



Summer 2013 **Newsletter**

WHAT'S INSIDE:

Message From The Editor	<i>By Sandy Hudson</i>	PAGE 1
Changes at the Osborne Village Resource Centre	<i>By Keith Robinson</i>	PAGE 2
A Career Journal: Like Watching a Flower Bloom!	<i>By Kristina Lonstrup</i>	PAGE 3
Farewell Message	<i>By Huyen Pham</i>	PAGE 4
Thank you Volunteers	<i>By John Perry</i>	PAGE 4
An Extrovert's Job Search	<i>By Sandy Hudson</i>	PAGE 5
An Introvert's Job Search	<i>By Betty Punkert</i>	PAGE 6
OVRC Success Story	<i>By Consolata Nahimana</i>	PAGE 7
Are Canadians Satisfied at Work?	PAGE 8
And - click send... Email Resumes	<i>By Betty Punkert</i>	PAGE 9



Osborne Village
RESOURCE CENTRE

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Message From The Editor

+ *Sandy Hudson*
CAREER COUNSELLOR

Welcome to our Summer edition of the OVRC newsletter!

Things have been busy here, with clients coming on workshops before we have a hiatus for the summer and many more clients coming into the centre for online application appointments. We have had the wonderful opportunity of having Jacob Guirguis, a student studying the Microsystem Computer Technician course at Winnipeg Technical College, troubleshooting IT problems and finding solutions, and performing the regular maintenance on our 21 computers.

We also have new volunteer assisting clients on the floor. Linda Smith is currently completing her Career Coach certificate at Winnipeg Transition Centre and has been keenly volunteering for us to gain valuable experience in the field.

Summer is a short but wonderful time in Winnipeg. Patios are open, seasonal staff are hired for tourist and hospitality industries and many companies are hiring temporary staff to cover vacations. For me, summer means a break from facilitating workshops and time to develop our workshops, booklets and resources. As much as I miss facilitating, I love the chance to get my teeth stuck into a new project and bring fresh new ideas to our clients. It's also when I look forward to festivals, picnics and being on or by the water.

According to Almanac.com, we are in for a cooler than normal summer, with the hottest periods in late June and early July. September and October are expected to be warmer and drier than normal, so we have that to look forward to. Make sure you make the most of the summer and enjoy what our beautiful city and province has to offer. Take a stroll around Assiniboine Forest, Canada's largest urban nature park, take in a free tour of the Canadian Museum of Human Rights or soak in one of the city's free festivals – whatever you do – make sure you balance your work, rest and play for the most productivity!

Laughter Corner!

Interview Fails

Why did you leave your last job?

"I have a problem with authority."

- Carrie Rocha, COO of HousingLink

Tell us about a problem you had with a co-worker and how you resolved it?

"The resolution was we were both fired."

- Jason Shindler, CEO, Curvine Web Solutions

Do you have any questions?

"If you were a fruit, what fruit would you be?"

- Megan Garnett, Articulate Leadership Team,
Articulate Communications Inc.

"What do you want me to do if I cannot walk to work if it's raining? Can you pick me up?"

- Christine Pechstein, career coach

"What is your company's policy on Monday absences?"

- Campbell

Why are you leaving your current job?

"My parents told me I need to get a job so that is why I'm here."

- McGowan

Why do you want to work for us?

"Just for the benefits."

- Jennifer Juergens, JJ Communications

"I saw the job posted on Twitter and thought, why not?"

- Rebecca Gertsmark Oren, Communications Director
at The Rudd Center for Food Policy and Obesity

What are your weaknesses?

"I often oversleep and have trouble getting out of bed in the morning."

- Linda Yaffe, certified coach

"I'm really not a big learner. You know ... some people love learning and are always picking up new things, but that's just not me. I'd much rather work at a place where the job is pretty stagnant and doesn't change a lot."

- Michaele Charles, Voice Communications

Changes at the Osborne Village Resource Centre

+ Keith Robinson
CENTRE COORDINATOR

Osborne Village Resource Centre has had to make a few changes to ensure that we are assisting our clients in securing meaningful employment in a more efficient manner.

