



Fall 2012 Newsletter

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**Osborne Village
RESOURCE CENTRE**

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Message From The Editor

+ Sandy Hudson
CAREER COUNSELLOR

Welcome to our fall newsletter! Hope you all had a fabulous summer! It seemed like we had an extended late summer, with all the nice weather we had in September. I know fall will fly by fast, as it always does, so I, for one am going to enjoy everything mother nature throws at me – it will be winter soon enough.

But now - it's back to the regular routine with workshops, computer classes and new projects to get excited about. As much as I love summer, I have to admit, I missed facilitating workshops and enjoy being back in the full swing of things.

In this issue, you will see the new regular features and also information about what staff have been up to lately. OVRC have been out and about, developing relationships with other service providers. The most recent work was done with corrections as we participated in career fairs at two of Manitoba's institutes. I am also very excited about our latest venture – John and I will soon be working jointly with EIA staff on a pilot project aimed at helping clients with job retention. This is the first 6 week program I have developed for a while and I am so happy to be back doing what I love best – developing workshops and programs for personal and professional development.

Enjoy your read!

QUARTERLY QUOTE BY GEORGE COOPER

“October gave a party; The leaves
by hundreds came. The Chestnuts,
Oaks, and Maples, And leaves of every
name. The Sunshine spread a carpet,
And everything was grand, Miss
Weather led the dancing,
Professor Wind the band.”

Congratulations!

Congratulations to John and Jenn on the birth of baby Jaxson! Here is the expectant couple at John's surprise baby shower... little did they know what was in store for them the very next day – Jaxson arrived on Saturday, September 22nd at 5:45 pm. Way to go guys!



Ask The Career Counsellor

+ Kristina Lonstrup
CAREER COUNSELLOR

Dear Career Counsellor:

I have an interview quickly approaching. I was told by the employer that this will be a "Behavioural Descriptive Interview" and I am not sure what this means. Can you help me?

Sincerely,
Jennifer, West Broadway

Dear Jennifer,

Thank you for writing in! A Behavioural Descriptive Interview (BDI) is a fantastic opportunity and an easy way for you to introduce yourself to employers. I am very excited to help you prepare.

A BDI is a common method of interviewing because it does just what it says—it is an opportunity for the candidate to describe his or her behaviour to the employer. It is also an indication whether or not the candidate prepared for the interview. You are very smart to inquire prior!

A BDI question will typically start off with "Describe a time when you..." With a BDI question, the proper method of responding is to apply a format to your answer. This is very easy.

Just remember the acronym **S. A. P.** to format your reply.

S – Set the Scene

First, set the scene where the experience took place.

1. Position held
2. Employer or sector
3. Specific incident

A – Action

Secondly, state three crisp, clean points describing the action you took.

1. First step taken
2. Second step taken
3. Third step taken

P – Positive Result

Thirdly, state three crisp, clean points of how your actions led to positive results.

- 1.
- 2.
- 3.

In order to prepare for the interview, I want you to think back on professional challenges you've faced in the duration of your career. How did you handle a cranky customer? How did you communicate with a complacent co-worker? Can you remember a time when you had to use leadership skills? How about creative design? How about making a decision under pressure?

You will want to purchase yourself a notebook where you can write down these memories. On each page, I ask you to write S – A – P down the left margin. You will want to write out your memories as a crisp and clean story that reflects your work ethic.

I will illustrate with an example:

Jennifer, please describe for us a time when you had to use creative skills to market a new product.

S – When I was working as a merchandiser at a major office supply chain, we were sent a huge shipment of ergonomic desk tools. It took up way too much space in the back room, so the management asked us to think of a creative way to upsell the products.

A – 1. The first action I took was that I consulted with my coworkers.

2. I suggested that we could have fun with this project by setting up a display office with all the ergonomic desk tools for customers to try out.

3. Furthermore, I promoted the merchandise as a perfect office holiday gift.

P – 1. The positive result is that customers saw fun, innovative display upon first entering the storefront.

