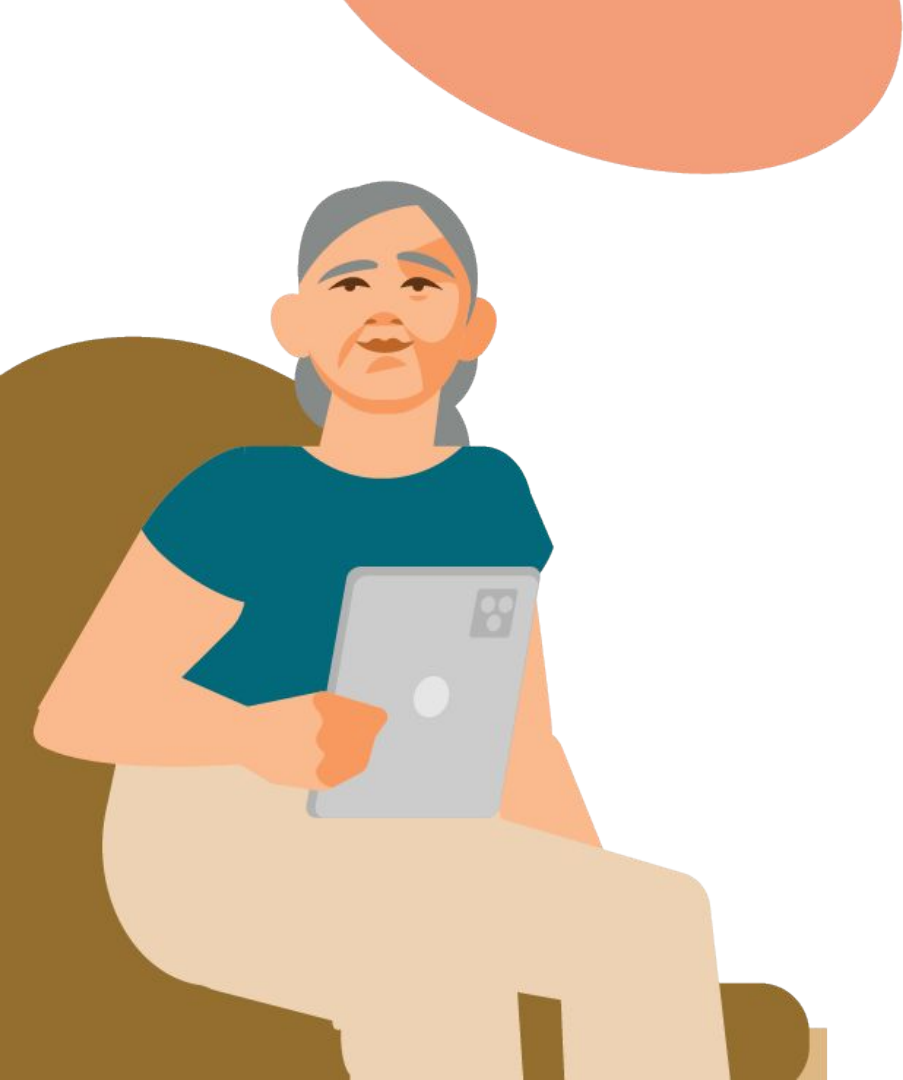
- + Remove jobs you had more than 15 years ago
- + Remove experiences that do not add value for role
- + Describe impact rather than responsibilities
- + Include a skills section



How to avoid age bias during an interview

Best practices

- + Emphasize your excitement for the role instead of your wealth of experience.
- + Express your willingness to both lead and follow.
- + Indicate your ability to be self-sufficient.
- + Communicate your ability to work with different people.
- + Show genuine interest in your interviewer.
- + Use confident, calm body language.
- + Redirect the conversation in the event of inappropriate comments or questions.



Prove technology isn't a barrier

- + Download necessary apps
- + Check that your webcam, microphone and audio are working
- + Check your internet connection and make sure you're not downloading anything in the background
- + Find flattering lighting and angle for your video

Be a STAR

Situation: *What is the context of your story?*

“We were working on a six-month contract for a high-value client, when our agency merged with another, larger firm.”

Task: *What was your role?*

“It was my role to lead the transition for my group, while also communicating with our client to keep the project on track.”

Action: *What did you do?*

“I set up weekly check-ins with the client to update them on the progress of the merger...”

Results: *What happened?*

“We completed the project on time, meeting all of their specifications...”





