



# CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

## Technology At The One Stop



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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!

Technology is an important part of your job search and an important part of most jobs. Even for jobs where you think you won't need to touch a computer you may have to use one to apply to the employer. Many employers use lack of computer skills as an opportunity to screen you out of a job.

The Career Center uses technology every day to help you with your job search. Along with various levels of classes on using computers we have some new computer based programs to prepare you for your next job.

**SMART 2010** stands for Skill Matching and Referral Technology 2010. SMART is a new technology that the NYS Department of Labor has made available to us. SMART 2010 works from an electronic version of your resume and jobs that employers have listed on the New York State Job exchange at [www.americasjobexchange/ny](http://www.americasjobexchange/ny). SMART compares the information in your resume to the information that employers have provided about the skills, experience and expertise they seek in candidates for job openings. If the system makes a match between your resume and a job opening, you will receive the referral directly by e-mail. Because employers will not see the information that goes to SMART, you can use a skills list, the regular 1-2 page resume, or a "master file" that is your work history in great detail. The more information SMART has, the more jobs you can be matched with. Some of the matches will be perfect for you; others may not be. Read the information and if it is a good match, apply for the job. Ask the staff at the Center to submit your resume to SMART 2010!

**Elevate America** is a special program provided to the One Stop Career Centers in New York by MicroSoft. Oswego County will receive 10 free vouchers for those who want to improve their computer skills in the different MS programs. The vouchers are for those who will need a fairly high level of knowledge in the programs and come with vouchers for MicroSoft testing and certification.

**Metrix** has been available in the Center for about a year and several hundred customers have used this on-line learning system to prepare for training or to upgrade their skills. Metrix lets you choose from 3 distance learning providers. These are SkillSoft with thousands of topics to choose from, MedCom with all medically related classes and ProveIt which lets you test your skills. Sign up to attend a Metrix orientation to get an account that you may access for 90 days. You can choose as many or as few classes as you feel comfortable with! You don't even need to own a computer, you can access your account any place that you can use a high speed internet connection!

**Learning Express** is also an on-line learning program. Learning Express lets you study for your GED or college entrance exams, take computer classes in Windows or the MicroSoft programs and lets you improve your math, reading and writing skills. You will need a login and password; check with Center staff to get started with this program! Upgrade your computer skills and your job skills while increasing your marketability. For assistance with your job search visit us at the One Stop Center in Fulton.



## Spin Failure Onto A Constructive Path

Failure can be one more step on your road to success—you just have to turn it around in a positive direction. Here are some ways to view failure:

- Failure can **push** you harder to succeed.
- Failure can **strengthen** your determination to overcome obstacles.
- Failure can make you **braver** in the face of opposition.
- Failure can help you **learn** what you need to do in order to succeed.
- Failure can **teach** you what your limitations are—and your strengths.
- Failure can encourage you to **change** your strategy.



**I**t is never too late to be what you might have been.

~George Eliot

## Take A Firm Stand Against Workplace Gossip

Gossip and rumors have probably been part of the workplace culture since the days of the pyramids. (“Psst! I heard Cleopatra and that Roman dude are hooking up! Pass it on!”) Although a certain amount of personal chitchat goes on in any workplace, gossiping employees can erode trust among co-workers and infect a team with dissension and hostility.

To keep rumors from gaining a foothold in your organization, follow this advice:

- **Improve general communications.** Employees will believe rumors if they don’t have access to facts. Even in tough times, give your people as much information as you can so they can rely on solid data, not half-truths. If you can’t share news, explain why, so you don’t appear to be hiding anything.

- **Confront rumors directly.** If you catch wind of an untrue rumor, address it right away. Go to the source and set him or her straight, explaining the damage that false information can cause. Clear up the confusion with your entire workforce right away. They may think twice about spreading or believing rumors if they know you’re ready to step in.
- **Set the right example.** Don’t listen to gossip that comes your way. Either correct any misinformation immediately, or explain that you’re not interested in rumors. Don’t pass along any unsubstantiated stories yourself—let the gossip stop with you. If people persist in spreading rumors, suggest that they need more work to do.