In the past Centre staff have had to deal with ongoing issues with the front row of computers designated for personal use. The goal of both of our funders is to provide support and assistance to clients that are seeking to secure employment. We are not funded to be providing assistance to clients that are using our personal computers or to have clients printing anything other than resumes, cover letters and job postings.

In the past, we have provided these services to the community; however as of June 1, 2013 we have had to discontinue personal printing regardless of whether or not people are paying for it.

We have also had numerous complaints about inappropriate pictures and information on our personal computer row. We have found that the majority of these issues were occurring with Facebook. Because we strongly believe in keeping our Centre harassment free, we have blocked access to Facebook. Moving forward, any other social media sites that we determine are not in the best interest of our Centre and the clients using our services will also be blocked.

If you have any concerns regarding our changes please contact me, and I would be happy to provide more details for you.

Now let's look to the future! We are planning changes to the services we are providing to clients that are seeking meaningful employment. Starting in the fall, we will be having new computer workshops that are focused on emailing professionally, successful on-line applications, and job

searching on the Internet productively.

In addition, we are going to be adding a few new Employability Workshops, including an amazing workshop that is called the Job Satisfaction Workshop. It has been designed to assist clients in determining the career path that best suits their specific personality type and matches to their values. This workshop will make a difference if you have been struggling and always seem to get a job "just to pay the bills". We hope that this workshop will lead you down the path that will help you find employment that not only pays you but also provides personal satisfaction. Please talk to me, or one of my staff to get more information on this workshop.

We also want to become more involved with client using our centre computers to do their job search. My staff are excellent at what they do, and if you are struggling – please talk to us. If you are not getting interviews, it is most likely that your resume is not targeted towards the job you are applying to, the absence of an impactful cover letter (oh yes, they are important) or the way you are searching for work; let us help you and provide you with feedback.

If you are getting interviews but not job offers, again, talk to us - we have the tools to give you that will make you less stressed and more successful in interviews.

Do you find you go from job to job and are not enjoying the work? Talk to us about career counselling; we want you to be not only successful but fulfilled in your job search.

We have new assessment workbooks too; if you would like to try one out ask at the front desk. Starting in the fall, we will also be running an assessment workshop that will give you information about how the Centre works and direction regarding your job search, ask us about it today.

In closing, we value the feedback of our clients and those who also refer clients to OVRC therefore if there is something you feel we can do better please don't hesitate to contact me at keirob@wtc.mb.ca. In addition, if you feel there are other services that would improve our clients' success please share them with us, as our number one goal is our clients' success. We have over 460 clients that have found employment in the past year which is over 100 more than previous years. Our changes are working and the future looks bright.

QUARTERLY QUOTE

“ Believe you can and you're halfway there. ”
Theodore Roosevelt

A Career Journal: Like Watching a Flower Bloom!

+ Kristina Lonstrup
CAREER COUNSELLOR

If you are experiencing confusion and doubt about your professional purpose, I highly recommend keeping a career journal.

When it comes to career determination, many thoughts will go through an individual's mind. Keeping a career journal gets these thoughts down in ink. Once a dream or goal is in ink, it has become established. That is the beauty of keeping a journal, like watching a flower bloom. We can document our thoughts and watch them develop and grow.

A career journal is an investment for your success.

How To Get Started

Write down your current work situation and how it makes you feel. Do you find it difficult to get motivated in the mornings? How is your job affecting your health? Do you keep a good balance between work and leisure?

When do you feel most energized in your day? What is your favourite task in the workplace, and likewise, what tasks are the easiest for you to accomplish?

What are your strengths as an employee?

When do you feel most tired in your day? Do you find that certain tasks or coworkers bring your energy down? Why do you think this is?

What are your weaknesses as an employee?

Think back to a time when you felt proud of a work achievement. What happened?

Your Career Dreams: Let Your Imagination Run Wild!

What is your dream job? If you could do any job, what would you like to get paid to do?

