



Fall 2013 **Newsletter**

WHAT'S INSIDE:

Invest in Yourself	<i>By Keith Robinson</i>	PAGE 1
Changes at the Osborne Village Resource Centre	<i>By Patti Malo</i>	PAGE 2
Dear Career Counsellor	<i>By Kristina Lonstrup</i>	PAGE 3
Feedback is the Breakfast of Champions!	<i>By Sandy Hudson</i>	PAGE 4
OVRC on a Mission	PAGE 4
Values Clashes	<i>By Kristina Lonstrup</i>	PAGE 5
I Just Want to Buy a Computer!	<i>By Betty Punkert</i>	PAGE 6
How to Help Your Kids Choose a Career	<i>By Robert Shewchuk</i>	PAGE 7
Career and Job Preparation Workshops	PAGE 8
Computer Courses at The OVRC	PAGE 10



Osborne Village
RESOURCE CENTRE

1-107 OSBORNE ST. WINNIPEG, MB R3L 1Y4
PH: 204.989.6503 FAX: 204.477.0903

Invest in Yourself

+ Keith Robinson
CENTRE COORDINATOR

Over my years of being an Employment Facilitator and now the Centre Coordinator at OVRC, I have come across many clients that have a scattered work history. This scattered work history will start to hamper clients in securing meaningful employment in their future if it is not addressed.

When a potential employer looks at a resume and sees a scattered work history, with a person not staying at one job for a longer time frame than a year, it could hurt the candidates' chances of being selected for an interview. The reason for this is the employer will read a resume that displays work for just a few months at a time of past employers. The assumptions that will be made are the candidate is not a good employee and keeps being let go from their jobs and that the candidate is not committed to the particular career path they have chosen. In both cases, it sends out red flags to a potential employer that they might not want to take the time and resources required to train you for a new position with their company. If you were in the employers shoes, can you blame them? Of course not!

So let's look at how you can use OVRC to make positive changes to your work history that will also make your future employment more enjoyable. One of the first things that happens, over and over, with clients using our services is they are so stressed at finding another job that they do not take the time to find meaningful employment efficiently. Because of these stresses clients come in and apply to ten or twenty jobs per day just hoping to keep the money coming in. Clients on this path then are often hired by an employer that maybe is not good to work for, resulting in them leaving the employment and in affect, adding again to their scattered

work history. The only thing the client might have done wrong is not take the time to see if the employer met their needs also.

Usually the most efficient way to conduct a job search is to apply to 3 to 5 jobs per day. This gives you time to research the companies, does it seem like a good place to work? will you be happy there? - if so, then apply. You will then create a targeted cover letter to each company and ensure your resume matches the skills each employer is looking for. The time you take to target your application correctly

“To invest in yourself is the best investment of all!”

will generate more interviews and potential employers will respect your efforts. In addition, if you display confidence, that the employer will respect you as potential an employee. Once you are hired on, this is an excellent opportunity for you to grow and improve your employment history.

The other key piece to scattered work history is you may simply dislike the type of work that you have done in the past. If you have to struggle to go to work every day, the end result will be that you quit or just start missing time which will lead to you leaving the job and again adding to that scattered work history. Take the time to invest in yourself, you are worth it. This starts with booking a career counseling appointment or coming to our Job Satisfaction Workshop to discover what type of work matches your skills and values. If you value the work that you are doing, you will be committed and valued as an employee leading to long term employment.

In closing, you can change the cycle, which will improve how your work history looks to potential employers. Most importantly you will be more happy and content in your life if you secure meaningful employment that better suits your specific needs. The staff here at OVRC are here to guide you through this process. Talk with one of us today - we would love to help.

QUARTERLY QUOTE

“All our dreams can come true, if we have the courage to pursue them.”
Walt Disney

Changes at the OVRC!

