

CONNECT FOR SUCCESS

An Oswego County Workforce New York Newsletter

SPOTLIGHT ON:

Department of Labor

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Over a decade ago, the New York State Department of Labor shifted the processing of Unemployment Insurance (UI) Claims to a more centralized system. UI Claims are handled either on the department's website at labor.ny.gov or over the phone at (888) 209-8124.

The most recent addition to the system is a secure messaging service for current UI claimants. Log-on to the DOL website, send a Secure Message to the DOL and receive a response within a day.

Current or previous claimants who are having trouble with or have forgotten their username (NY.GOV ID), you can call (800) 833-3000 for help.

At the Oswego County Workforce New York office, we hold workshops such as Effective Resume Writing and Effective Interviewing as well as the standard Ready, Set, Go To Work which are taught by local Department of Labor (DOL) staff. While some of these workshops are mandatory to comply with UI claim

requirements, all of these workshops are available to customers who are registered and active with our office. More information regarding these workshops is on pages 3-4 of this newsletter.

Staff in the local office see individual UI claimants on a regular basis for mandatory appointments to review work search records and make other suggestions regarding their job search. Our goal is to assist our customers in returning to the workforce quickly and efficiently.

While local office staff can provide basic assistance and can answer some questions regarding a UI claim, claimants should try contacting the UI Division either through calling (888)209-8124 or sending a secure message.



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!

Veteran's Get Priority of Service

Oswego County Workforce New York is proud to offer Priority of Service to veterans and their eligible spouses. What does this mean? If you served in the military, you will be:

- * Served first by the next available staff member.
- * Given first priority for job referrals and training for which you are eligible and qualified.

We are honored and pleased to provide our Veteran's Priority of Service not just for the holidays, but year-round. If you are a Veteran, spouse of a veteran, on active duty,

or in the reserves, and have to file for Unemployment Insurance and/or are looking for another job, we can help.

We understand the challenges our veteran's can face when entering civilian life. While we will not cancel any previously made customer appointments, we will make sure that our veteran's are seen by the next available staff member.

For more information, visit the New York State Department of Labor website: www.labor.ny.gov/vets/vetintropage.shtm or see the Front Desk Attendant.

Stay Cool When You Receive Criticism

No one enjoys being criticized, but sometimes you've got to accept it graciously, if only to set the right example. To handle criticism productively, follow these steps:

◊ **Acknowledge.** Resist the urge to attack the other person, blame someone else, or ignore the criticism entirely. Instead, take a breath, acknowledge the problem, and express your willingness to discuss it further: "I understand your concern," or "I can see that you're upset."

◊ **Inquire.** Ask for more information to show you're taking the criticism seriously and to ensure you fully understand the other person's concerns. Listen with an open mind and be ready to learn from whatever mistakes you may have made.

◊ **Respond.** Give the other person a fair hearing before responding to the criticism. First, thank the person for coming to you. Then take the approach you feel is justified. You may want to investigate further, offer an apology and promise to make changes—or if you feel the criticism is unjustified—offer your perspective respectfully and calmly.



Get ahead in your first job with these basics

Just starting out in your career? Some basic tips can give you the credibility you need to earn the trust of your bosses and co-workers. Keep this advice in mind:

• **Arrive consistently.** Yes, sometimes the traffic is bad or the train runs late. Train yourself to arrive at work within a specific window so people don't have to guess when you're coming in—or whether you're coming in at all.

• **Dress appropriately.** Take note of how your co-workers dress, and follow their lead. You don't want to be too formal, but sloppy clothes and poor personal hygiene can mark you as unserious or unprofessional.

• **Introduce yourself effectively.** Practice a quick introduction—no more than 30 seconds—so you can make a good first impression on the people you meet. Remember to look people in the eye and give a nice warm handshake.

• **Remember names.** Make an effort to keep people's names in your mind.

You'll impress them and show that you're paying attention. The best way is to repeat their names a few times when you first meet to lock the name in your head.

• **Stay organized.** If you're scrambling to find things on your desk, or always late for meetings, you'll look scatter-minded and undependable. Set up a system for tracking information and managing your time so you're always on top of things.

• **Use email professionally.** Keep in mind that your email at work belongs to your employer, not to you. Write every email as if it might be read aloud in court. You don't want a flippant remark or a bad joke coming back to haunt you.

• **Share the credit generously.** Collaborate with your co-workers as much as possible, and let your boss and other people know how they've helped you. No one wants to work with someone who hogs all the accolades, but people are happy to cooperate with a co-worker who's generous with the credit for a job well done.

Position Yourself for Promotion by Avoiding These Career Mistakes

Whether you're aching for a promotion or mentoring an employee intent on advancement, you need to know what mistakes to avoid. Guard against these surefire promotion-killers:

* **Poor Time Management.** No matter how much you ultimately get done, if you don't plan your day you'll be seen as reacting to events, not proactively leading people toward long-term success.

* **"Bare minimum" effort.** You may be tempted to do just what's required of you, no more and no less. By not taking any chances, your success rate can look pretty good. But in order to be noticed, you have to go beyond basic expectations. Show some initiative to demonstrate your commitment to the organization's success.

* **Not learning anything new.** You may think you learned everything you need to know about your industry in college, or during your first year on the job. But your industry and organization are changing whether you like it or not. Take classes, read widely, and talk to experts to stay on top of what's new and exciting.

* **Constant complaining.** Your organization may have problems that need to be addressed. But getting a reputation as a chronic complainer, no matter how valid your criticisms may be, will only make upper management question your commitment to the organization's success. Try to quietly influence what you can, and voice a positive attitude every chance you get.



Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
2	3	4  OFFICE IS CLOSED	5 9:00-11:00 Ready Set Go	6
9	10 9:00-4:00 Word	11 9:00-11:00 Eff. Resume Writing WIOA Overview 1:30-3:30 Intro to Computers 2:30-3:30 Cover Letter	12 9:00-11:00 Ready Set Go 11:00-12:30 Metrix	13
16	17	18 9:00-11:00 Effective Interviewing WIOA Overview 9:00-4:00 Excel	19 9:00-11:00 Ready Set Go 1:30-3:30 Civil Service	20
23	24	25 9:00-11:00 Eff. Resume Writing WIOA Overview 1:30-3:30 Over 40 & Hired	26 9:00-11:00 Ready Set Go 9:00-4:00 QuickBooks 11:00-12:30 Metrix	27
30	31 1:30-3:30 Internet Job Search			For more information or to sign up, please call – 315-591-9000

- ◆ **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 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.
- ◆ **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.
- ◆ **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.

- ◆ **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 May 2018 was 5.0%? This was an decrease from the April 2018 rate of 6.2%.
- ◆ **Did you know...**that the Public Computing Center (PCC) at the Oswego Public Library offers a free computer workshop series? Just call (315) 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 an appropriate email address for job searching? If your email address isn’t quite job search appropriate, create another. Many sites offer free email including Gmail and Yahoo.



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 are hosting the following recruitments:

GDI Services July 6, 13, 20 & 27 9:00am-2:00pm

Please call or see the front desk attendant for more information.

Want to enhance your skills by taking courses on-line? Oswego County residents can still sign up until July 31st for a **FREE** account using SkillUp Oswego County 2! Register for an account at:

<http://oswego.skillupamerica.org>

Local employers need YOU to help fill job openings in the following occupations: Transportation, Health Care, & Manufacturing/Trades

* If you're interested in training or a scholarship, see your caseworker or call Michelle at (315) 591-9055 or email her at michelle.smith@oswegoocounty.com

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.