

# CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

## Is Your Attitude Showing?

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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!

Attitude has an amazing influence on our lives. Research has proven that a positive attitude strengthens the healing process. Attitude is everything when it comes to job searching! Are you presenting a positive “I can do” attitude or are you presenting a negative “Don’t hire me” attitude?

Presenting a positive attitude when you’re unemployed can be extremely difficult but absolutely necessary. Many employers consider your attitude to be even more important than your work experience. An employer can teach you how to do the job if you are willing to learn and have a good attitude.

When job searching, your attitude is expressed in your resume and on your applications. It also comes across at interviews in the way you speak to employers, the way you walk, and your appearance. Are you maintaining an attitude that says to employers ‘I care about your business and the image I present to your customers and staff?’ Or, are you presenting an attitude that says ‘I care more about my right to self-expression than I care about presenting myself positively to you or the public.’ Poor attitudes are displayed with improper grammar, slang, or foul language. Positive attitudes can be displayed with neat, clean appearances, proper manners, and a positive outlook.

Positive attitudes come from positive thinking. Sometimes during

the worst of times is when it’s difficult to think positively, but this is when it’s most important to concentrate on talking and thinking positively. The saying goes – “The brain is like a computer – garbage in, garbage out.” This demonstrates how negative information to the brain will bring about negative results. Your brain

processes the information that it receives such as “If you think you can, you can, if you think you can’t, you can’t”. You can control your attitude and bring about positive results by keeping your statements in the positive.

Substitute saying “I can’t find a job” with “I can find a job.”

You’ll be much more likely to find

something. Instead of saying “I can’t do a resume” come to Oswego County Workforce New York and let us help you put together a resume that displays your qualities and experience in a positive light and gives you the confidence to talk positively to an employer.

Take a good look at yourself and the attitude you’re presenting to employers and the world in general. Talk positively to yourself, believe in yourself, and an employer will want to hire your positive attitude. Come in to the Center and let us help you take positive steps to getting and keeping a job.



## Improve Fire Safety with These Tips

More than 200 workplace fires break out each day in the United States, which should put fire safety at the top of every manager's and employee's list. Keep in mind these four keys to protecting workers from harm:

- **Train.** Regardless of their job descriptions, all employees should understand likely fire hazards, how to prevent fires, and how to respond if a fire occurs.
- **Survey.** Once you've discussed potential hazards, do something about them. Clean up, lock up, pick up—do whatever is required to minimize the risk.
- **Separate.** Be sure to store hazardous materials in a safe, well-ventilated area far removed from any possible sources of ignition.
- **Plan.** Most organizations have evacuation plans, but plans aren't much good if they're not put into practice. Conduct regular fire drills. Be sure to include a rundown of your evacuation plan in your employee orientation.



**T**here are few, if any, jobs in which ability alone is sufficient. Needed also are loyalty, sincerity, enthusiasm and team play.

~ **William B. Given, Jr.**

## How to Become More Creative on the Job

You won't thrive at work doing the same thing over and over again. You've got to innovate. Find new ways of doing things, saving money, saving money, and helping your employer. Otherwise, your career will stagnate. Boost your workplace creativity by paying attention to these guidelines:

- **Schedule time for creativity.** Research suggests that we're more creative when our mood is positive. Pay attention to your mood throughout the day and the week (keep a log if that helps), and set aside some time to generate and explore ideas when you're feeling good.
- **Seek diversity.** When brainstorming with others, mix up your sources. Include people from departments you

don't normally work with. The more variety you have, the greater range of ideas you'll be able to choose from.

- **Think in metaphors.** Get past the literal. Train yourself to stretch your perceptions of your operations, products, and strategies. How is your organization like a school bake sale, for example? How is cutting back on expenses like going on a diet? You'll see connections and generate ideas that would never have occurred to you.
- **Relax.** Most of us aren't really more creative when we're on a deadline or frightened of failure. Don't put undue pressure on yourself, or your co-workers, when you want fresh ideas. People are more likely to feel creative when they're excited and happy.

## Answer Questions Effectively to Show off Your Expertise

You don't have to be an oracle when it comes to answering people's questions on the job. Just give each inquiry—whether from a boss, co-worker or client—your best reply. Follow these tips for giving your best answer each time:

- **Make sure you understand the question.** Miscommunication often occurs when you don't pay close attention to what is being discussed. Make sure you understand what you're being asked, and clarify the question if you're confused.
- **Don't babble.** If you know the answer to what is being asked, provide it quickly and succinctly rather than spending a lot of time discussing irrelevant information.
- **Remember that you're the expert.** Don't be intimidated when a manager

who has more responsibilities (but less knowledge of the daily workings of your position) asks you a question. Back up your answer with relevant facts and details.

- **Keep your opinions to yourself.** Unless you're asked for a personal viewpoint, stick to the facts. Refrain from adding anecdotal observations to your answer.
- **Don't wing it.** Admit when you don't know the answer and offer a deadline for when you will provide one.
- **Don't be critical.** Never answer a question with a condescending remark like, "You don't know that?"
- **Don't be arrogant.** Avoid using complicated language and technical terms. Explain things in language your audience will understand.



Oswego County Workforce New York Workshop Schedule

Table with 5 columns (Mon-Fri) and 5 rows of dates and workshop topics. Includes dates like 1, 2, 3, 6, 7, 8, 9, 10, 13, 14, 15, 16, 17, 20, 21, 22, 23, 24, 27, 28, 29, 30.

- ◆ 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.

- ◆ **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

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**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 August 2017 was 5.8%? This was an increase from the August 2016 rate of 5.7%.

**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 you should prepare for an interview by researching the company, taking extra copies of your resume and references, and practicing your answers to common interview questions?



*Connect for Success*

Oswego County Workforce New York

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

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

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

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

- ◆ 11/3, 11/17 - 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.

