

CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

Telephone Etiquette: Guidelines, Tips, and Techniques

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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!

Telephone Techniques

- Speak clearly and pay attention to the individual on the phone.
- Find the correct distance to hold the receiver from you so that your voice sounds natural.
- Practice listening.
- Turn off or away from other work when you get a phone call. Avoid the temptation to use the computer or look over paperwork.
- Excuse yourself from any other conversations so that you can give the telephone conversation your undivided attention.
- Remember that putting your hand over the receiver does not guarantee that the person on the other end cannot hear you.

Telephone Tips

- Be patient. Let the caller finish their sentences.
- Speak clearly.
- Listen carefully.
- Never eat, drink or chew gum while on the phone.

Basic Telephone Manners

- Prepare for the call.
- Make notes.
- Introduce yourself. Say "Hello," identify yourself and your organization, and ask for the person you're calling by name.
- When the person you're calling answers, repeat your name and organization and state the reason for your call. Let them respond.
- If the person you are calling is not available, give your name, company

name and telephone number, a time you can be reached, and a brief message.

Answering the Phone

- When you answer, speak clearly, identify your company, and ask the caller how you may direct the call or how you may help.
- Answer the questions you can or direct the call to the appropriate person.
- Your tone of voice—upbeat and enthusiastic—will set the tone for the rest of the conversation immediately.
- If you need to put the caller on hold, ask "Will you hold for a moment?" Don't command the caller to "Hold!"
- Update the caller every 30 seconds on the progress you're making in putting their call through.
- If you need to redirect a caller to someone else, tell them the name of the person and their extension number. If the call gets disconnected, the caller can reach the appropriate person directly.



How To Deal With the Angry Caller

- Give the caller time to vent.
- Write down the complaint in case you or your boss decides to take further action.
- Acknowledge the problem's importance and assure them that you will personally do what you can to solve the problem.
- If you can't solve the problem, ask the caller to hold while you locate the person who can.

Flexible Work: To Ask or Not to Ask?

Flexible work arrangements are on the rise. An increasing number of employees work remotely, have flexible schedules, or compressed workweeks. Millennials, in particular, value work-life balance.

If you're interviewing for a position, is it wise to inquire about flexible options? Will it reduce your chances of being considered for the position? Two key questions to ask yourself before you ask them:

- **How flexible is the organization?** Does it value predictability and face time? Is a centralized team integral to smooth operations? Most traditional organizations will be slower to change, and startups will be much more likely to have flexible options from the outset.
- **How important is a flexible plan to you?** Consider your priorities. If you will be unhappy in a rigid work environment, you aren't doing yourself or the organization any favors by avoiding the topic in an interview.



A sure sign of a soul-based workplace is excitement, enthusiasm, real passion; not manufactured passion, but real involvement. And there's very little fear.

~ David Whyte

Workplace Violence: Avoid Becoming a Victim

Violence at work is often unpredictable, but you can avoid falling victim to routine types of dangers. Take these steps to ensure your personal safety:

- **Know what your employer is doing to protect you.** Ensuring employee safety is becoming a top priority for many organizations. The U.S. Occupational Safety and Health Administration, as well as some state governments, provide guidelines for employers in industries such as nursing and retail sales to protect employees during work hours.
- **Check your employee handbook.** Your organization's protections may go beyond government requirements for liability reasons as well as for maintaining employee morale. To find out what your organization has done, look in the company handbook or policies manual, or contact your human resources department.
- **Start early.** When you are interviewing for a job, ask your interviewer about the organization's violence prevention policy as part of any questions about policies or benefits.

- **Report incidents.** If you feel threatened or uneasy at work, report it immediately to human resources and your organization's or building's security.

- **Make sure visitors check in.** Visitors wandering office hallways unaccompanied or gaining public access to the building during weekend or evening hours are potential threats to personal possessions and safety. Don't be reluctant to ask about security in the building, parking area, during weekends and other times when you might be working alone. This is a bigger concern now that many women work late or in shifts that stretch into the night.

- **Use common sense inside the office and out.** Don't leave your purse and valuable personal items in plain view. Be alert to who is around you, especially in elevators and parking areas. Don't take chances. If you feel uncomfortable about walking to your car or to public transportation, ask a building security officer to escort you or indulge yourself for the cost of a cab or car service. Many organizations provide these services or will reimburse you.

Don't Let Workplace Blues Slow You Down

Keeping your spirits up in today's hectic business environment can sometimes be difficult. Below is a list of things to do when you feel negativity and self-doubt creeping in:

- **Think of something you're grateful for.** It could be a professional accomplishment or a personal achievement. Bring it to your mind and talk to yourself about it. You'll find that you can't keep two different emotions in your mind at the same time. The feeling of gratitude will likely block out negative thoughts.

- **Find something you like about yourself.** Focus on some positive aspect of your life, something you like about yourself, and expand on it. For example, are you creative? How does this help you enjoy life? How does this help you do your job better?

- **Look forward to something.** Is there a movie you want to see or a vacation you're planning to take? Picture it in your mind as vividly as you can—thinking of colors, smells, sounds, and other sensations. A short mental break like this can combat negativity.



Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
For information or to sign up please call – 591-9000		T.B.D.		1
4	5	6 9:00-11:00 Effective Resume 9:00-12:00 WIOA Overview 9:00-4:00 Word	7 9:00-11:00 Ready Set Go 1:00-3:00 Intro to Computers	8
11	12 9:00-4:00 Quickbooks	13 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview	14 9:00-11:00 Ready Set Go 11:00-12:00 Effective Cover Letter 11:00-12:30 Metrix	15
18 9:00-10:30 Ready Set Go 1:30-3:00 Effective Resume	19 9:00-4:00 Excel	20 9:00-12:00 WIOA Overview	21 1:00-3:00 Internet Job Search	22
25 Holiday	26	27 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview 1:30-3:30 Civil Service	28 9:00-11:00 Ready Set Go 1:30-3:30 Metrix 1:30-3:00 Over 40 & Hired	29

- ◆ **Are you Ready for the Job Fairs?**- This workshop will prepare you for the job you want to get. You will learn how to: dress, plan your day, what to bring, and post follow up. Please join us in this process of trying to obtain new employment.
- ◆ **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 2016**- 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 2016**- 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.

Cont'd –

- ◆ **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 2016-** 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.
- ◆ **WISE Workshop-** These sessions will assist SSDI and SSI beneficiaries in knowing how working will affect benefits payments and medical insurance coverage.

**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
Return Service Requested

Did You Know...

Did you know...that Oswego County’s average unemployment rate for October 2017 was 5.6%? This was a decrease from the September 2017 rate of 5.9%.

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 and search for Oswego County Workforce New York.

Did you know...that you can visit www.mybenefits.ny.gov to determine eligibility for assistance programs, health insurance, and tax credits?

Did you know...that you should have different versions of your resume if you’re looking for work in more than one field? Update and customize your resume for each new potential position you apply for.



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

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

- ◆ 12/1, 12/8, 12/22, 12/29 - GDI Services: 9:00 am—2:00 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.

**Oswego County
Workforce
New York**
Put us to work for you