2. Both adults and kids were attracted to trying out the ergonomic tools.

3. The fun that customers were having drew crowds to our store!

Practice your S.A.P. stories by remembering and rehearsing professional recollections.

Good luck, and enjoy yourself!

On-line Basics

+ Patti Malo
OFFICE ADMINISTRATOR

Many people are unsure about how to apply on-line and it certainly doesn't help that every on-line application is different. Here is some basic information needed in order to complete your application effectively and at one sitting. Of course you don't want to spend a lot of time on it but some on-line application can take over an hour to complete. So you need to be organized!

Before you sit down to complete your on-line application you need to have all the necessary information at hand. Depending on the company, the degree of information requested will vary. To be on the safe side, I would suggest you have the following information ready:

- tailored resume and cover letter
- start and end dates for each of your jobs going back 10 years with complete mailing addresses
- proper company names
- accurate job titles
- the name, position and phone number for all the people you are using for your references

You should have your resume and cover letter tailored to the company's job posting/advertisement that you are applying for. To do this, try to go onto the site before the actual application process and print the job posting. You will want

to match your skills with the requirements in the posting. Now look over their website and figure out what you really like about the company and what you identify with. Next, highlight the information you found that you are passionate about and create your cover letter and resume for that position. Employers love it when potential employees are excited about their organization! Tailoring your cover letter and resume shows that you have spent some time on their application and you have a genuine interest in their company. This also ensures that the organization you are applying to recognize exactly which position you are applying for and how your qualifications meet their criteria. Make sure these documents are saved on your computer or flash drive and ready to upload to the site. Some of the file formats that are accepted are doc, docx, wps, rtf or pdf.

Make sure you have contacted each of the people on your reference list recently to let them know you would like to put them down as a work or personal reference. Please note: if you have been let go from your last position and didn't get along with your supervisor, you can try asking one of your co-workers for a work reference.

Last words of advice when applying on-line - if you get stuck remember to read and scroll up and down the page to make sure you are looking at the entire screen. Many times the next step is right there before your eyes but you keep glazing over the same area and text. Remember to stay focused and read everything carefully! If all else fails try calling the company's technical support line, they should be able to help you.

Tip

If Technical Support can't help you over the phone many times they will advise that you come down in person and submit your application!

Computer Tips: Clever uses for Google

Definitions: Pull up the definition of the word by typing define followed by the word you want the definition for. For example, typing: define bravura would display the definition of that word.

Phone number lookup: Enter a full phone number with area code to display the name and address associated with that phone number.

Calculator: Use the Google Search engine as a calculator by typing a math problem in the search. For example, typing: 100 + 200 would display results as 300.

How NOT to be Successful when Applying for a Job!

+ Keith Robinson
CENTRE COORDINATOR

I hope everyone had a great summer and is now looking forward to the change of season. For this edition, I would like to provide insight into what potential employers see, and how you are being evaluated when applying for employment. During a recent recruitment for a new staff person at OVRC I went through over 100 emails and resumes in order to select candidates that would best fit our needs and invite them to an interview. I hope that this information will make you more successful when applying for meaningful employment.

Let's start with emailing your resume and cover letter. When you consider a recruiter has over 100 emails to go through in order to decide which resumes they may want to look at closer, remember first impressions are lasting. Here are some of the issues that made poor impressions - resulting in having their emails deleted without getting to the next step.

The Body of the Email: Some candidates leave it blank, others just copy and paste from the job advertisement. The worst offenders had a different company name than ours, which clearly showed they were just applying to anyone, hoping for an interview that will never happen. A lot of these mistakes happen because individuals feel that if they apply to hundreds of companies they will get a job quickly. However, if you take your time and apply to a select few companies, that also meet your needs, you will not only find a job faster it most likely will be a better fit, resulting in meaningful and lasting employment. In the body of the email always put in a few skills that prove you have the skills to do the job they are hiring for. It also would help to put one piece of information that you have researched about the company which now makes the reader realize that you applied to their company not just any job.