+ Patti Malo
OFFICE ADMINISTRATOR

This September 2013 the Osborne Village Resource Centre will deliver some new services to meet the needs of ever-changing trends in the Winnipeg job market! To accommodate these new services OVRC hours of operation will be adjusted accordingly. The new Public Access hours are as follows:

**Mondays and Wednesdays
from 8:00 am to 4:20 pm**

**Tuesdays and Fridays from
10:00 am to 4:20 pm**

**Thursdays are still 12 noon
to 4:20 pm**



NEW Action Planning

Sessions were developed from a concept that came to me literally in the middle of the night about two years ago. I jumped out of bed and rushed to my laptop computer to write down the beginnings of what was to become a booklet entitled "Your Action Plan" - A document created to provide OVRC clients with a road map of sorts to help them navigate through all of our pre-employment services. This tool was specifically designed to maximize the benefits of the Centre's services for each individual that may feel lost or struggling in their job search. We decided that the way to go was to have Action Planning Sessions twice a week and offer them to all clients. The sessions are scheduled for Tuesdays and Fridays between 8:30 – 10:30 am.

NEW On-Line Application Workshop was created because more and more companies are using on-line applications. Previously, I was assisting clients in one-to-one appointments for one and a half hour time blocks. Now with more and more employers asking job hunters to apply on-line and the fact that we want to help more clients, in a group format, we decided to use the workshop model to deliver this service. I will continue to assist clients in one-to-one appointments three days a week as needed. Our new On-line Application Workshop will be scheduled on the last Thursday morning of the month from 8:30 to 11:30 am.

NEW Job Satisfaction Workshop was created for clients wondering which path to take at this point in their lives/clients who have not found a "good fit" job/clients who need to know where they are going to thrive and clients who keep getting laid off. Using a number of tools at the Career Counsellor's disposal, clients will be guided through this all day workshop to help them assess their skills, values, personality type and discover their perfect job! One-to-one Career Counselling takes at least three appointments, with two weeks between appointments to make allowances for homework time. The benefit of attending the Job Satisfaction Workshop is that you will cover enough material in one full day that you will only need one maybe one or two appointments after attending this workshop and you will be off to make your mark in that new career you always wanted!

Laughter Corner!

Resume Bloopers

"I demand a salary commiserate with my extensive experience."

"I have lurnt Word Perfect 6.0 computer and spreadsheet programs."

"Received a plague for Salesperson of the Year."

"Reason for leaving last job: maturity leave."

"Wholly responsible for two (2) failed financial institutions."

"Its best for employers that I not work with people."

"You will want me to be Head Honcho in no time."

"Am a perfectionist and rarely if ever forget details."

"I am loyal to my employer at all costs... Please feel free to respond to my resume on my office voice mail."

"Marital status: single. Unmarried. Unengaged. Uninvolved. No Commitments. "

Dear Career Counsellor

+ Kristina Lonstrup
CAREER COUNSELLOR

Dear Career Counsellor,

When it comes to interviews, I'm not very good at answering question "What is my biggest weakness?"

I don't want to tell them about my lack of confidence or impatience with disrespectful people, can you help me?

- Marie M., Downtown

Dear Marie,

Thank you for your question. The infamous 'weakness question' is a common dilemma for job seekers. So why do employers ask this question? There's a trick to it: the employers want to know **a weakness you have taken the steps to overcome**. As a prospective candidate, you want to be strategic in your selected weakness.

Don't forget that we are human, and believe it or not, we all have weaknesses, including your prospective employers!

Recognize a weakness in your work ethic that you overcame. Did you overcome a punctuality problem? Did you ever work to correct a problem with organization or task completion? Did you pursue professional development to learn a new skill?

There is a formula to help you remember how to structure your response well: **WSAP**.

(W) Weakness

(S) Set the Scene

(A) Action Steps Taken

- 1.
- 2.
- 3.

(P) Positive outcome

- 1.
- 2.
- 3.

Here's an example:

W: A weakness of mine was my typing speed was too slow to type documents in a timely manner.

S: In a previous position, I found that I had to type letters for clients. I was rather embarrassed to keep them waiting because my typing speed was simply too slow.

