



# CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter



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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!

## Temporary Employment Agencies

Looking for work through a temporary employment agency can be frustrating until you know how a recruiter thinks. Learning to think like a recruiter is easy ...it boils down to a few main points:

- If you are selected, you represent the recruiter's best guess for what the company wants. The recruiter keeps wondering - - if you cannot do the work, don't have the right amount of energy, strength, patience or knowledge for the job - - the recruiter is to blame. **Be honest and show some enthusiasm...you are interviewing for many jobs at once. Got skills? Bring something that backs up your claim and be ready to prove it in tests.**
- Flaws are magnified at a temp agency. Recruiters think, "That is my reputation walking in... if you are late or unprepared for an interview, you may be late or unprepared for the job!" **Make sure to have the correct ID, be early and plan to stay late for the interview. And please leave the kids and spouse at home.**
- Nobody knows what hours the next job will require so it helps to **have your range of "hours available" as broad as possible.** Your call to them may come at a time when there are no current

jobs... do not despair, just keep calling at different times, the earlier the better. Also, be prepared for their call to you with an answering machine.

- The recruiter is interviewing dozens of applicants. **How do you stand out?** Before the interview, think about what makes you different than other applicants. Be sure to mention the broad range of work you can do. After the interview, show some respect by sending a 'thank you for the interview' note... always appreciated!
- Are you a **'bump on a log?'** Keep the recruiter up to date on changes like new skills you are learning at home, school or on the job. By helping the recruiter see you as **more than just another applicant,** your future keeps getting brighter.
- Landing a job with a temp service gets you more than a paycheck - - you are getting two 'employers.' **The good news is two people are watching you** and can be references for you in the future. If you work out, they may get you a job in the future. **The bad news is you have two people watching you.** Mistakes like poor attendance or perceived laziness can haunt you in other job hunting. Quickly make a solid impression and keep it.



## Explain The True Value Of Employee Benefits

Do you get frustrated when members of your workforce don't understand the value of all the benefits your company provides? The real problem may be that you haven't effectively communicated that value to them. Here are a few tips for explaining benefits clearly:

**\*Spell out the costs.** When you hire people, or review their salaries during the evaluation process, make sure they see in black and white just how much money benefits like insurance and pension plan contributions cost the company. Help them understand that a compensation package includes far more than a salary.

**\*Keep things simple.** The financial details can get complicated, so simplify the terms you use when explaining benefits to your workers.

**\*Provide the right benefits.** Employees won't care how much a benefit costs if they're not interested in it. Different employees have different needs. Find out which benefits your employees really want, and if possible, set up a cafeteria-style program that lets employees choose the benefits they'll use and value.



**N**othing so conclusively proves a man's ability to lead others as what he does from day to day to lead himself

~ Thomas J. Watson

## Protect Yourself If You're The Victim Of Harassment

Management is responsible for keeping the workplace free of sexual, racial, or other forms of harassment. But that doesn't mean you're helpless to do anything if you're a victim. Take charge by following these guidelines:

- **Recognize harassment when it occurs.** Mild teasing or isolated comments, even if they're inappropriate, don't necessarily constitute harassment under the law. Stand up for your rights by all means, but remember that harassment is more than just behavior that's unwelcome. Technically, it's behavior that discriminates against gender, race, national origin, or some other legally protected characteristic.
- **Study your policy.** Most organizations have written policies that don't just prohibit harassment but spell out the steps to take if an employee feels harassed. Check out the procedures for reporting unwelcome incidents to be sure you don't miss any options.

- **Speak up to the harasser.** Our first step should be to tell the person that his or her comments or requests aren't welcome. In some cases the matter may end there. But don't hesitate to inform management if you can't comfortably confront the other person on your own.
- **Document the behavior.** Take notes describing each incident to keep details fresh in your memory. This will add credibility to your claim. And keep a record of your conversations with management concerning the problem.
- **Inform Management.** Follow the procedure for reporting harassment to the proper person. Your own manager is usually the person to begin with, but if your manager is the one harassing you, you'll have to go up the ladder to reach the right authority. Document your efforts to report the behavior—dates, times, what was said, and so forth.

## Be An Effective 'Probation Officer'

Probationary periods are useful when hiring, enabling you to make a quick decision if you realize that you've hired the wrong person. But they won't necessarily protect you from being sued for wrongful dismissal unless you're careful.

Keep these points in mind when evaluating probationary employees:

- **Opportunity.** You need to offer the new hire an opportunity to demonstrate his or her ability to do the job. Be sure to document the person's performance thoroughly so you can substantiate a decision to terminate.
- **Support.** You can't just hire people and expect them to become instantly stellar. Provide the training and support necessary to give the person the skills needed to succeed. Again, document your supporting activities for future reference.

- **Standards.** Keep your standards consistent. If a new employee thinks you're raising performance standards just to get rid of him or her, you could be in for litigation. Clarify standards up front, and stick to them.
- **Employee abilities.** During the hiring process, ask job candidates to provide information about job-related skills and at what levels they can perform. If you can show that the new salesperson isn't performing at the level he or she claimed, you have grounds for firing the person for cause.
- **Communication.** Don't leave probationary employees in the dark about how they're doing. Let them know when they're doing a good job, and point out areas where they need to improve. Be sure to offer solutions to performance problems—otherwise, you're just complaining.



## Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
	<b>For info or to sign up please call— 591-9000</b>			1 9:30-11:30 Online Apps / Testing
4 RSO – UI Orientation	5 9:00-12:00 Advanced Resume Review 1:00-4:00 Introduction to Computers 3:00-4:00 Understand Civil Service	6 9:00-12:00 WIA Overview 9:00-12:00 Access session I 9:30-10:30 Transferable Skills 1:00-4:00 Access session II 1:30-3:30 Interview Skills 101	7 9:30-11:30 Keyboarding 9:30-11:30 Personality & Careers 10:30-12:00 Metrix 1:30-3:30 Surviving A Layoff 2:00-3:00 Difficult Interview Questions	8 1:00-2:00 What You Don't Know...
11 RSO – UI Orientation	12 9:00-10:00 Winning Applications 9:30-11:30 Successful Resume Wrtnng 2:00-3:00 Tech. in the Job Search	13 9:00-12:00 WIA Overview 9:00-12:00 Excel session I 9:30-11:30 What Employers Want 1:00-4:00 Advanced Resume Review 1:00-4:00 Excel session II	14 9:30-11:30 Job Search Forum 1:30-3:00 Metrix 1:30-3:30 Mature Worker Job Search	15 9:30-10:30 Job Zone
18 RSO – UI Orientation	19 9:00-12:30 Word session I 9:30-10:30 Mock Interviews 1:30-4:30 Internet & Email	20 9:00-12:00 WIA Overview 9:30-11:30 Interview Skills 101	21 9:00-12:30 Word session II 9:30-11:30 Successful Resume Writing 1:30-3:30 Moving Forward	22 1:00-2:00 What You Don't Know...
25 RSO – UI Orientation	26 9:00-10:00 Winning Applications 9:30-10:30 Understand Civil Service 9:00-12:30 Advanced Word 1:30-3:30 Surviving A Layoff	27 9:00-12:00 WIA Overview 9:00-12:00 QuickBooks 2007 session I 9:30-11:30 Lost Your Job & Attitude? 1:00-4:00 QuickBooks 2007 session II 1:30-3:30 Successful Resume Writing	28 9:00-4:00 Furthering Your Education 9:30-11:30 Interview Skills 101 10:30-12:00 Metrix 1:00-4:00 Advanced Resume Review 1:00-4:00 Internet Job Search	29

- ◆ **Access 2007**-Design databases to track and report information. Learn to query, organize, retrieve & share data. Knowledge of Word or Computers req.
- ◆ **Advanced Excel**-Go beyond Excel. This class covers vertical lookups, conditional formatting and pivot tables. Excel or Excel in a business setting req.
- ◆ **Advanced Resume Writing**-Resume required. The group reviews it and offers suggestions on ways to enhance it. Current resume required.
- ◆ **Advanced Word**-Move past the basics. Learn about mail merge, printing labels, using tables and templates. Knowledge of Word 2007 required.
- ◆ **Difficult Interview Questions**-Review of potential jobseeker answers to difficult interview questions.
- ◆ **Excel 2007**-Build spreadsheets for analyzing data and making projections. Learn to develop graphs, charts and formulas. Knowledge of Word or Computers req.
- ◆ **Furthering Your Education**-Exploration of different financial aid and funding that can assist you in lifelong learning.
- ◆ **Internet and E-mail**-Learn basic text commands like select, copy and paste, learn to use Google to search for information, create an email and learn how to attach your resume. Attending Intro to computers and Keyboarding suggested.
- ◆ **Internet Job Search**-Learn to locate and research employers, advantages/disadvantages of job banks. Computer skills and a resume are required.
- ◆ **Interview Skills 101**-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.
- ◆ **Job Zone**-An interest inventory that will give you insight into your next career.
- ◆ **Keyboarding**-Basics of Keyboarding. Increase your typing speed and decrease your frustration using fun computer software.
- ◆ **Lost Your Job & Attitude?**-What does attitude have to do with getting a job? Are you feeling frustrated, angry or depressed? Learn to recognize if you are stuck or self destructing yourself, and realize that you are not alone.
- ◆ **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.
- ◆ **Microsoft Word 2007**-Learn to prepare, modify, save documents. Includes formatting text, working with toolbars and inserting graphic and clipart. Some typing skills and computer knowledge required.
- ◆ **Mock Interview**- An opportunity to experience being in an interview process. The interview will be taped and reviewed with each client. Client must dress appropriately for the mock interview and bring resume. Interview 101 required.
- ◆ **Moving Forward**-designed to assist those with a criminal record in your job search and cleaning up your record. Bonding information also discussed.
- ◆ **Online Applications & more**-Learn the do's and don'ts of online applications and also "pre-employment testing" methods used by employers to screen candidates.
- ◆ **Personality & Career**-Explore and learn about your unique personality and apply your knowledge to better your career, or even get a new one.
- ◆ **PowerPoint 2007**-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.

Workshop Descriptions Cont'd.

- ◆ **QuickBooks 2007**-Learn to manage finances & run a business efficiently; work with accounts, manage inventory, record sales & process payroll. Some accounting & computer knowledge required.
- ◆ **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.
- ◆ **Transferable Skills**-Are you reentering the job market, changing careers, facing a lay off, or a recent graduate looking for your first job? This workshop is to help you identify your transferable skills and use them to build a better resume.
- ◆ **Understanding the Civil Service System**-Get a better understanding of how to obtain employment with local and state governments and school districts.
- ◆ **What You Don't Know that You Don't Know** about jobs and careers.
- ◆ **What Employers Want**-Overview of the skills, characteristics and first impressions that employers look for in prospective employees
- ◆ **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 January 2011 was 12.6%? This was an increase from the December 2010 rate of 11.1%.
- **Did you know...**that the Public Computing Center (PCC) at the Oswego Public Library offers a free computer workshop series? Workshops are held on Tuesdays and Wednesdays throughout the month. Just call 342-8839 to schedule a class or visit the website, <http://oswego.learninglibraries.org>, to see a complete list of classes offered.
- **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 with 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 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 on Tuesday's, starting February 1, 2011 through April 5, 2011. They will NOT be here on March 15, 2011.

### 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