The Subject line of the Email: Do not just copy and paste the job title from the job advertisement as the employer can clearly see that you did this. This tells the potential employer you are either sending out mass emails in hopes of finding a job or just to lazy to type out the job position. The minute it takes to type it in the subject line will be worth your while. I even had some emails that had the wrong job position in the subject line, these again were quickly deleted.

The Attachment: Whenever you attach a document, the name of the document shows up in the email. I had some that just said resume and cover letter; this makes the reader feel again that the person is applying to everyone. Some had another company name which as you can guess was quickly deleted never to be seen again. Take the time and open your document and do a "save as". Name the cover letter and resume with the name of the company. Example: If applying to OVRC, then use OVRC cover letter, OVRC resume - this makes the reader feel again you are applying just to them.

In closing, take your time, do everything right and your resume and cover letter will be read. This puts you one step closer to that important interview. If you are not sure how to apply email etiquette in order to be noticed positively, that's why we are here. The best time to come to the Centre to have one-on-one help with emailing is between 8 and 10, most of our staff are not in appointments during this time and we can coach you to email success. Of course we can help during the rest of the day but our floor support is more limited and we might not be able to focus on your needs as much in the first 2 hours.

In the next newsletter I will go over what not to do with cover letters and resumes if you want to be noticed in a positive light, resulting in that important interview. However, if you need immediate help, do not wait. Come and talk with one of our staff, as we are here for you and committed to your success. We can provide you with direction to not only to be successful in finding a job, but realizing the result we want all of our clients to achieve - finding a job that fits your needs, resulting in meaningful employment.

QUOTE BY WILL ROGERS



“ Even if you're on the right track,
you'll get run over if you just
sit there. ”

Thank You for Volunteering at Osborne Village Resource Centre!

+ John Perry

EMPLOYMENT FACILITATOR / VOLUNTEER COORDINATOR

I would like to start off by thanking all of the Volunteers that helped out the Osborne Village Resource Centre during the summer of 2012. Osborne Village Resource Centre has just recorded the highest number of employed stats for the summer months (June, July & August) and we have to thank each and every one of you for your time and effort on helping us make this possible.

At this time I would say good luck to Deborah and Chelsea, who have started school for the 2012/2013 term. In the future should you be interested in volunteering please do not hesitate to call and we can set up a schedule. On the right are a couple of photographs of Deborah and Chelsea when they are not volunteering or at school.

Osborne Village Resource Centre would also like to thank Volunteer Manitoba for featuring our organization on their website. This has brought much interest in our centre and has given us the opportunity to actively seek volunteers in the local community.

As the Volunteer Coordinator here at OVRC, we encourage you to volunteer as there are great benefits in doing so. Please send your resume and cover letter to johper@wtc.mb.ca or call (204) 989-6503 to set up a time to apply for a great volunteer position.

We are located at Unit 1 – 107 Osborne Street, Winnipeg, Manitoba, R3L 1Y4.



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Chelsea (top) and Deborah (bottom) enjoying their leisure time this past summer.



Who's Scared? Me? Never!

+ Sandy Hudson
CAREER COUNSELLOR

Did you know that the main reason people fail interviews is nerves? You did? I bet you didn't know the reason why we are so nervous at interviews though? Is it fear of the unknown, fear of not knowing the answers, looking stupid or fear of failure?

It turns out that fear at interviews is due to something else entirely - *the fear of rejection*. Psychologists have found that fear of rejection - our social fear, is even greater than the fear of dying! We fear that we will get rejected by the interviewer for whatever reason. This fear come from far back in our ancestry, being rejected from high status tribe leaders would have meant certain death – as one could not possibly survive out there. In the present day, we see interviewers as leaders and consequently, fear their rejection.