Have you looked it up on the internet? What information did you find? Are there volunteer opportunities related to this?

Can you envision yourself in this job? What do you look like?

Research: Taking Notes

What kind of research is available about your dream job? Randomly search terms on the internet related to your objectives. Look

for a NOC code (National Occupational Classification) or search www.workingincanada.gc.ca.

What skills or certification would you have to acquire in order to enter this field? Don't forget, skills development takes place in volunteer opportunities, too!

What are the salary expectations? Is there advancement in this field?

Where are the jobs? Would you relocate to pursue this career?

Your Network: Who Do You Know?

Make a list, as long as you can, of acquaintances in your professional circle. This can include friends, coworkers, past coworkers, past supervisors, instructors, and community members.

Who is aware that you are having thoughts about your career direction? It is important that you communicate your needs to the world—and then the world knows how to best serve your needs.

Who is BEYOND your professional circle? Are there names of key players in your community whom you wish you could emulate? Why do you hold these individuals in high esteem?

Who is in your social media network? For individuals you respect and admire, do you feel comfortable following them in your social media network? What would it take for you to "add them", and approach them for advice?

Have you conducted an "Informational Interview"? If you could approach professionals in your desired field, what would you say? Where do you find them? (Note: for more directions on how to conduct an Informational Interview, please visit us at OVRC!)

A career journal is a fabulous tool for self-exploration and goal management. There are other benefits, too: your career journal will give you that extra boost of confidence in your next interview, plus it will help you articulate yourself better when talking with peers.

If you would like further ideas on how to write in your career journal, please feel free to book an appointment with myself or fellow career counsellor, Sandy Hudson, here at OVRC.

Happy Journalling!



Farewell Message

+ *Huyen Pham*
FORMER OVRC EMPLOYMENT FACILITATOR

If the last time I was so happy and eager for writing for our newsletter, this time it is different. It does not mean that I feel less desire, but I have a mixed feeling. This article is to say goodbye to my OVRC as I will be moving to a new position.

My dear OVRC staff members, in the journey of life I have met some people who are hard to forget. You are some of those people I am glad to have met. I would like to take this opportunity to say thank you for all your dedicated guidance and support. It is your open heart and mind that saw more talent and ability within me than I saw in myself and helped to bring it out.

I wish to express my gratitude for all the professional development received while working here and let you all know how I have enjoyed working with you.

Thank you for all the lovely memories wishes and support. Those are the assets of my life. I wish you all success in the future, and am grateful for the opportunity to have worked with you. I would love to keep in touch so I can let you know how well I will be doing in my new position.



+ SHOWN HERE

Here is Huyen with her leaving gift – as you can see from the photo, we are revamping our centre to freshen up, this is a much needed freshen up for our centre and we love it! Thanks John!

Thank You Volunteers!

+ *John Perry*
EMPLOYMENT FACILITATOR AND VOLUNTEER COORDINATOR

On behalf of the Osborne Village Resource Centre Staff, we would like to thank each and every volunteer for their contributions to the Osborne Village Resource Centre. I know each and every staff member has really appreciated the help for each specific task that was completed. The clients in particular have benefited from having our volunteer's help. From the volunteer's assistance some clients found meaningful employment, which helped us be the best pre-employment centre in the city of Winnipeg. On April 25, 2013, the Osborne Village Resource Centre held our Annual Volunteer Appreciation Dinner and we would like to thank the Calabria Market for the delicious food that was ordered and the volunteers who were able to attend.



