



CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

Educate New Hires In The Business Basics



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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!

What do your employees need to learn in order to succeed? The short answer is, everything. You've got to start with the basics, though. Concentrate on educating newcomers to your organization (and veterans, too) in these fundamentals:

- **Your industry.** Whether you're responsible for a mom-and-pop store or a huge corporation, some aspects of your business may not be obvious to every member of your workforce. Educate people on what you do, what's new in your industry, what changes they should expect, how customers and others view your work and your company, industry demographics, and so forth.
- **Management style.** How do you measure and reward performance? What does your organization expect from the people who work for you? The answers to these questions are vital to employees' success.

In addition to spelling out what's expected, be sure to explain why each item is important. When employees understand that an unscheduled absence means more work for their colleagues or problems for their customers, they'll try harder to be reliable about showing up.

- **Customer relationships.** Your workforce needs to know who the big customers are, as well as understanding the importance of even the smallest customers and the most modest product orders. They should know how to use the tools you have available for taking care of customers—everything from customer relationship management to your voicemail system. In addition, you need to show them how satisfying every customer helps your organization—and the individual worker.

A New Career: Help Your Teens Succeed In Their First Job

Your child's first job, whether it's baby-sitting, mowing lawns, or making burgers and fries, can be an exciting experience for everyone. As parents, here's how you can support your teenagers while they learn about the real world of work:

- **Don't push too hard.** Encouraging teens to find a job is one thing, but endless nagging can be counterproductive. Pushed into a job they don't like or want, they may not perform to the best of their abilities. Encourage them to find jobs that play to their strengths and interests.
- **Start looking early.** Teens shouldn't wait for school to end in June before starting their search. With unemployment at high levels, the competition will be tough, so urge them to get started early and be patient.
- **Emphasize safety.** Approximately 146,000 adolescents are injured on the job every year-

and about 70 die. Before your teen starts work, ask questions about the position and duties, supervision, and amount of training your child will receive.

- **Help with budgeting.** That first job is a good opportunity for your teenager to learn important lessons about spending and saving. Advise him or her to set some money aside from each paycheck, and not spend every remaining dollar at once on frivolous items. Go over their first paystubs with them to point out what's being withheld in taxes and benefits so they understand why the difference between their gross wages and net pay.
- **Support your child.** A job is a responsibility, so do your best to help. Adjust your family schedule to accommodate the young employee's work schedule. Offer to help out with rides and other assistance as appropriate.

Break These Rules To Succeed At Work

How To Snap Back After A Negative Job Review

You've just gotten your review from the boss and it didn't go well. A negative review isn't the end of your career, though. Your ability to recover and move forward marks you as a professional and shows your value as a team member. Follow this advice:

***Keep your cool.** Avoid getting defensive. Arguing will only make your position worse.

Listen to what your manager is telling you, don't react impulsively. Take some time to think over his or her points.

***Ask questions.** Get specifics from your boss. What deadlines did you miss? What results was he or she looking for? You need to understand your manager's expectations in order to fulfill them.

***Stick to facts.** If you disagree with the boss's evaluation, and the issue is worth taking a stand over, support your case with factual evidence. Show that you're committed to the truth, not just winning the point.

***Get feedback elsewhere.** Talk to colleagues and other managers to evaluate your manager's evaluation. If you hear criticism from more than one source, it's probably something to work on.



Life is not so short
but that there is
always time enough for
courtesy

~ Ralph Waldo Emerson

Slavishly conforming to conventional wisdom about success at work won't necessarily lead to happiness and a fulfilling career. Think twice before following these common "rules" of work:

- **Just do your job.** Your job description is a bare minimum. Fulfilling it means you'll probably keep your job, but you won't stand out when managers are deciding whom to promote. Push the envelope a little so your boss sees that you're committed to helping the organization, not safeguarding your position.
- **Never say 'No.'** You can't do everything, or know everything, or even attempt everything your boss asks you to. Be willing to admit that you don't have the answer, or that you don't have time for every assignment. Then work with your boss to solve the

problem and accommodate his or her needs.

- **Always go for the promotion.** You don't have to accept more responsibility than you're ready for, or a management position that doesn't match your goals. Pursuing advancement for its own sake may lead you on a career path you don't really want. Be sure of what you're going for, and let your manager know what you're interested in. Then get to work preparing yourself for the position you want.
- **Network constantly.** Aim for quality, not quantity, when you network. A "contacts" list with 700 names of people who barely know you won't be much help when you need specific assistance; instead, be selective so you can maintain solid connections with people who can really help you with your career.