So, where does that fear stem from, and how can our fear of rejection make such a huge impact on our lives? Psychologists have suggested that there are only four basic emotions, fear being one of them. (we will discuss the other three emotions in relation to job search in future newsletters) This emotion has been vital to the survival of our species, occurring in response to any threat of danger or pain. This emotion gives us the ability to recognise potential threats to our safety, leading to an urge to confront or flee the situation. (Often known as fight or flight) These days in Western society, we don't often have a real threat of danger, but we do still have the same instinctual responses to situations we find stressful.

Hmmm...interesting. But, if this is all so normal, then why does this fear lead to anxiety? Try to remember a situation you feared which, in turn, made you anxious. You tried to avoid it (flight) and tried to all you could control the situation (fight) said fear or to trying to control the situation, but could not shake the emotions inside, whatever you did. There you have your answer - when we cannot avoid or control uncomfortable situations, fear becomes anxiety, our natural response to stress.

So, how can we take back some control over the interview situation?

Learn the 5 R's:

- Research the company, their mission, values and products or services
- Reframe your thoughts – the situation won't lead to pain or death by rejection
- Rehearse your answers to interview questions until you can recite them without notes
- Remind yourself that it is natural to be nervous in an interview but that you actually have nothing to fear if you follow these rules
- Relax at least two hours before you go to bed the night before the interview, as you know you have done everything you can to get the job!

I can't guarantee that your fears will be quashed - only you can control that, but I can assure you that the above 5 R's will help you to keep your fear at bay. Come and have a chat with Kristina or myself, here at OVRC or make an appointment to discuss your fears relating to interviews or job search.



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The fear of rejection – our social fear – is greater than the fear of dying!

Introducing... Betty!

+ *Keith Robinson*
CENTRE COORDINATOR

Betty has been a volunteer with the Centre since 2003 and joined our team officially in 2012. Literally hundreds of our clients have benefitted from Betty's patience and humor while backing up the OVRC's computer courses and now she brings that experience to the front of the class as the instructor.

Her background is writing and communications, and she applies that skill set in finding 'just the right turn of phrase' to helping clients create awesome resumes as an employment facilitator when she isn't teaching. (But really, what teacher ever ISN'T teaching?)

Over the years, she's also been a client of the Centre, doing job search work, having a resume done, taking all of the computer classes, and participating in several of their amazing workshops, so she understands what they offer from the perspective of the client as well as the volunteer.



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Here is Betty doing what she loves best - preparing her computer classes!

She's been a member of the OVRC family for a very long time, and is thrilled at the opportunity to do work that she is passionate about with a fantastic group of people. She is the literal example of "do what you love and the money will follow", and a passionate advocate of volunteering in the field you want to transition into. After all, look what it's done for her!

Toastmasters and Me

+ *Sandy Hudson*
CAREER COUNSELLOR

I have always been intrigued by Toastmasters, but felt that it wasn't something I would fit into. Toastmasters, I thought, was for public speakers, professional, suit-wearing political types or business people.

My views were to change drastically, when a representative from a local Toastmasters group visited our centre and put up a poster to promote their open day. I jumped at the chance to go along and see what it was all about! We are

all nervous when we go somewhere new, even me, and I remember wondering what to expect when I got to the meeting.

When I arrived I certainly did not expect to be greeted by every single member of the club, people smiled, shook my hand and introduced themselves to me. I was given a "Guest pack" and any questions I had were answered. The meeting was formal, meaning it had structure and rules, but was

held in a relaxed and friendly manner. I was surprised at the humour and the support that the members gave each other.

That was it! – I was hooked – when I got home, I set about finding a Toastmasters club that I would be able to commit to. It was so easy to go search for a club near me. I went to the Toastmasters International website and typed in the days I was available and the time I preferred. Voila! There it was! A Wednesday evening club, near my home that took a break for the summer! Perfect.