## When You Have To Confront Your Boss

Do you dare to criticize your boss? It may be unavoidable, but that doesn’t make it any less nerve-racking. You need courage and a certain amount of communication skill. Here’s how to minimize your risk:

- **Criticize only for the right reasons.** Don’t confront your boss if you don’t have to. Consider criticism only in response to behavior that affects your work or your organization—things that waste money or time, or affect quality, safety, or your company’s reputation.
- **Pick the right time.** Get to know your boss well enough to select a time when he or she is most likely to be receptive to your feedback. If your manager isn’t a morning person, wait until the afternoon. Pay attention to the environment and the boss’s situation. Don’t ambush him or her when stress levels are already high.
- **Point to the boss’s own principles.** Go back to your company’s manual, or rules your boss supports, to make your point. You’re not trying to catch the boss in a mistake, but show you’re paying attention to his or her memos and guidelines.
- **Offer Solutions.** Don’t just complain about the situation. Explain what your boss can do to improve. Frame your advice in terms of the organization’s benefit—show how different behavior would help your company achieve its goals better.
- **Go higher up.** If necessary, you may have to go above your boss to make your concerns heard. Just be careful. Your boss may be angry, and the higher manager may instinctively take your direct supervisor’s side. Save that option for extreme cases—possible illegal activity, or behavior that could result in a costly lawsuit.



Oswego County Workforce New York Workshop Schedule

Table with 5 columns (Mon-Fri) and 5 rows of workshop details including dates, times, and topics like 'RSO-UI Orientation', 'Word session I', 'Excel session I', etc.

- List of workshop descriptions and requirements, including: Access 2003, Advanced Excel, Advanced Resume Review, Advanced Word, Computer Skill Building, Difficult Interview Questions, Excel 2003, Internet Job Search, Introduction to the Interview Process, Job Search Forum, Keyboarding, Microsoft Word 2003, Mature Worker Job Search, PowerPoint, QuickBooks, Resume Formatting, Successful Resume Writing, Technology In The Job Search, Understanding the Civil Service System, What You Don't Know about jobs and careers, WIA Overview, Winning Applications, Word 2007.

## Did You Know...

- **Did you know...**that Oswego County's unemployment rate for Oct. 2009 was 9.2%? This was a decrease from the Sept 2009 rate of 9.3%.
- **Did you know...**that January is National Blood Donor Month? January can be a difficult month for blood centers due to factors that prevent volunteers from giving blood: cold weather, illness, holiday travel, etc. Approximately 39,000 units of blood are required every day in the U. S. for patients in need of transfusion; the goal of National Blood Donor Month is to ensure that blood is available to people who need it.
- **Did you know...**that January is Birth Defects Prevention Month? The March of Dimes notes that many birth defects and premature births can be avoided with a healthy lifestyle before and during pregnancy. A multivitamin containing 400 micrograms of folic acid taken daily before conception, for example, can reduce the chance of birth defects in the brain or spine. Go to, [www.marchofdimes.com/aboutus/14458\\_18051.asp](http://www.marchofdimes.com/aboutus/14458_18051.asp) for more information.
- **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 accounting students from SUNY Oswego will be available at the Oswego County Workforce New York Center in Fulton to prepare and electronically file your income taxes starting Tuesday, February 2, 2009.

### Partner Agencies/Workshops

**Oswego County Opportunities**  
[www.oco.org](http://www.oco.org)

**Oswego County BOCES**  
[www.oswegoboces.org/adulted/index.asp](http://www.oswegoboces.org/adulted/index.asp)

**Cayuga Community College**  
[www.cayuga-cc.edu](http://www.cayuga-cc.edu)

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### **[www.indeed.com](http://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](http://syracuse.com) and [monster.com](http://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](http://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