On Deadline: How to Deliver Results When They're Due

Meeting deadlines show that you take your work seriously and that you value other people's time. Even outside of work, the ability to keep your promises on time shows your commitment to doing the right thing. Here are some important tips for hitting your deadlines (without driving yourself to exhaustion):

- **Start with specifics.** What exactly is the deadline? Clarify whether "end of the week" means 5 p.m. Friday or first thing Friday morning. And hammer down the results: What does your boss want? How will he or she measure your effectiveness?
- **Negotiate.** Is the deadline realistic? Try not to accept an assignment you can't complete on time. Suggest alternative dates, or work out what other tasks you should put on hold in order to give the deadline the attention it deserves.
- **Break the task down.** Take a look at what's involved, and identify the individual steps you need to take in order to achieve your goal. Lay them out on a calendar in step-by-step form

so you know what you've got to achieve, and you can monitor your progress.

- **Get started.** Don't procrastinate on step one. Focus on beginning without getting overwhelmed by the number of steps or the magnitude of the task ahead of you.
- **Build in a buffer.** As you schedule your work, give yourself a cushion of time—mark the due date a few days ahead of the actual deadline, for example. This will help you deal with changes or last-minute emergencies.
- **Stay in contact.** Let your boss know where you are on the project. He or she will feel more confident about your abilities, and you'll be able to alert the powers that be about potential roadblocks before they become full-blown crises threatening the deadline.
- **Enlist assistance.** Don't be afraid to ask for help. Your boss, a friend, or a co-worker will probably be willing to pitch in if you explain the



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 Oswego County Workforce New York Workshop Schedule



Mon	Tue	Wed	Thu	Fri
		1 9:00-12:00 WIA Overview 9:00-12:00 Excel Session I 9:00-4:00 Furthering Your Education 9:30-11:30 Interview Skills 101 1:00-4:00 Excel Session II	2 9:00-12:00 Introduction to Computers 9:30-11:30 Successful Resume Writing 1:30-2:30 What You Don't Know... 2:00-3:00 Difficult Interview Questions	3
6 RSO – UI Orientation	7 9:00-12:00 QuickBooks Session I 1:00-4:00 QuickBooks Session II 1:30-2:30 Job Zone	8 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	9 9:30-10:30 Understand Civil Service 10:30-12:00 Metrix	10
13 RSO – UI Orientation	14 9:00-10:00 Winning Applications 9:00-12:00 Word Session I 9:30-11:30 Interview Skills 101 1:00-4:00 Word Session II 1:30-2:30 What Employers Want	15 9:00-12:00 WIA Overview 9:30-11:30 Successful Resume Writing 11:30-1:30 Personality & Careers	16 9:00-10:00 Understand Civil Service 1:00-3:30 Advanced Resume Review	17
20 Center Closed In Observance of President's Day	21 RSO – UI Orientation	22 9:00-12:00 WIA Overview 9:00-12:00 Excel Session I 9:30-11:30 Online Apps / Testing 1:00-4:00 Excel Session II 1:30-3:30 Mature Worker Job Search	23 9:30-11:30 Successful Resume Writing 1:30-3:00 Metrix 1:30-3:30 Job Search Forum	24
27 RSO – UI Orientation	28 9:00-12:00 Advanced Resume Rvw 9:30-10:30 Winning Applications 1:30-3:30 Lost Your Job...	29 9:30-11:30 Interview Skills 101 1:30-2:30 What You Don't Know...		For info or to sign up please call– 591-9000

- ◆ **Access 2007**-Design databases to track and report information. Learn to query, organize, retrieve & share data. Knowledge of Word or Computers req.
- ◆ **Advanced Resume Writing**-Resume required. The group reviews it and offers suggestions on ways to enhance it. Current resume 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.
- ◆ **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.

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.
- ◆ **Resume Writer**-Use the latest technology to put together your resume, and submit for job matches when done. *Recommended to have-some computer skills, a USB device, and bring a detailed work history.
- ◆ **Successful Resume Writing**-An intro to resume development where the tips and tools to develop a resume and cover letter will be discussed.
- ◆ **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 October 2011 was 8.2%? This was a decrease from the September 2011 rate of 8.6%.
- **Did you know...**that the Public Computing Center (PCC) at the Oswego Public Library offers a free computer workshop series? Just call 342-8839 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? You can drop by or give us a call with your name and your e-mail address and we'll send the next issue to your e-mail.
- **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, January 31, 2012 through April 10, 2012?
- **Did you know...**that we are now on Facebook? To view job postings and other information go to www.facebook.com/pages/oswego-county-workforce-new-york/205848426170310.

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AN OSWEGO COUNTY
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NEWSLETTER

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

Partner Agencies/ Workshops

**Oswego County
Opportunities**
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

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.

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

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Put us to work for you