After my first meeting I knew this was the club for me – they were dressing up for Halloween the next week! Boy, did we have fun in our costumes as we introduced ourselves as our characters, not ourselves

In the year that I have been going to my club “Vital Words” I have made new friends, learnt new skills, competed in a speech contest and completed my first Educational “The Competent Communicator” This year, I have volunteered to be the Vice President Public Relations, so I can improve my marketing and PR skills – so I am now the editor of yet another newsletter too! Here is a link to the Vital Words Toastmasters Club: www.vitalwords.ca/directions.html



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Ingrid Piper giving a Toastmasters presentation at OVRC

So, How Does Toastmasters Work?

- A Toastmasters meeting is a learn-by-doing workshop in which participants hone their speaking and leadership skills in a no-pressure atmosphere. A typical group has 20 to 40 members who meet weekly, biweekly or monthly. A typical meeting lasts 60–90 minutes.
- There is no instructor in a Toastmasters meeting. Instead, members evaluate one another's presentations. This feedback process is a key part of the program's success. Meeting participants also give impromptu talks on assigned topics, conduct meetings and develop skills related to timekeeping, grammar and etiquette.
- Members learn communication skills by working in the Competent Communication manual, a series of 10 self-paced speaking assignments designed to instill a basic foundation in public speaking.
- Members also learn leadership skills by taking on various meeting roles and working in the Competent Leadership manual. In our learn-by-doing approach, we don't lecture members about leadership skills; we give them responsibilities and mentoring to help. Then we ask them to lead.

Why should I join? The Toastmasters program offers many benefits that help people in all walks of life. As a result of participating in Toastmasters, you will:

- Increase your self-confidence
- Become a better speaker
- Become a better leader
- Communicate more effectively

Membership is affordable – a great value that can change your life that costs less than a dollar a day. Your initial investment:

- \$20 New member fee
- \$36 Dues for six months, plus any club expenses. (Some clubs may charge a nominal fee in addition to the regular dues for items such as meeting space and club supplies.)

More than 4 million people have discovered the benefits of this proven learning formula. What are you waiting for? To find a club near you, visit toastmasters.org.

Congratulations Robbie!

+ Sandy Hudson
CAREER COUNSELLOR

Congratulations to Robbie as he lands his first job in Canada!

Coming to Winnipeg, Canada in 2011, Robbie knew he had to gain Canadian work experience if he was to be successful in finding a job. He was a travel consultant before he moved here. As he applied for permanent residency, Robbie came into OVRC and applied for a volunteer position. Robbie was outstanding in his service to clients here. He was always cheerful, approachable and accessible to clients and had a professional and supportive approach. We received numerous accounts from clients of Robbie's helpful and obliging assistance. After help with complex computer issues, one client even went directly to our Centre Coordinator with compliments for Robbie! Many clients remarked on how Robbie was "Awesome" and couldn't thank him enough for what he had done.

I asked Robbie what he liked about volunteering at OVRC. Here is his reply:

- 1) I love that I was treated as part of a family. I felt that I was treated much more like a staff member than a volunteer.

- 2) The interaction with clients, you never know what you are going to get next to do here and who is going to need your help.
- 3) It was wonderful to be of service to clients. With very little effort, I could use my knowledge and expertise. It was very fulfilling to be of service to others.

Robbie thanked us for the opportunity to be of service to the community, gain Canadian experience and a Manitoban reference. We wish Robbie all the best with his job at the new Stella's at the airport and look forward to hearing more about Robbie's progress in Canada!



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Congratulations to OVRC volunteer Robbie for landing his first job in Canada!

Fun with the Keirsey Temperament Sorter

+ Kristina Lonstrup
CAREER COUNSELLOR

Here at the Osborne Village Resource Centre, fellow career counsellor Sandy Hudson and use the Keirsey Temperament Sorter as a tool to help us assess a client's personality type and consequently, careers they would be

most suited to. First introduced when Please Understand Me: Character and Temperament Types was published by psychologist David Keirsey in 1984, it links an individual's personality type to a career categorization.