+ SHOWN HERE

*Our volunteer appreciation party!
Left to right: Huyen, Ingrid, Kristin, Kanwaljit, Rose*

An Extrovert's Job Search

+ *Sandy Hudson*
CAREER COUNSELLOR

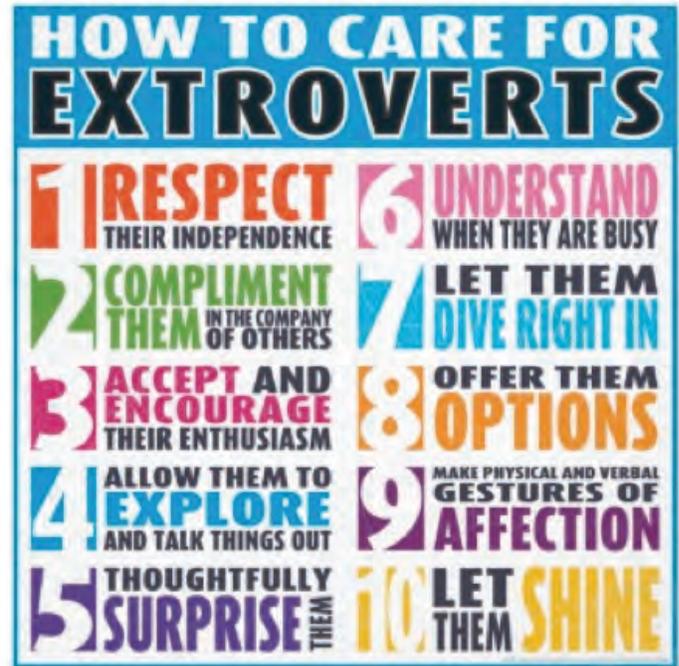
I am an Extravert! No-one has any doubts about that from the moment they meet me. I am so definitely an ENFP – open and excited with so much energy! According to Tieger and Barron, authors of “Do what you are” Career Book, my motto is “Anything’s possible!” which really suits my job, as I love to inspire people and help them realise their dreams.

When job searching, I love the journey, so contacting people and networking is fun to me. I need to dress up in my most fitting clothes to help me get into character. I know what type of work appeals to me and search for people to connect with who appreciate my enthusiasm and enjoy connecting. Telling my entire network that I am looking for work, not only helps me to get leads, but also helps me confirm my goal. (Being an extravert, saying things out loud is a great way to affirm)

I LOVE interviews! I always need to use formulas when answering interview questions; otherwise I can have a tendency to rattle on excitedly. When I interviewed for my

job here at OVRC, I used humour - as it was natural to me and enjoyed showing off the jewellery I made (making sure I backed it up with solid answers to interview questions, so I didn't look scatterbrained) I put my interviewers at ease right away with my open body language and direct eye contact, warm smile and relaxed approach. I am able to establish rapport quickly and am able to can change a formal situation into anything but!

Give me an interview and skip the cover letter any day!



Typing Tests

+ *Patti Malo*
OFFICE ADMINISTRATOR

Typing tests are a service offered to the public at the OVRC, in order for job seekers to obtain a letter of accuracy in typing as an employment requirement for office and other jobs. The Centre has been administrating typing tests for several years in collaboration with the RCMP. Additionally, our partners Winnipeg Technical College direct students here for typing tests as part of the entrance requirements to a number of their programs.

Typing tests are scheduled by appointment with a staff member in the morning or afternoon on Monday, Tuesday and Wednesday. These tests entail one untimed warm-up and

then two five-minute timed tests in Microsoft Word. Upon completion a client will receive a letter on OVRC letterhead specifying the speed and error rate attained. This letter will be signed by the staff member who conducted the test. The test is valid for five years, however most organizations will ask for a more current verification of a person's typing speed.

In order to take a typing test, we require photo identification from the client. The cost is \$20.00, paid in cash before the commencement of the test. If you would like to arrange a typing test at OVRC call 204-989-6503.

An Introvert's Job Search

+ *Betty Punkert*
EMPLOYMENT FACILITATOR
AND COMPUTER INSTRUCTOR

I am an introvert. This is a statement that confuses my coworkers, my clients and my students alike, since they only ever see the "at-work" version of me. I am INFJ all the way, and while I have learned to interact with an extrovert's world, it exhausts me.

Because of this, when I look for work, I leverage what I'm good at - creativity, marketing and research - to job search effectively. I pursue companies I want to work for and write catchy and interesting letters of introduction. I hand out custom designed calling cards that play on my creative background. I track my job search activity in complex spreadsheets to ensure I stay focused and on task in a world full of distractions. I network online as much as I can, using

LinkedIn and Facebook to connect with the companies that I'm interested in.

