



Osborne Village

RESOURCE CENTRE

WINTER NEWSLETTER 2017-2018

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Message From The Editor

+ Jude Gaal

CAREER COUNSELLOR / WORKSHOP FACILITATOR

With winter firmly entrenched for the next few months many of us may be whiling away the time by looking at seed catalogues or perhaps checking out vacation deals to warmer climates. Some of us may be plowing through that list of books placed on the back burner this past summer. And some of us may be in job search mode or exploring new occupations in anticipation of a career change. As we move further into 2018, the staff at Osborne Village Resource Centre has noticed the continued need for services by mature workers. The reasons for mature individuals seeking employment have not changed. Wanting to stay busy and productive while earning a little money on the side is one significant factor.

With company pension plans becoming an increasingly rare benefit, another is the need to survive.

In this Winter issue, the staff at OVRC continue to focus on the mature worker. Career counsellor Kristina Lonstrup offers insight as to how we may be part of the problem and how we can become part of the solution in *What YOU Can Do To Prevent Ageism In The Workplace*. Employment facilitator Betty Punkert provides the second installation in her three-part series on computers, 7 *2010, 10, 365, 8 What Do All These Numbers Mean Anyway!?*

Employment facilitator Lisa Elmhurst's contribution, *Working From Home, New Job Opportunities*, brings attention to a variety of jobs in numerous sectors that may be just the ticket not only for mature workers but also for those individuals dealing with limitations. Kristina Lonstrup's *Dear Career Counsellor* column offers an alternative to asking "Are you hiring?" that is sure to generate positive results. And Keith Robinson, our executive director, provides details on some upcoming changes at OVRC in his article *OVRC Outlook – 2018*.

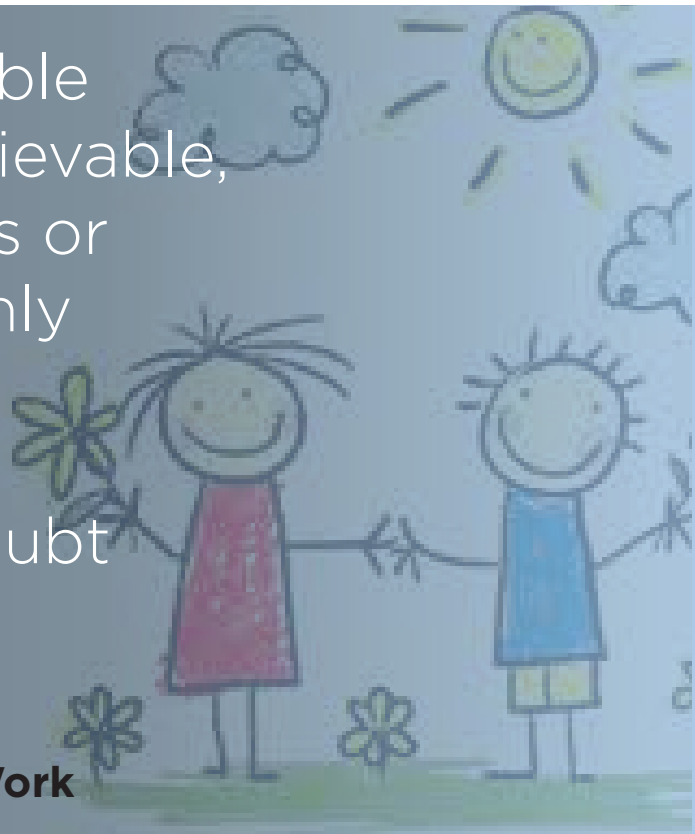
We love your feedback, comments and ideas for articles, so send them to me, Jude Gaal at jgaal@ovrc.ca. Don't forget to include in the Subject Line – Winter Newsletter.

Cheers to the rest of winter.

INSPIRATIONAL QUOTE

“ A child has no trouble believing the unbelievable, nor does the genius or the madman. It's only you and I, with our big brains and our tiny hearts, who doubt and overthink and hesitate. ”

Steven Pressfield, Do the Work



OVRC Outlook – 2018

+ Keith Robinson

EXECUTIVE DIRECTOR

OVRC is always adapting to the changes in the recruitment cycle and most importantly our client needs. We always attempt new ways to deliver high-quality service to our clients efficiently. The more relevant job/career search tools that we can provide clients, the more we will be able to assist clients in improving their chances of success and fulfillment in their future work life. Last year the staff created and delivered more job search workshops* resulting in OVRC providing 440 additional services for clients from the previous year in an eight-month period.

