

# CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

## Skill Up Oswego County!

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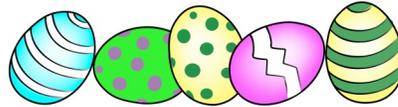
### Inside this issue:

Skill Up Oswego County!	1
Adjust Your Outlook for Success	2
Win Support and Success	2
Advance Your Career With These Tips	2
Workshop Calendar	3
Workshop Descriptions	3
Did You Know....	4

### 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!*

Oswego County residents who want free access to online learning courses will soon have the opportunity through "Skill Up Oswego County", an initiative sponsored by Oswego County Workforce New York (OCWNY), the Oswego County Workforce Development Board, the Oswego County Poverty Reduction Task Force and NY Wired for Education. Beginning on March 1, 2017, any Oswego County resident can



join the Metrix E- Learning System, which provides courses that teach skills employers are looking for- like the Microsoft programs, OSHA prep and customer service. This offer will only last for a limited time, so county residents looking to upgrade their current skills or learn new ones to improve their employment opportunities are encouraged to sign up today. You can request a login at: [Oswego.skillupamerica.org](http://Oswego.skillupamerica.org) or get more information by calling Oswego County Workforce New York at (315) 591-9000. "The "Skill Up Oswego County" initiative is a great way for people to expand their knowledge and abilities in areas that appeal to employers in the current job market," said Legislator Roy Reehil, District 5, chairman of the Oswego County Anti-Poverty Task Force. "Whether they are unemployed or underemployed, people who use this learning system can earn certificates to verify their skill set to their present or potential employers."

The initiative provides a free license to users of the SkillSoft program for six-months or 180 days. This program has a catalog of over 4,000 courses that includes IT and software lessons, as well as those for project management, human resources, banking, customer service, retail, hospitality, and communication skills.

"The Metrix online learning system can be used to help people learn new skills, earn certificates or prepare for certifications," said Christine Weaver, Director for the Oswego County Workforce New York (OCWNY) American Job Center. "It is accessible around the clock to anyone with high speed internet access. People can work at their own pace through a variety of courses that teach both technical and soft skills."

Through this online system, residents can learn about the skills required for in-demand careers and receive a personalized training plan from a catalog of over 4,000 courses. "Metrix will open the door to numerous cost effective opportunities to develop many new (certificate based) job skills while also upgrading existing skill levels, without the expenses associated with additional travel, childcare and program fees," said Joseph Rotella, Executive Director of the Workforce Development Board of Oswego County.

Participants receive digital badges (certificates) as they complete each training session, and can link directly to [www.indeed.com](http://www.indeed.com) to search current local job openings.

"We are excited to work with Oswego County Workforce New York and their partners in this nationally innovative workforce solution. This will assist employers, job seekers, and potentially address issues of poverty," said Brian Lee, CEO of NY Wired for Education.

For more information about the "Skill Up Oswego County" initiative or the Metrix learning system, County residents can go directly to the site at [Oswego.skillupamerica.org](http://Oswego.skillupamerica.org). Informational sessions are also being held at the Oswego County Workforce New York office. To sign up call (315) 591-9000 or e-mail [msmith@oswegocounty.com](mailto:msmith@oswegocounty.com). Oswego County residents can also stop in at the office at 200 N. Second Street, Fulton, Monday – Friday between 8:30am-4:30pm.

## Adjust Your Outlook for Success

Success depends in large part on having the right attitude. You can make an impact with three basic habits:

- **Focus on the bright side.** Emphasize what you enjoy about your job and the people you work with, and express your enjoyment as much as you can.
- **Turn negatives into positives.** Don't obsess over obstacles and setbacks. Treat failures as an opportunity to spot mistakes and move forward.
- **Move quickly.** Don't waste time when you've got a problem to solve or an idea to put into action. A rapid response gets attention and builds excitement.



**S**uccess means doing the best we can with what we have. Success is the doing, not the getting; in the trying, not the triumph. Success is a personal standard, reaching for the highest that is in us, becoming all that we can be.

~ Zig Ziglar

## Win Support and Success

You can't please everybody, as the saying goes, but you'll do better on the job—and in your life—by being likable. When co-workers and friends enjoy your conversation and companionship, they'll be more eager to help you achieve your professional and personal goals. You can boost your overall "likability" by focusing on these areas:

- **Listen to people.** No one likes to be ignored. Pay attention when friends and co-workers are talking to show that you're not arrogant and self-centered.
- **Give compliments.** Tell people when you like something they've done. Praise and appreciation are music to everyone's ears.
- **Speak slowly and clearly.** Make sure people can understand what you're trying to say. They'll appreciate your efforts to be understood.
- **Use people's names.** We all like the sound of our own name. Use names

often to show that you know and value the person you're talking to.

- **Ask for help.** Most people want to help, and if you ask politely, they'll enjoy knowing that you respect their talents. By the same token, always help others when they ask you for assistance.
- **Admit your weaknesses and mistakes.** Don't be afraid to show some vulnerability. No one's perfect, and pretending to be will usually alienate people. Honesty will win them over.
- **Share your passions.** Passion can be contagious. Friends and co-workers will respond to your goals if you express them sincerely and enthusiastically.
- **Show a sense of humor.** You don't have to try to be a stand-up comedian, but be willing to laugh at yourself and your mistakes

## Advance Your Career With These Tips

Putting in extra time at work doesn't automatically lead to a successful career. If you want to get ahead, try these career-enhancing tips from the recruiting firm Accountemps:

- **Get involved.** Join industry and professional associations. It's a good way to learn new skills, make contacts, and stay current on trends affecting your profession.
- **Volunteer.** Donate your time to a nonprofit organization. Again, you'll sharpen your skills, meet new people, and find opportunities to learn and grow.
- **Keep learning.** Earn an advanced degree or professional certification.