I have also had a LOT of success working with placement agencies. I can work with a single point of contact and get access to dozens, if not hundreds, of potential employers. Talk about leveraging your network! I got my last four jobs before the OVRC this way.



The Rotary Career Symposium

On April 9th, over 14,000 visitors, around 220 exhibit booths and 70 speaker sessions meant two jam-packed days for students and adults to explore the diversity of career choices available and the paths to take on the journey to future success. Thanks go out to all the speakers who so kindly donated their time and the exhibitors who shared their expertise and advice.

The Rotary Career Symposium provides a dynamic venue where students and adults gain valuable information about various education and employment options available in Manitoba, Canada and even internationally! Held annually, informative exhibitor displays, valuable speaker sessions and business and educational leaders are available to help update your career profiles.

Sandy Hudson, OVRC Career Counselor, took part in the Career Café. Sponsored by Success Skills Centre, this addition was held as part of the Rotary Career Symposium. It was an unqualified success with over 350 job applicants, both young

and old, helped over the 2 days. The Café featured five topics: job preparation, essential skills, interview skills, resume writing and employment assistance.



OVRC Success Story

+ *Consolata Nahimana*

My name is Consolata Nahimana; I immigrated to Winnipeg from Nairobi, Kenya in 2008 for a better way of life for myself and my children. Since my arrival in Winnipeg I have worked as a Caretaker / Cleaner for a brief period. In addition, in 2011 I attended the Winnipeg Adult Education Centre and received my Grade 12 Diploma.

Since my graduation in 2011, I have been working hard to secure meaningful employment providing care and support to individuals with health care problems. This was my dream since immigrating to Canada as I had extensive experience providing support to individuals with HIV in Buyenzi, Burundi. During my time providing support it became clear to me that this was what I was meant to do in my work life. This is in balance with my personal belief that we are all here to assist and care for others those are in need.

I had sent out a large number of resumes in the last two years of my job search and never received any interviews. This of course was very frustrating and resulted in me losing my confidence in

my abilities. In addition, I wanted to provide my children with a better life and not working for 2 years made it difficult to support my family.

When I heard about Osborne Village Resource Centre, I phoned and booked an appointment to get a new resume completed. The day of my appointment I met with Sandy Hudson and I started off by crying during the appointment as all the frustrations of the past 2 years came out. I told her my dream of working in a field of providing support to others. The more we talked, Sandy told me that I do have the skills and abilities to find work in this field and we proceeded to get my resume and cover letter done. She told me she felt I would get work with my experience and new tools to assist me. Sandy's warm caring personality combined with her sense of humor turned my tears in laughter and before I knew it we had completed a wonderful resume and cover letter.

After we completed the resume and cover letter I was more confident in my skills than I ever had been in the last 2 years. Before I left, Sandy and I faxed my new resume and cover letter to a possible job opportunity and just one day later I was called for an interview! I was so excited I went to my interview and was hired part time. There will be full time opportunities open in the near future and I will have first chance at them as I now work for them.

Dreams do come true and it all started with making an appointment at Osborne Village Resource Centre. Sandy was amazing and the whole centre and staff have such a wonderful positive and caring atmosphere. You have assisted in making my life and my family's life better - thank you so much for what you do for your clients.



Are Canadians Satisfied at Work?

According to the latest Randstad Workmonitor study, which surveys employees in 32 countries around the world, one out of three Canadians say they are very satisfied with their current employer – placing Canadians amongst the highest employee satisfaction levels reported globally!

The Randstad Workmonitor asked workers from around the world to rank their satisfaction level out of four answer categories (very satisfied, satisfied, not satisfied/not dissatisfied, dissatisfied). Canadian employees ranked the highest amongst the 14 non-European countries surveyed, as nearly one in three (31%) report to be: “very satisfied”. Only Denmark (35%), Luxembourg (33%) and Norway (33%) and Switzerland (32%) reported higher levels of workers being ‘very satisfied’ with their current employers.