When you are looking for work or trying to figure out what you want to do next, it is normal to feel frustrated and think, “I don’t know what to do, or how to find meaningful employment successfully, or the career path that best suits my skills and abilities.” We have all experienced this feeling. To help clients OVRC developed another new service. This new service gives you the opportunity to call our Front Desk and ask to speak with career counsellor Kristina. Think of Kristina as that voice on a GPS. You provide her with input—where you are now, where you want to be, and the frustrations you are presently experiencing. To help you get to where you want to be, she will ask questions to uncover your specific needs and suggest services designed to improve your chances of success.

We know from experience that each client is unique. While one client may choose to participate in all of our services, another client may only choose one service that is most important to their success. At OVRC you can pick and choose

from the services that fit your needs. You are in control of your job search and choose from OVRC’s smorgasbord of services that fit your needs. Best of all, you won’t waste time with services that don’t suit your unique needs.

At the end of 2017, I had to make a very difficult decision that led to another change in the services OVRC offers. Since the start of this new year, OVRC no longer offers MS Word and MS Excel computer classes. I started my career at OVRC as an instructor of the classes. Betty, our most recent computer instructor, was my volunteer assistant before teaching the classes herself for the past three years. In that time we have both had the privilege of teaching many clients that have touched our hearts. The computer classes also provided many volunteers with the opportunity to gain work experience and skills that helped them achieve success in their career paths.

The great news is that we are now able to book more resume appointments for clients and that Betty will again be teaching computer skills later this year. The new computer classes will focus on job search skills like internet job search, email, applying online, and MS Word skills to create job search documents like resumes, cover letters and a references page. With these skills, clients will have more control over their job search and potentially decrease the time it takes to get that next job.

Luckily a few things never change. One is the amazing team at OVRC and their dedication to the success of our clients. Another is the support of our talented Board. We would not be here without their quiet work in the background. Thirdly, and most important, are our clients. It is your hard work that continues to provide OVRC with the success that we get to share with our funders.

To learn more about OVRC, check out our website at www.ovrc.ca for a description of all the services and workshops offered. And don’t forget to read the valuable client feedback to learn how OVRC’s services have made a difference in their job search and career exploration. You can also learn more about our Board members by clicking on **About Us** and going to **Board of Directors**. Finally, stay safe and warm until we meet back here in the spring.



Dear Career Counsellor

+ Kristina Lonstrup
CAREER COUNSELLOR



The question “Are you hiring?” can often put an employee on the spot. Try a different approach instead!

Dear Career Counsellor:

I have been searching for a job as a seasonal retail customer service clerk so I can earn some extra income over the holidays. I have found this to be more challenging than I expected. When I go into a store with my resume, and I ask “Are you hiring?”, I find that I am not getting positive answers. Some stores don’t even take my resume. Is there something better I could be doing?

Thank you for your help.

Sincerely,

L.M.

Winnipeg

Dear L.M.,

The method of going to a store with a resume and asking “Are you hiring?” comes with challenges.

Consider these perspectives:

The question “Are you hiring?” puts the employee on the spot. By asking “Are you hiring?” what you are asking is a question that is followed by a “yes” or “no” response.

By saying “Yes,” the employee may feel that he or she is misleading you. Remember, the employee, or the manager, hasn’t yet had a chance to learn anything about you: your work history, your employment expectations, your attributes, or your work ethic. If an employee says “Yes,” you may get your hopes up to for overly eager expectations: the manager may not be able to accommodate you in the end, and secondly, you might be tempted to put the brakes on your job search if you think this one store is a sealed deal.

By saying “No,” the employee or manager may not want to lead you on to false promises. Perhaps the employee or manager isn’t the one responsible for hiring. Perhaps the employee or

manager is busy; he or she might not have the time to explain the ins and outs of how he or she hires, even if there is a potential employment opportunity.

Try this instead:

If the store you are visiting is a store that excites you and intrigues you, TELL THEM. Start off by saying “I love this store.” Immediately you are expressing your potential enthusiasm, energy, and commitment. You are validating the employees’ work-life by making them feel successful and wise. Think about it: how would you feel if someone told you they love where you work?

Next, say “What kind of advice would you give to someone who wants to work here?” This question is a strategic approach. It encourages a better response than a one-word reply (“Yes” or “No”). Asking for advice will get the employee talking more, which can potentially turn into a conversation. With conversation, you have the opportunity to build rapport.

Before going into a store, ask yourself these questions:

- 1. What is it about this store that I enjoy so much?**
- 2. Why am I a good worker?**
- 3. How do I see myself as an employee at this store?**
- 4. What is my availability?**

By answering these questions, you will have the vocabulary ready to express your enthusiasm and commitment. You will be introducing yourself as curious and eager, without putting the employee on the spot. By asking an open-ended question, it creates a more comfortable atmosphere to engage in positive interaction.

Try this out! And good luck in your search!

*Kristina Lonstrup
Career Counsellor*

What YOU Can Do To Prevent Ageism In The Workplace

+ Kristina Lonstrup
CAREER COUNSELLOR

Using age-appropriate language in the workplace is EVERYONE'S responsibility.