Let's Recap



- + Understand that ageism exists because stereotypes of older workers are more widespread than the benefits of older workers
- + Be aware of signs of ageism in job postings, applicant screenings, and interviews
- + Research companies to identify inclusive workplaces that reflect your values
- + Modernize your resume by updating your formatting and content to include relevant keywords and emphasize impact
- + Prepare for interviews by following best practices to counteract myths about older workers





Time for Q&A!

Learn more from Goodwill

As nearly all Goodwills have reopened, contact your local Goodwill to confirm career center hours.

goodwill.org/locator

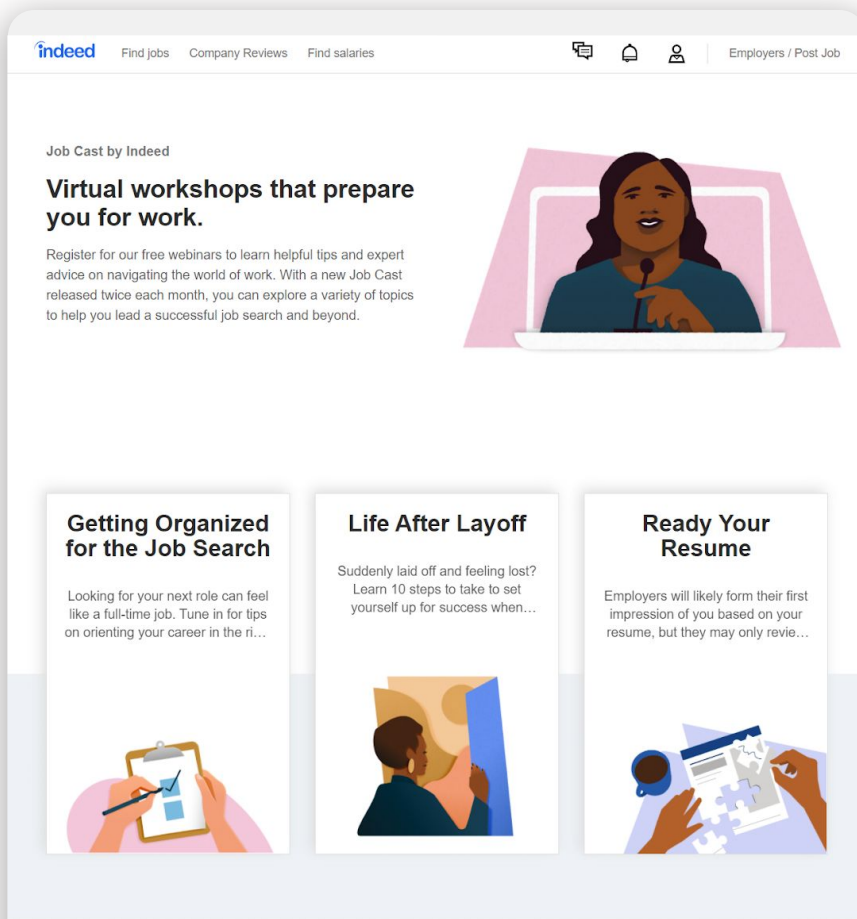


-  facebook.com/GoodwillIntl
-  twitter.com/GoodwillIntl
-  instagram.com/GoodwillIntl
-  youtube.com/GoodwillIntl

Check out our other Job Casts

Register for an upcoming virtual workshop or watch on-demand:

indeed.com/jobcast



The screenshot shows the Indeed Job Casts page. At the top, there is a navigation bar with the Indeed logo, links for "Find jobs", "Company Reviews", and "Find salaries", and user icons for chat, notifications, and profile. The main heading is "Job Cast by Indeed" followed by "Virtual workshops that prepare you for work." Below this is a paragraph: "Register for our free webinars to learn helpful tips and expert advice on navigating the world of work. With a new Job Cast released twice each month, you can explore a variety of topics to help you lead a successful job search and beyond." To the right is an illustration of a woman speaking into a microphone. Below the main text are three featured job casts, each with a title, a short description, and an illustration:

- Getting Organized for the Job Search**: "Looking for your next role can feel like a full-time job. Tune in for tips on orienting your career in the ri..." with an illustration of hands holding a clipboard.
- Life After Layoff**: "Suddenly laid off and feeling lost? Learn 10 steps to take to set yourself up for success when..." with an illustration of a person looking at a large blue screen.
- Ready Your Resume**: "Employers will likely form their first impression of you based on your resume, but they may only revie..." with an illustration of hands assembling puzzle pieces.



Thank you!

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