“There are a number of reasons why Canadians have more on the job satisfaction than other markets,” says Jan Hein Bax, President of Randstad Canada. “With our strong marketplace, employees often find they have more job security and flexibility than other countries, and better work environments.”

Job security: The importance of job security has become more significant to employees due to the economic challenges experienced over the last few years. In 2011, Randstad Canada

enlisted an independent firm to survey over 7,000 Canadians and the results clearly show that job security is a factor that Canadian’s truly care about. Over half (53%) of survey respondents ranked job security as one of the most important factors to consider when choosing an employer.

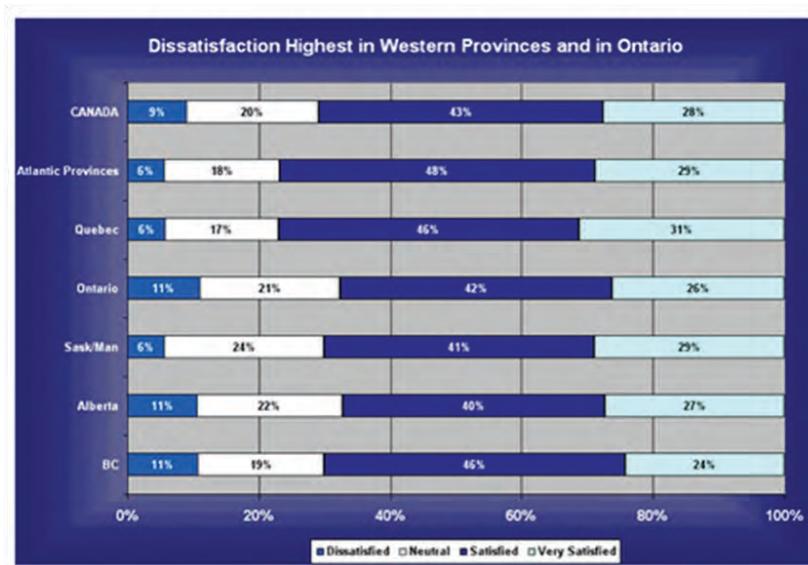
“Job satisfaction is about more than just salary and compensation. Many of today’s employees are looking for a sense of security, one in which they do not fear that their jobs will be in jeopardy,” added Bax.

Flexibility: Because of the looming labour shortages, more and more employers are becoming sensitive to their employees’ needs. Canadian organizations are putting in extra efforts to make sure their employees are evolving in a flexible and accommodating environment that will help them achieve a suitable work life balance, another important value for Canadian workers.

“Forward-looking organizations know that they need to adapt to the needs of a diversified workforce to keep their employees happy and retain their talent”, adds Bax.

Work environment: Corporate culture and work environment is a key determinant for Canadians making the choice to stay with an organization. The results from last year’s independent survey also highlight that a pleasant work atmosphere ranked as the number one, most important factor (according to six out of ten respondents), when seeking an employer.

“Even with the stresses and pressure the workplace can sometimes bring, Canadians find great comfort in their relationships with colleagues and managers,” explains Bax. “Even by taking part in corporate social and charitable activities, employees gain a sense of pride that is in tune with their need to contribute positively to society. Many Canadian businesses support employee volunteering programs, and this resonates well with the values of Canadian workers.”



And - click send... Email Resumes

+ Betty Punkert

COMPUTER INSTRUCTOR / EMPLOYMENT FACILITATOR

One of the most asked questions on the floor is, "How do I e-mail my resume to an employer?" Here it goes...

1. Make sure your cover letter and resume are ready to go and you are logged into your e-mail account.
 - o You should have a cover letter with the employer's name, and the job title:
Administrative Assistant 1 – Cover – WRHA
 - o Make a copy of your resume and name it the same way:
Administrative Assistant 1 – WRHA
 - o Your resume and cover letter should be saved in Microsoft Word 97-2003 format. Many employers do not have the new version of Word yet.
2. Create a new e-mail message.
 - o In Gmail and Yahoo Mail, you click Compose. In Hotmail, click New.