Unintentional ageist language is more damaging than you may realize. What may seem like a casual passing comment to you, may be internalized by the recipient deeper than you may believe. Here are some thoughts to consider to ensure that the age-appropriate language you are using in the workplace is healthy and respectful.

- 1. Beware of “elderspeak”.** Never think that because a person is older, they are to be coddled. Do not refer to older women as “honey” or “sweetie”. Do not refer to older men as “Young Man”. This is condescending and creates an imbalance of equality and respect. Describing an older person as “young” is not a compliment—it draws attention to an issue that you are implying is an inadequacy.
- 2. Beware of stereotypes.** Never assume that because a person is older, he or she lacks the skills necessary to

complete the job. Remember that this person has had decades of life experience, including challenges, setbacks, problem-solving opportunities, and technological advances.

- 3. Recognize work ethic.** Acknowledgement energizes everyone, everywhere, but unfortunately, many people have to be reminded to express appreciation. Take time to acknowledge punctuality, commitment, dedication, and competence in mature workers—you may not be aware that an extra boost of confidence is extremely empowering.
- 4. Respect chapters in life.** Be careful not to assume that aging equals unhappiness. Different cultures celebrate life chapters differently and we could all learn from this perspective.
- 5. Don't call them “senior moments”.** If you have forgotten something, or are having a hard time reading something, do not complain that this is a sign of aging. Changes in vision and random forgetfulness happen to everyone at all times. By complaining that you are having a “senior moment” creates a generalization that older people struggle in life.

While you may think that you are treating a mature worker kindly by giving pet names or unsolicited sympathy, your language could actually be harmful. Ensure that you are promoting autonomy and respect. Be aware of how your language affects others.

Source: Magan, GERALYN. “The Power of Language to Change How We View Our Aging Selves.” www.leadingage.org, 2017.

“When you say someone has a young spirit, young is not what you mean. You really mean that the person is engaged, lively, energetic, or healthy. But the message that comes across—and the message that the person internalizes—is that young is good and old is bad.”
- Dr. Tracey Gendron



Working From Home, New Job Opportunities

+ Lisa Elmhurst
EMPLOYMENT FACILITATOR

Until recently, working from home was once unheard of unless you were an artist or a music teacher. Today there is good news for the homebodies of the world, or those who dislike the rush hour commute, or for those who have limitations, or for mature workers who want to continue working. If you are comfortable using a computer and navigating the internet, there is a new world of work possibilities that may even include a company pension, medical and other company benefits.

There are now different job options available in the financial, educational, technology, hospitality and customer service sectors. Curious to know what kind of jobs? Job titles, found the internet, include Online English Language Teacher, ESL Teacher, Interpreter, Online Instructor, Travel Agent, Customer Service Representative, Bilingual Customer Service Representative, French Bilingual Corporate. If none of those are of interest you can always check out Travel Reservation Agent, Remote Call Centre Agent, Social Media & Content Specialist, Customer Solutions Expert, Administrative Assistant/ Receptionist, Tech Services Specialist, Web Programmer and Personal Care Specialist.

“If you are comfortable using a computer and navigating the internet, there is a new world of work possibilities that may even include a company pension, medical and other company benefits.”



Most companies will provide training. However you will need a computer, access to the internet, Microsoft Software, a telephone, and depending on the kind of work, a typing speed of a minimum of 45 wpm or more is necessary. Many employers also require sales, customer service and strong communication skills, as well as the ability to manage your own time and meet deadlines.

If the working from home is a good option for you, go online and investigate the job titles that most appeals to you.

7, 2010, 10, 365, 8: What Do All These Numbers Mean Anyway!

+ Betty Punkert
EMPLOYMENT FACILITATOR

Welcome back to the second of a three-part series that will attempt to demystify the Windows versus Office confusion and help you identify which version you have, and what its advantages and disadvantages are.

Microsoft Office is a collection of application software that allows you to perform certain business-related tasks such as editing

documents and creating spreadsheets. If Windows is the brain, think of Office as the arms and legs, since a brain can't hold a pen or move around without help. Images used are from Word, but Office also contains Excel and PowerPoint. Depending on the version, it may also contain One Note, Outlook, Publisher or Access.

Pre-Ribbon – Office 97, 2000, 2003 (No Longer Available)

These early versions of Office relied heavily on hidden away menus for special features such as chart creation and mail merge that were hard to find. The majority of the buttons have been the same for basic formatting through every version of Office, even the ones with the Ribbon introduced later, so Bold is still a black B, and Italics is still a tilted I.

Ribbon Introduced – Office 2007

Office 2007 was released in 2007 and introduced the Ribbon toolbar. The biggest two issues with Office 2007 are as follows:

1. The Office logo replaced the File menu, confusing people who were used to that terminology.
2. The tabbed menus of the Ribbon allow easier access to lesser used functions such as mail merge, clip art and creating tables.