The Keirsey Temperament Sorter measures four different areas of an individual's personality:

1. How much energy you have to expend on other people
2. A preference for structured rules or creative design
3. If you are motivated by your brain or your heart
4. If you prefer planned decisions or alternative options

Comparing these different elements can be looked at this way:

Extrovert: <i>Let's talk this over</i>	VS.	Introvert: <i>I need to think about this</i>
Sensing: <i>Just the facts please</i>	VS.	Intuitive: <i>I can see it all now</i>
Thinking: <i>Is this logical?</i>	VS.	Feeling: <i>Will anyone get hurt?</i>
Judging: <i>Just do something</i>	VS.	Perceiving: <i>Let's wait and see</i>

How does it work?

When you take each element of the four options and combine them, you will end up with one of sixteen career classifications. Each classification reflects and respects your personality's characteristics.

Let's look at it this way:

An **ENFJ**, a teacher, would want a career where he or she would have the opportunity to:

1. Spend energy on people
2. Use creative intuition
3. Act based on a sense of feeling
4. Make decisions

Whereas an **ISTP**, a crafter, would want a career where he or she would have the opportunity to:

1. Work quietly, or in solitude
2. Follow a traditional structure of rules
3. Use one's head to guide oneself
4. Leave options open for alternative choices

Let's look at another version, an **INFP**, a healer:

1. Work quietly, or in solitude
2. Use creative intuition
3. Act based on a sense of feeling
4. Leave options open for alternative choices

Or, on the opposite end, an **ESTJ** is a supervisor:

1. Spend energy on people

2. Follow a traditional structure of rules
3. Use one's head to guide oneself
4. Make decisions

At Osborne Village Resource Centre it has been incredibly enjoyable for me to assess different individuals' temperaments. I have had one year of experience performing this assessment now, and I find that some clients I can immediately assess, whereas some clients, I'm stumped—and mighty intrigued—and it is very exciting when I get to reveal the results.

How can you tell an individual's Keirsey so soon?

There are often minor personality characteristics that reflect an individual's Keirsey temperament. Recognizing our differences is what strengthens our own—and each others'—value in the workplace.

An **ISTJ** (Inspector) female may wear little to no cosmetics.

An **INFP** (Healer) may have had a fantasy-filled childhood.

An **ESTP** (Promoter) may have nerves of steel.

An **INFJ** (Counselor) may have a vivid imagination.

An **ENTP** (Inventor) may have daydreams about prototypes.

Taken from Stephen Montgomery, *People Patterns: A Modern Guide to the Four Temperaments* (United States: Archer Publications, 2002)

Would you like to learn YOUR Keirsey Temperament for career satisfaction? Sandy or I would be happy to help you on a path to self-discovery! Call OVRC at 989-6503 and ask for a Career Counselling appointment. We look forward to assessing you!

Laughter Corner!

+ From Resumania's Archive
JOBMOB.CO.IL/BLOG/FUNNIEST-
RESUMEMISTAKES/#IXZZ25WVRMPYF

People write the strangest things on their resumes, sometimes downright hysterical. Why should only recruiting managers get to laugh at them?

From Resumania's Archive:

1. Job Duties: "Answer phones, file papers, respond to customere-mails, take odors."
2. Interests: "Gossiping."
3. Favorite Activities: "Playing trivia games. I am a repository of worthless knowledge."
4. Skills: "I can type without looking at thekeyboard."
5. Objective: "I want to play a major part in watching a company advance."
6. Experience: "Demonstrated ability in multi-tasting."
7. Experience: "I'm a hard worker, etc."
8. Languages: "Speak English and Spinach."
9. Reason for leaving: "I thought the world was coming to an end."
10. Additional skills: "I am a Notary Republic."
11. Objective: "So one of the main things for me is, as the movie 'Jerry McGuire' puts it, 'Show me the money!'"
12. Skills: "I have integrity so I will not steal office supplies and take them home."
13. Objective: "To hopefully associate with a millionaire one day."
14. Qualifications: "I have guts, drive, ambition and heart, which is probably more than a lot of the drones that you have working for you."
15. Qualifications: "Twin sister has accounting degree."
16. Skills: "Written communication = 3 years; verbal communication = 5 years."
17. Education: "I possess a moderate educatin but willing to learn more."