A common mistake is to put in the recipient e-mail first; this makes it easy to accidentally send an incomplete message or one without attachments.

3. Attach your files first. *Look for a paperclip symbol.*
 - o In Yahoo Mail and Outlook, it's at the top, in Gmail, it's at the bottom.
 - o You'll need to attach the files *one at a time*, cover letter **first**. (The name of the document you are attaching is visible; this is why we don't send Resume 2013 or Betty's Cover Letter!)
4. Write a brief message in the body explaining why you are contacting the employer, and where you heard about the job:
Please find attached my resume and cover letter in reply to the posting for Administrative Assistant 1, posted on the WRHA web site.
If there are any problems with the attachments, I can be reached at 204-989-6503.

Thank you for your time and have a great day.

*Sincerely;
Betty Punkert
Attach.*

5. Write a Subject line. Usually, this is the job title and the position number if available:
 - o Administrative Assistant 1 - WRHA - 1001923
6. Run a spell check.
 - o In Yahoo Mail, it's on your formatting toolbar. In Gmail, it's at the bottom right corner (More Options arrow). In Hotmail, it's above your subject in the action bar.
7. Type in - or better, copy and paste - the recipient's e-mail into the To field.
 - o Make sure the spelling is right; e-mails do not forgive spelling errors.

If you're happy with it, click on **Send**.

There you are; seven (reasonably) easy steps to successfully e-mailing resumes!



Coming Soon - Your Plan of Action!

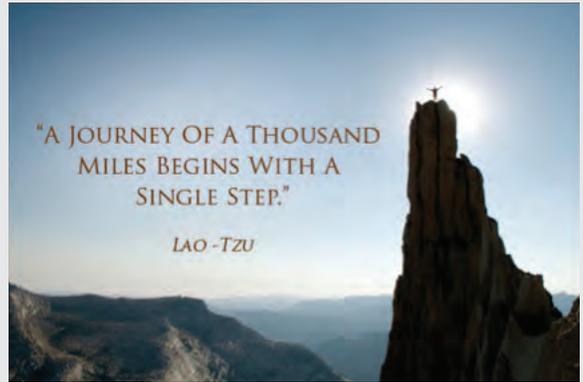
+ *Sandy Hudson*
CAREER COUNSELLOR

You have probably heard me say before and read many times “The most successful way to job search is by knowing what you want” Having a plan of action and knowing what you need, probably comes second. To this end we have created a new action planning session that is to be held twice a week, on Tuesdays and Friday mornings.

You will come in at 8:30 am until 10 and hear all about what we have to offer – but it is not your usual Orientation – you will come away with your very own action plan tailored to your needs! There is an opportunity to meet right away with a professional for an hour for feedback and advice too!

No more waiting for 3 weeks to get an appointment – no more waiting for 2 weeks to come to your first Career Counseling appointment – only to realise that you could have gone into the one day workshop a week ago and saved yourself time and energy. You will have your action plan – in logical order all well thought out and organised to give you the most rewarding and productive experience in your job search! Sessions will be on Tuesdays and Fridays and will start on Tuesday September 10th.

Your Plan of Action!



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Client's Name: _____

Date: _____

Staff Name: _____

About OVRC

Free Services

Do you need help preparing a resume or getting ready for a job interview?

Do you need help preparing a cover letter?

Do you want to consult a Career Counsellor?

CONTACT US AT:

PH: 204.989.6503 FAX: 204.477.0903

For further information visit our web site: www.ovrc.ca

If you have any comments, questions or concerns about our services,
contact the Centre Coordinator Keith Robinson at keirob@wtc.mb.ca

IN PARTNERSHIP WITH



About OVRC's Newsletter

If you have an idea for an article you would like to see, or contribute to the newsletter,
or have any comments or suggestions, please contact:

Sandy Hudson, Newsletter Editor at 204.989.6503 or sanhud@wtc.mb.ca

Newsletter design and layout by our volunteer Kristin McPherson



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