

CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

How to Cope With Change

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Inside this issue:

How to Cope With Change	1
Anticipating, and Avoiding, Animosity	2
Give Yourself a Job Review	2
The Hidden Paycheck	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!

Change is a way of life, especially in today's world. No organization is exempt from the forward movement of technology and the shifting requirements of the marketplace. Remaining competitive in today's world economy means being open to change and willing to meet new demands. The ability to cope with change and the stress that usually accompanies it is a necessary skill for jobseekers.

"Success will ultimately come to those who see change as an opportunity for their organizations—and themselves—to become more effective," says Steve Kay, a partner with Rona Roberts in Lexington, KY, management consulting firm of Roberts and Kay.

"Some people thrive on change, exuding a calm and confidence that gives other people courage and hope," Roberts notes. "Others crave stability and constancy, and when things change, they feel a sense of loss and fear." The process can be unsettling, even for those who welcome change. Roberts and Kay offer the following suggestions to help cope:

- **Accept the fact that things are changing.** "Instead of wishing things would go back to the way they used to be, spend your time and energy reorganizing your thoughts and preparing for the new way of doing things," Roberts says.
- **Consider the value of distractions.** Turn your attention for a while to things not related to the change. Fish, read a novel, or take an exercise class. You'll return to your change-related work with renewed vigor and a brighter outlook.

- **Reassure yourself by focusing on things that remain the same.** Once you analyze the situation, you're likely to find that, overall, there is more stability than change in your environment.
- **Try to minimize additional sources of change.** The fewer changes you introduce in your personal life at a time when you are encountering changes at work, the less disruptive they will be, says Roberts.
- **Keep active.** "Action builds attitude," Kay points out. "Doing something—even as simple as reorganizing a drawer—can get you going and give you more energy, so you're ready to take on a larger task."
- **Make change easier on others.** By creating an atmosphere of calm and good humor, you can help yourself and others weather the change.
- **Prepare to implement your part of the change.** Remember that change creates new opportunities. Share any ideas you have that might help the organization meet its goals. Set new goals for yourself and seize opportunities to learn and grow.



Anticipating, and Avoiding, Animosity

When you sense an uncomfortable conversation with coworkers impending, these are steps you can take to ensure a positive outcome. You may know you are going to disagree, but begin your response with something positive. Search for some aspect of their position with which you agree, then begin to make your own position clear.

When rebutting, avoid using “but”. Hearing that word automatically switches people to a negative frame of mind. Instead, come back with a thought that begins with “and”. For example, “I understand your idea, but it’s not what I’m looking for,” can be rephrased in a more positive tone to “I understand your idea, and I think it may be of use to us in the future.”

Similarly, steer clear of “you” comments. Instead, talk in terms of “I”. “You” can sound critical and negative, as in “You have missed the point”. Better to say, “I was thinking in another direction.”



A simple compliment has great power. It can lift spirits, boost morale, and inspire dedicated work. It pays to give compliments often, and to be specific. It

Give yourself a Job Review

From time to time—maybe once a year—you may want to give yourself a job performance appraisal. For one thing, it may help you prepare for a formal review by your supervisor, if your employer conducts these regularly. For another, it could help you see yourself as your supervisor sees you—and, thus, enable you to decide whether putting in for a promotion or raise is justified. At the very least, it can give you a feeling about areas you need to shore up to make you worthy of a better job or a pay increase in the future.

A self-appraisal will work best if you put it in writing. Think back and list your strengths and successes, your failures and weaknesses. Then, put your first draft aside for a day or two and come back to it, perhaps several times, until you are satisfied that you have touched all bases.

To make such an appraisal worthwhile, though, you have to be honest with yourself. You have to look at yourself critically. Making excuses or glossing over faults will render the exercise meaningless, a waste of time.

But don’t be hard on yourself. You should make allowances for circumstances beyond your control—as your supervisor probably would. Changing conditions or unforeseen developments

could make it impossible to meet target dates. But don’t let yourself off the hook too easily, either.

Here are the kinds of questions you should be asking, the points on which you should rate yourself:

1. Overall, how have you been doing your job? Have you lived up to your supervisor’s — and your own expectations? Have you been accomplishing what your job descriptions calls for? Did you accept the responsibilities prescribed and did you fulfill them?
2. How did you do on major, specific assignments? Did you comply with all requirements? Did you meet all deadlines? Did you have to be prompted or reminded to get going?
3. Have you improved on the job, learned additional skills and taken on greater responsibilities?
4. What can — or should — you do in the future to improve your job performance? Be specific.

After you are finished, ask your supervisor for a few minutes for a private discussion of your job performance. See if his appraisal matches yours. If it does, you may be ready for bigger and better things. If it doesn’t, you may want to do some rethinking about what you can do about any shortcomings he points out.

The Hidden Paycheck

As employees, we may all too often overlook the “hidden paychecks” we receive but don’t always see for our work. They are, though, every bit as real as those we receive on payday. On average, they can add up to 35 percent of our earnings, and most of it is tax free.

Since this hidden compensation is not put into our hands, we tend to forget about it. Can you guess what it is?

In most companies, hidden paychecks — or fringe benefits as they are commonly called — consist of some of the following: Profit Sharing Plans,

401(k) Retirement Savings Plans, life insurance, disability insurance (on and off the job), paid sick leave, paid vacations, paid personal days and legal holidays, jury duty pay, employer-paid Social Security contributions, employer-paid state unemployment contributions, funeral pay, and medical insurance — which can include health, dental, and vision coverage.

Next time you get your paycheck, don’t forget about the “hidden paycheck” attached to it. You need to see the whole compensation picture for what it really is.



Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
1 Holiday	2	3 9:00-11:00 Effective Resume Writing 9:00-12:00 WIOA Overview 2:15-4:15 Intro to Computers	4 9:00-11:00 Ready Set Go	5
8 11:00-1:00 Open Lab	9	10 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview	11 9:00-11:00 Ready Set Go 11:00-12:30 Metrix	12
15 Holiday	16	17 9:00-11:00 Effective Resume Writing 9:00-12:00 WIOA Overview 2:15-4:15 Internet Job Search	18 9:00-11:00 Ready Set Go 1:30-3:30 Over 40 & Hired	19
22 11:00-1:00 Open Lab	23 9:00-4:00 Word	24 9:00-11:00 Effective Interviewing 9:00-12:00 WIOA Overview 11:00-12:00 WISE Workshop 1:30-3:30 Civil Service	25 9:00-11:00 Ready Set Go 9:00-4:00 Excel 11:00-12:30 Metrix 1:30-3:30 Eff. Cover Letter	26
29 11:00-1:00 Open Lab	30	31 9:00-10:30 Effective Resume Writing 9:00-12:00 WIOA Overview 9:00-4:00 QuickBooks 1:30-3:30 Civil Service		For more information or to sign up, please call – 315-591-9000

- ◆ **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.
- ◆ **Ready Set Go (to Work)-** How to look for work, the hidden job market, selecting the best resume format, 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.

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 position you apply for.



Put us to work for you

Connect for Success

200 North Second Street
Fulton, NY 13069

(315) 591-9000 phone
(315) 591-9247 TTY

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

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

We will be hosting the following recruitments and job fairs right here at the Fulton One Stop:

⇒ **To Be Announced**

Here are some other upcoming recruitments and job fairs:

⇒ **Thursday, January 4, 2018 10am—1pm**

Cortland Works Career Center 90 Central Ave, Cortland, NY

Please see the front desk attendant for more information.

Friend us on Facebook: *Oswego County Workforce New York Youth (Ages 16—24)* Facebook: *Oswego County Youthworks*

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