18. Education: "Have repeated courses repeatedly."
19. Salary requirements: "The higher the better."
20. Salary desired: "Starting over due to recent bankruptcies. Need large bonus when starting job."
21. Bad traits: "I am very bad about time and don't mind admitting it. Having to arrive at a certain hour doesn't make sense to me. What does make sense is that I do the job. Any company that insists upon rigid time schedules will find me a nightmare."
22. Application: Why should an employer hire you? "I bring doughnuts on Friday."
23. Experience: "Child care provider: Organized activities; prepared lunches and snakes."
24. Work experience: "Responsibilities included checking customers out."
25. Objective: "I am anxious to use my exiting skills."
26. Application: "Q: In what local areas do you prefer to work? A: Smoking."
27. Qualifications: "I have extensive experience with foreign accents."
28. Education: "I have a bachelorette degree in computers."
29. Career: "I have worked with restraints for the past two years."
30. Worked in a consulting office where I carried out my own accountant."



Staff Goodbyes...

+ Keith Robinson
CENTRE COORDINATOR

'Twas the summer of Staff Goodbyes...

Jude Gaal worked at OVRC as a Career Counsellor for 5 years, she started in 2007. Aside from Career Counselling Jude redeveloped OVRC employability workshops working closely with Sandy to ensure our material was relevant not only to our clients but also the Winnipeg employers. During the past year when Jude went back to University to finish her degree she assisted in our computer classes and also provided floor support one day per week. I had the pleasure to work with Jude during this time and was able to learn many valuable lessons. As a result of Jude's hard work the OVRC team became better at providing positive and productive assistance to our clients. In addition, Jude developed new employability workshops that were needed to improve client success.

Jude's dedication to ensure clients were getting the highest quality information as she was always changing and improving resources. Jude was an excellent team mate whose contribution improved the success of OVRC and its clients.

Jude you will be missed by staff and clients of OVRC. We know that you will always be working hard to improve the lives of others. Good luck in the future and keep up the wonderful work.

Dean Schofield worked for one year as a Computer Instructor/Employment Facilitator at Osborne Village Resource Centre. During this short time Dean was instrumental in upgrading OVRC computer class manuals and instruction from MS Office 2003 to MS Office 2010. In addition, he resolved issues that other staff members were having, when adjusting to the new look MS Word. Dean kept the computer classes on pace during this transition. He also developed and delivered new computer workshops to improve OVRC clients' skills. These workshops assisted in the improvement of OVRC client success. Thank you Dean for your contributions and we wish you success in the future.

Conrad Padilla started out volunteering with the Center in 1999 where he demonstrated his immense versatile skills; needless to say he was soon hired on and put in charge of Intake, Special Projects and Computer Training. Conrad held the title of Client Database Coordinator and continued to show his excellent computer skills and has demonstrated throughout his employ a keenness to assist both clients and staff with computer issues. Throughout the last 13 years Conrad has always risen to the many challenges put before him, including working with and presenting monthly reports on both Contact IV and SPRS Government Systems. Conrad also made contacts to the clients that used our services; fulfilling one of the Centre's requirement to continue to receive funding. Conrad was a valued member of OVRC and he will be missed.

Computer Tips: Internet Tricks

You don't need the http:// portion of a web page: When typing an Internet address you do not need to type http:// or even www. in the address. For example, if you wanted to visit "Computer Hope" you could just type computerhope.com and press enter.

Quickly move between the fields of a web page: If you're filling out an online form, e-mail, or other text field you can quickly move between each of the fields by pressing the Tab key or Shift + Tab to move back a field.

Use Internet search engines to their full potential: Make sure to get the most out of every search result. If you're not finding what you want, try surrounding the text in quotes.