The Home tab will always contain the most used functionality of the application, just like the old Standard and Formatting toolbars in previous versions.

Return Of The File Menu – Office 2010

Microsoft listened to the confusion of its customers when it released Office 2010 and reinstated the File menu. The File menu is colour coded to the application you are using – blue for Word, green for Excel, orange for PowerPoint and so on.

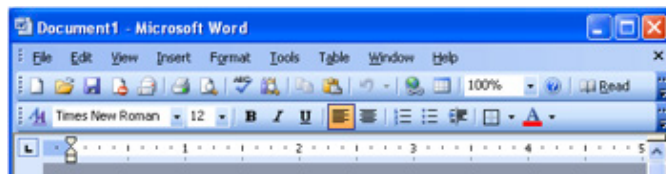
Office 2010 is what we use at OVRC, but you're not going to be able to buy a copy in store or online. Office 2013 looks similar enough that if you learn 2010, you should be able to use 2013 with very little difficulty.

Touchscreen-Friendly; Subscription Option – Office 2013/Office 365

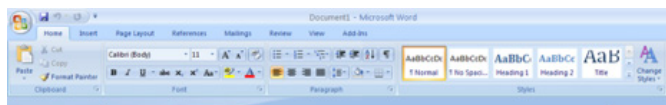
Because of the focus on touchscreen-friendly design from Windows 8, Microsoft simplified Office 2013's buttons and appearance even further. They added a new Design tab, intended to simplify the addition of features like watermarks and document themes. There are a few things that are renamed or moved (e.g. ClipArt is now called Online Pictures, and the removal of the ruler button from the scrollbar).

Introduced with Office 2013 was the subscription version of Microsoft Office, called Office 365. Like Windows 10, Office 365 is Software as a Service, but unlike Windows which you pay only once for, Office 365 has an annual fee.

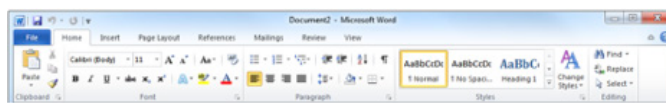
- Which should you buy? The \$150 Office 2013 (or 2016)? The \$70/year 365 single license? The \$100 365 multi license? It depends:
 - o For most people who only use the software on one system, the \$150 single user version is probably your best deal since Microsoft Office only seems to come out with new versions every three years or so, which is \$50/year.



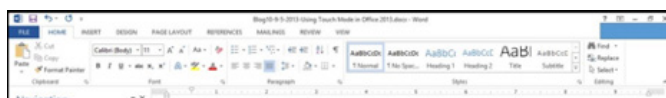
Pre-Ribbon – Office 97, 2000, 2003 (No Longer Available)



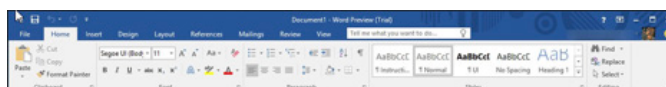
Ribbon Introduced – Office 2007



Return Of The File Menu – Office 2010



Touchscreen-Friendly; Subscription Option – Office 2013/Office 365



Colour-Coded Title Bars – Office 2016/Office 365

- o If you have multiple computers (\$100/year for five licenses), or you want to make sure you get the upgrades (\$70/year for one license), consider the subscription.
- o Be aware, if you do not pay the subscription fee, your software stops working, so this is going to be an annual charge on your credit card!

You do not purchase physical media, you buy a card with a license key and then download the application from Microsoft's servers.

Office 2013 began to aggressively integrate online functionality, in particular, the ability to save documents in the cloud using an Outlook or Hotmail account with its associated OneDrive storage.

Colour-Coded Title Bars – Office 2016/Office 365

Office 2016 has replaced the coloured File tab with a coloured title bar, making it much easier to see what program you are currently using. It has also integrated Cortana search capability into its help function ("Tell me what you want to do..." search bar). Otherwise, it is much the same as Office 2013/Office 365. If you were an Office 365 subscriber, the newest version upgraded automatically.

And there you have it. To help you remember which is which, remember that Windows has version numbers (7, 8, 10) and Office has the year the software was released (2010, 2013, 2016).

Happy computing!



Osborne Village

RESOURCE CENTRE

About OVRC

Do you need help preparing a resume or cover letter?
Could you benefit from meeting with a career counsellor,
or signing up for our career and employment workshops?

To maximize your path to meaningful employment, go to OVRC's website at:

[WWW.OVRC.CA](http://www.ovrc.ca)

For information on the free employment workshops and services available
call Judy, our client services representative, to schedule an appointment
and /or sign up for one or all of our workshops.

Tel: 204.989.6503

If you would like to receive OVRC's Newsletter by email
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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:

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