This demonstrates to your employers that you're committed to mastering new skills, as well as solidifying your expertise in your field.

- **Master communication skills.** Learn to observe body language, make eye contact, and listen fully to what the other person is saying. When speaking to important audiences, rehearse what you're going to say. To work on your public speaking skills, consider joining a professional organization like Toastmasters.
- **Think long term.** Stay focused on the big picture. You'll be better able to make strategic decisions that will put you in a good position to get ahead.



### Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
3	4	5 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview 9:00-4:00 Word	6 9:00-11:00 Ready Set Go 11:00-12:30 Metrix	7
10	11 10:00-12:00 Intro to Computers	12 9:00-11:00 Effective Resume 9:00-12:00 WIOA Overview 1:00-2:00 Over 40 & Hired	13 9:00-11:00 Ready Set Go 9:00-4:00 Excel	14
17	18 9:30-11:00 Internet Job Search	19 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview	20 9:00-11:00 Ready Set Go 11:00-12:30 Metrix	21
24	25 1:30-3:30 Civil Service	26 9:00-11:00 Effective Resume 9:00-12:00 WIOA Overview	27 9:00-11:00 Ready Set Go 9:00-4:00 QuickBooks 1:00-2:00 Effective Cover Letter	28
				For information or to sign up please call – 591-9000

- ◆ **Basic Word-** A 3-hour class for a beginner that needs to learn how to move around while typing or entering information. Emphasis on ability and confidence.
- ◆ **Effective Cover Letter-** So you've finally got your resume nailed down, but how's your cover letter looking? This workshop offers best practices to craft an effective, professional cover letter while avoiding the most common pitfalls that can make hiring managers groan.
- ◆ **Effective Interviewing-** Suggestions to prepare for a successful job interview and interview phases will be discussed.
- ◆ **Effective Resume Writing-** An intro to resume development where the tips and tools to develop a resume and cover letter will be discussed.
- ◆ **Internet Job Search-** Learn to locate and research employers, the advantages and disadvantages of job banks and upload, copy and paste your resume into online applications. *Email address & electronic resume required.*
- ◆ **Introduction to Computers-** Develop a new skill and learn the basics of using a Personal Computer. Learn about windows, the mouse, files and more. *Email address & resume requested but not required.*
- ◆ **Metrix-** An online learning system with a large catalog of courses and assessments. Customers can choose a goal job, assess their skills, and the system will then suggest courses to improve existing skills and learn new.
- ◆ **Microsoft Excel 2010-** Learn to move around spreadsheets and how to enter data. Begin with simple formulas and move on to auto-sum and functions. Skills taught include filter, formatting and charts. 9am – 4 pm
- ◆ **Microsoft Word 2010-** Learn how to work efficiently with Word to build your skills. Emphasis is placed on how to type a resume. Skills include text and paragraph formatting, spellcheck, autocorrect, managing bullets and graphics. 9am – 4 pm
- ◆ **Networking-** Not getting anywhere with your applications or resumes? More people find jobs through networking than any other way. In this workshop, learn how to set up and maximize your job search network.

- ◆ **Over 40 and Hired-** 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 2010-** Learn how to build a presentation. Skills include changing colors and background, adding text and graphics, transitions, animations, sound and packaging the presentation to share. Half day class.
- ◆ **QuickBooks 2014-** Not just an accounting program, QuickBooks is also used by front desk, customer service and sales. Learn the basics of customer service, accounts

receivable, accounts payable, inventory and reports. 9am – 4 pm

- ◆ **Ready Set Go (to Work)-** How to look for work, the hidden job market, selecting the best resume format; combination, chronological, cover letters, discussion time for any questions.
- ◆ **Understanding the Civil Service System-** Get a better understanding of how to obtain employment with local and state governments and school districts.
- ◆ **WIOA Overview-** An introduction to the Workforce Innovation and Opportunity Act and more. Must be scheduled by a staff person; required if interested in training.

**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.

200 North Second Street  
Fulton NY 13069  
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**Did You Know...**

**Did you know...**that Oswego County’s average unemployment rate for January 2017 was 7.2%? This was an increase from the December 2016 rate of 6.7%.

**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 we are now on Facebook? To view job postings and other information go to [www.facebook.com](http://www.facebook.com) and

search for Oswego County Workforce New York.

**Did you know...**that you can visit [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov) to determine eligibility for assistance programs, health insurance, and tax credits?

**Did you know...**that additional parking is available behind the building on Hubbard St? You can access it from Shaw Street coming from Oswego, or Ontario Street coming from Fulton. Just park in the grass on the hill.

**Please see below the following recruitments and job fairs that will be taking place at the Fulton One Stop:**

- 4/7, 4/14, 4/21, 4/28 - GDI Services: 9:00 am—2:00 pm
- 4/11 - Columbia College: 9:30 am—12:00 pm
- 4/13 - Rapid Response Monitoring: 10:00 am—1:00 pm
- 4/13 - Bryant & Stratton: 1:00 pm—3:00 pm
- 4/18 - Bellevue University: 9:00 am—12:00 pm

**Visit our Facebook page for more information!**

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



*Connect for Success*

Oswego County Workforce New York

(315) 591-9000 phone  
(315) 591-9091 TTY

(315) 591-9009 fax  
(315) 591-9024 fax

WE'RE ON THE WEB AT  
[WWW.YOURCAREERCONNECTION.ORG](http://WWW.YOURCAREERCONNECTION.ORG)