Find Text Quick With Ctrl-F: One of the things I find myself doing most frequently is trying to find one specific word or sentence within a much longer document or webpage. Happily, if you know what you're looking for, Windows makes it easy to find it.

FREE Job Search Workshop

Thursdays, October 11 / November 8 / December 6, 8:30 am – 12 noon

If you are still spending time applying for jobs on the job bank, you are missing out on most of the available jobs. This workshop will give you the tools for a more effective job search. Learn how to target specific jobs with organizations that you would like to work for.

Topics covered include:

- Why employers don't advertise and how to use this to your advantage
- Self-assessment of your top qualities
- How to research hidden jobs
- Presentation skills and marketing
- How to use social networking in your job search



FREE Cover Letter Workshop

Thursdays, October 18 / November 15, 5 pm – 7:30 pm

"A well-written cover letter can eliminate at least 25% of the competition for you," stated an employer. The urban myth that cover letters aren't important is just that – a myth. Employers want and expect applicants to include a cover letter with a resume. Don't be one of the many people who work hard at writing a great resume, and then mistakenly take very little effort in composing a cover letter. In this workshop you will get tips from employers, and also learn how to:

- Examine the job ad and identify the employer's needs
- Research the company to identify the employer's goals and values
- Connect your skills and experience with the employer's needs
- Make yourself stand out from the rest



FREE Job Fair Preparation Workshop

Thursday, October 25, 8:30 am – 12 noon

Job Fairs can be crowded and unproductive. Find out how to make Job Fairs work for you:

- Learn how to get noticed amongst the crowds
- Make the best possible impression with a potential employer
- Confidently responding to the 3 different types of interview questions
- How to follow up after a job fair



FREE Interview Skills Workshop

Mondays and Tuesdays: November 19 – 20 / December 10 – 11, 8:45 am – 3:30 pm

Takes place at 1551 Pembina Highway

Get the skills and confidence to ace your next interview. This two day workshop will cover the following topics:

- How to make a great first impression
- How to identify questions employers will ask
- Confidently responding to all types of interview questions
- How to turn a negative situation into a positive outcome

You will have the chance to put learnt skills into practice, by rehearsing your responses in mock interviews, getting feedback from the workshop participants.

Basic Microsoft Word

*Mondays: October 29, November 12, 19, 26,
December 3*

Time: 5:00 - 7:30 pm

5 – 2.5 hour sessions (one night a week)

*In person registration required, \$70.00
(cash only)*

*Prerequisite: Fundamentals of Personal
Computing*

- Learn how to manage your files in Windows
- Become familiar with the components of the MS Word Window
- Review various techniques for selecting text: one word, one sentence, paragraphs, all text with single, double and triple click
- Learn intermediate formatting techniques: customizing bullets & numbering, borders and shading, fonts, indenting, cut, copy & paste
- Word with headers and footers, page numbers, tabs, tables, clip art and word art
- Learn to proof your document: page set-up, spell check, show/hide, print preview
- Word with multiple windows
- Learn the basics of the mail merge function
- Become familiar with ribbons and tabs

Basic Microsoft Excel

*Tuesdays: October 30, November 13, 20, 27,
December 4*

Time: 5:00 - 7:30 pm

5 – 2.5 hour sessions (one night a week)

*In person registration required, \$70.00
(cash only)*

Prerequisite: Basic Microsoft Word

- Become familiar with the components of the Excel window
- Become familiar with the various mouse pointers in Excel
- Learn Spreadsheet terminology: books, worksheets, cells, columns, rows, and ranges
- Learn how to enter and edit text within a cell and apply formatting options
- Work with ranges and range names
- Work with basic formulas and simple calculations
- Learn how to proof your Excel spreadsheets: page set-up, set margins, paper orientation & page breaks, spell check, show/hide, print preview
- Learn the basics of Charting
- Work with multiple spreadsheets
- Link Excel spreadsheet into a Word document
- Become familiar with ribbons and tabs

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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