



CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

How To Cope With Change



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Special points of interest:

- * Oswego County Workforce New York has computer labs for updating your resume and searching for jobs.
- * Many workshops are available to assist you with your job search.
- * Our staff are ready to help you!

Change is a way of life, especially in today's world. No organization is exempt from the forward movement of technology and shifting requirements of the marketplace. Remaining competitive in today's world economy means being open to change and willing to meet new demands. The ability to cope with change and the stress that usually accompanies it is a necessary skill for all employees.

"Success will ultimately come to those who see change as an opportunity for their organizations—and themselves—to become more effective," says Steve Kay, a partner with Rona Roberts in the Lexington, KY, management consulting firm of Roberts and Kay.

"Some people thrive on change, exuding a calm and confidence that gives other people courage and hope," Roberts notes. "Others crave stability and constancy, and when things change, they feel a sense of loss and fear." The process can be unsettling, even for those who welcome change. Roberts and Kay offer the following suggestions to help cope.

- **Accept the fact that things are changing.** "Instead of wishing things would go back to the way they used to be, spend your time and energy reorganizing your thoughts and preparing for the new way of doing things," Roberts says.
- **Consider the value of distractions.** Turn your attention

for a while to things not related to the change. Fish, read a novel, or take an exercise class. You'll return to your change-related work with renewed vigor and a brighter outlook.

- **Reassure yourself by focusing on things that remain the same.** Once you analyze the situation, you're likely to find that overall, there is more stability than change in your environment.
- **Try to minimize additional sources of change.** The fewer changes you introduce in your personal life at a time when you are encountering changes at work, the less disruptive they will be, says Roberts.
- **Keep active.** "Action builds attitude," Kay points out. "Doing something—even as simple as reorganizing a drawer—can get you going and give you more energy, so you're ready to take on a larger task."
- **Make change easier on others.** By creating an atmosphere of calm and good humor, you can help yourself and others weather the change.
- **Prepare to implement our part of the change.** Remember that change creates new opportunities. Share any ideas you have that might help the organization meet its goals. Set new goals for yourself and seize opportunities to learn and grow.



Rid Yourself Of Self-Doubt

As you move into a new position or take on a challenging project, the voice of self-doubt can be loud. How do you quell your doubts? Try this plan:

- **Step 1:** Write down the negative thoughts. Simply list the doubts that plague your mind as you push into new territory.
- **Step 2:** Change each negative into a positive statement. Sometimes your own gut will fight this step, but do it anyway. For example change the statement “I’m way out of my league on this project” to “I can learn the skills I’ll need to complete this project.”
- **Step 3:** Get perspective. Don’t let the challenge overwhelm you. Think of the successes you’ve already achieved, and remind yourself that you didn’t let doubts stop you.



If there exists no possibility of failure, then victory is meaningless

~Robert H. Schuller

Cook Up A Recipe For Workplace Success

Being good at your job is only part of the recipe for success at work. To heat up your career, remember to add these key ingredients:

- **Positive Attitude.** Managers and co-workers alike appreciate the support of someone with an upbeat outlook. Show some enthusiasm about your job and the organization you work for. Look for opportunities, not problems, and find the bright side of the challenges you face.
- **Integrity.** Be honest with people. When you don’t have an answer, say so. Admit your mistakes (and concentrate on not repeating them). Keep your promises, and meet your deadlines. All this shows your respect for other people and demonstrates your reliability.
- **Willingness to try.** Don’t be afraid to stretch out of your comfort zone. Volunteer for new tasks and extra responsibility. Take risks—be realistic about what you can and can’t do, of course, but don’t back away from a challenge because of the possibility of failure. Ask the right questions so you know what’s really going on, regardless of whether you’ll appear “ignorant.”
- **Co-operation.** Be a team player—help your colleagues with their priorities, and share information instead of hoarding it. Know what your manager wants, and support him or her to the best of your abilities. Offer your support when people need it, so they know you’re not just out to get ahead for your own benefit.

Try Following This Formula For Success

“Success” means different things to different people, and so no single formula would seem guaranteed to help everyone achieve it. But whatever your goal, certain general principles can guide you there. Here’s a quick list of elements every success plan should include:

- **Vision.** This isn’t so much the “what” (though that’s important) as the “why.” Be clear on the value of your objective, and you’ll be able to commit to it fully.
- **Knowledge.** Do your homework. Start by admitting what you don’t know; identify how you can get the knowledge you need, and don’t be afraid to ask for help.
- **Planning.** Take a step-by-step approach. You can’t become CEO in a day, for instance, so clarify exactly what your final outcome will look and feel like, and lay out specific activities that will lead you consistently forward.
- **Action.** All the planning in the world gets you nowhere if you don’t take that first step. Don’t wait for conditions to be absolutely perfect. Get going!
- **Review.** While moving forward, take some time to evaluate your progress. Chances are everything won’t flow in exactly the direction you hoped. Be ready to adapt and make changes as necessary.



Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
<p>For Information or to sign up call 591-9000</p>			<p>1 9:30-11:30 Successful Resume Writing 1:30-3:30 Intro to Interview Process 2:00-3:00 Technology in the Job Search</p>	<p>2 9:30-11:30 Mature Worker Job Srch 1:00-2:00 What You Don't Know... 2:30-3:30 What You Don't Know...</p>
<p>5 RSO-UI Orientation 4:30-7:30 QuickBooks session I</p>	<p>6 9:00-12:00 Moving to Word 2007 9:30-10:30 Understand Civil Service 11:00-12:00 Understand Civil Service 1:30-3:30 Surviving A Layoff 1:30-4:30 Computer Skill Building</p>	<p>7 10:00-11:30 Metrix 1:00-4:00 WIA Overview</p>	<p>8 9:30-11:30 Mature Worker Job Search 1:30-3:30 Job Search Forum 1:30-3:30 Keyboarding 2:00-3:00 Difficult Interview Questions 4:30-7:30 QuickBooks session II</p>	<p>9 1:30-3:30 Successful Resume Wrtg</p>
<p>12 RSO-UI Orientation 4:30-7:30 Advanced Excel</p>	<p>13 9:00-12:30 Word session I 1:00-2:00 Winning Applications 1:30-4:30 Resume Formatting</p>	<p>14 1:00-4:00 WIA Overview 1:00-4:00 Intro to Computers 1:00-3:00 Keyboarding (M)</p>	<p>15 9:00-12:30 Word session II 9:30-11:30 Successful Resume Writing 1:00-4:00 Advanced Resume Review 1:30-4:30 Computer Skill Building 4:30-7:30 PowerPoint</p>	<p>16 9:00-12:00 Moving to Word 2007 9:30-11:30 Intro to Interview Process 1:00-2:00 What You Don't Know... 2:30-3:30 What You Don't Know...</p>
<p>19 RSO-UI Orientation 4:30-7:30 Excel session I</p>	<p>20 9:00-12:30 Word session I 9:30-10:30 Understand Civil Service 10:30-11:30 Learning Express 11:00-12:00 Understand Civil Service 1:30-4:30 Excel session I</p>	<p>21 10:00-11:30 Metrix 1:00-4:00 WIA Overview</p>	<p>22 9:00-12:30 Word session II 9:30-11:30 Intro to Interview Process 1:30-3:30 Successful Resume Writing 1:30-4:30 Excel session II 4:30-7:30 Excel session II</p>	<p>23 1:30-3:30 Successful Resume Wrtg</p>
<p>26 RSO-UI Orientation 4:30-7:30 Access session I</p>	<p>27 9:00-12:30 Word session I 9:30-10:30 Winning Applications 1:30-3:30 Surviving A Layoff 1:30-4:30 Moving to Word 2007</p>	<p>28 9:00-12:00 Advanced Word 1:00-4:00 WIA Overview 1:30-4:30 Resume Formatting</p>	<p>29 9:00-12:30 Word session II 9:30-11:30 Job Search Forum 1:00-4:00 Internet Job Search 4:30-7:30 Access session II</p>	<p>30 9:00-12:00 Advanced Resume Rvw 1:00-2:00 What You Don't Know... 2:30-3:30 What You Don't Know...</p>

- ◆ **Access 2003**-Design databases to track and report information. Learn to query, organize, retrieve & share data. Knowledge of Word or Computer knowledge req.
- ◆ **Advanced Excel**-Go beyond Excel. This class covers vertical lookups, conditional formatting and pivot tables. Excel and Excel in a business setting req.
- ◆ **Advanced Resume Review**-Resume required. The group reviews it and offers suggestions on ways to enhance it.
- ◆ **Advanced Word**-Move past the basics. Learn about mail merge, printing labels, using tables and templates. Knowledge of Word 2003 required.
- ◆ **Computer Skill Building**-Learn basic text commands like select, copy and paste, learn to use Google to search for information, create and email and learn how to attach your resume. Attending Intro to computers and Keyboarding suggested.
- ◆ **Difficult Interview Questions**-Review of potential jobseeker answers to difficult interview questions.
- ◆ **Excel 2003**-Build spreadsheets for analyzing data and making projections. Learn to develop graphs, charts and formulas. Knowledge of Word or Computers req.
- ◆ **Internet Job Search**-Learn to locate and research employers, advantages/disadvantages of job banks. Computer skills and a resume are required.
- ◆ **Introduction to the Interview Process**-Suggestions to prepare for a successful job interview and interview phases will be discussed.
- ◆ **Job Search Forum**-Don't know where to look for work, losing motivation or in need of search tips? Come in and ask questions and get some answers.
- ◆ **Keyboarding**-Basics of Keyboarding. Increase your typing speed and decrease your frustration using fun computer software.
- ◆ **Microsoft Word 2003**-Learn to prepare, modify, save documents. Includes formatting text, working with toolbars and inserting graphic and clipart. Some typing skills and computer knowledge required.
- ◆ **Mature Worker Job Search**-discuss the many positive contributions made by mature experienced workers, review the hiring process as well as marketing strategies in a highly competitive job market
- ◆ **PowerPoint**-Use this fun software to create great presentations. Learn to format and work with slides and to make your presentations portable. Must have some computer knowledge and be familiar with Word.
- ◆ **QuickBooks**-Learn to manage finances & run a business efficiently. Learn to work with accounts, manage inventory, record sales & process payroll. Some accounting & computer knowledge required.
- ◆ **Resume Formatting**-Spend 45 minutes of one on one time working on "How your resume looks." Bring your completed resume saved on a disk or USB drive.
- ◆ **Successful Resume Writing**-An intro to resume development where the tips and tools to develop a resume and cover letter will be discussed.
- ◆ **Technology In The Job Search**-Pick up tips on how to use technology in your job search and the pitfalls to avoid.
- ◆ **Understanding the Civil Service System**-Get a better understanding of how to obtain employment with local governments, school districts and State government.
- ◆ **What You Don't Know that You Don't Know** about jobs and careers.
- ◆ **WIA Overview**- An introduction to the Workforce Investment Act and more. Must be scheduled by a staff person; required if interested in training.
- ◆ **Winning Applications**-How to get an employer to notice your application. Proper procedures, common mistakes and how to deal with more difficult questions.

Did You Know...

- **Did you know...**that Oswego County's unemployment rate for Jan. 2010 was 11.6%? This was an increase from the Dec. 2009 rate of 10.6%.
- **Did you know...**that April is Keep America Beautiful month? Since 1968, the amount of litter in America has decreased by 61%. But litter remains a problem, costing our nation at least \$11.5 billion per year in direct costs, including cleanup and prevention programs, along with indirect costs such as decreased property values and health issues. Do your part and keep your neighborhood clean of litter. For ideas, go to the Keep America Beautiful Web site at www.kab.org
- **Did you know...**that April is National Poetry Month? Established by the Academy of American Poets in 1996. Around the country, poets, publishers, book sellers, libraries and schools celebrate poetry and its importance in American culture.
- **Did you know...**The Fulton One Stop

center now has SMART 2010 technology? You might have skills for jobs you have not considered. SMART 2010 is skill matching technology that compares the information in your resume to the information that employers post about job openings. Staff at the Career Center will send an electronic copy of your resume to SMART 2010; job matches will be sent directly to your e-mail address. Ask Center staff for more information!

- **Did you know...**that you can receive the Connect for Success newsletter via e-mail? If you would like to have the newsletter e-mailed to you each month, just drop by or give us a call. Give us your name and your e-mail address and we'll send the next issue of Connect for Success to your e-mail address.
- **Did you know...**that we have comment cards in each of our offices? Complete a comment card next time you visit and let us know how we can serve you better.

Partner Agencies/Workshops

Oswego County Opportunities
www.oco.org

Oswego County BOCES
www.oswegoboces.org/adulted/index.asp

Cayuga Community College
www.cayuga-cc.edu

www.indeed.com

Indeed.com is a new type of job search engine which pulls job listings from a variety of sources—such as America's Job Bank, syracuse.com and monster.com. Click on Advanced Search to narrow your results by keyword, location and full or part-time.

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WE'RE ON THE WEB AT
WWW.YOURCAREERCONNECTION.ORG

Oswego County Workforce New York is an equal opportunity employer/program. Auxiliary aids are available upon request to individuals with disabilities.

Oswego County
Workforce
New York
Put us to work for you