A: The action steps I took to increase my typing speed were:

(1) I found a typing game online called *Typer Shark*®, where I could win points by typing words faster,

(2) I would spend 20 minutes an evening typing song lyrics to myself without looking at the keyboard, and

(3) I measured my typing speed increases to monitor my performance.

P: The positive results were:

(1) I learned the keys so I wouldn't have to look at the keyboard anymore,

(2) I increased my typing speed from 28 wpm to 50 wpm, and

(3) I was able to manage my assignments more effectively by saving time typing.

This formula is effective for three reasons. One, you're showing your interviewer that you recognize your own weaknesses. Two, you're proving to your interviewer that you challenge yourself to become better. Thirdly, you are telling your story in a structured format (better known as Behavioural Descriptive Interviewing) that makes it easier for the interviewer to understand.

Whatever you do, do NOT tell the interviewer that you do NOT have weaknesses! Be effective and be honest!

Good luck!



How to Answer
“What Are Your Weaknesses?”

Do you have further concerns about your interviewing technique? Please join our INTERVIEW SKILLS WORKSHOP, held monthly this Fall, or book an appointment with a career counsellor at OVRC. Feel free to call us for more information at (204) 989-6503.

Feedback is the breakfast of champions!

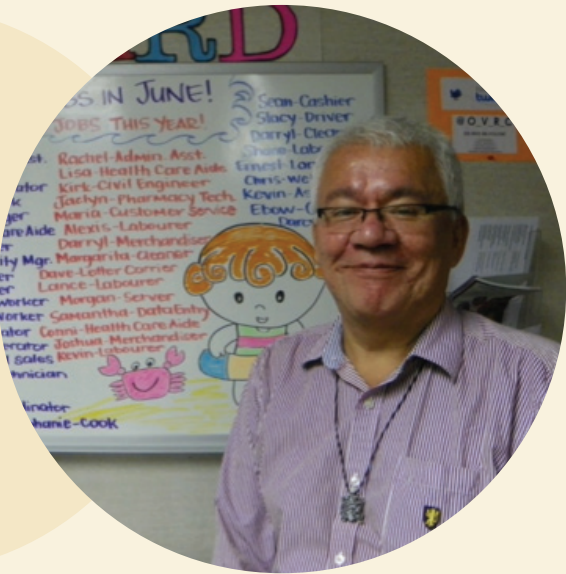
+ Sandy Hudson
CAREER COUNSELLOR

David had been actively looking for a job for 6 months, so he was glad he chose to use OVRC to keep him motivated and positive!

David has always had a great desire to work within an Aboriginal organisation. Even during university, he chose to give presentations on (CAHRD) Centre for Aboriginal Human Resource Development Inc, which is a non-profit, human resource development organization that delivers Education, Training and Employment services to the urban Aboriginal population of Winnipeg. David believes that "aboriginal youth are an untapped resource" so has been keen to gain employment in this field for a long time.

The job that David really wanted was first posted in early May, this year. He applied but the job was taken down. A few months later, revisions were made and the job was reposted. David applied for the same position last week and he heard that when they saw his application, they said: **"Wow, he's applying again!"**

David's last interview in Vancouver was the job he almost got! After the interview he found out that his research was weak and that was why he didn't get the job. So when the next opportunity came along, David came to OVRC for interview advice and this time David interviewed well. He



+ SHOWN HERE

A proud David just before his first day at his new job.

had prepared for the questions that he was asked and had done the research on the company and the job. The interviewers were suitably impressed and David got the job! Now David is really looking forward to being back at work, administering benefits for ten plus employees, which is in line with the education he took at university.

Any advice for current job-seekers, David?

"Yes - be persistent, don't give up, and stay focussed and positive. Make sure you listen to advice and get feedback combined with positivity!"

OVRC on a mission...

We are very excited to announce that we have revitalised and refreshed our mission statement. Here it is in its full glory:

"The mission of Osborne Village Resource Centre is to empower the underemployed through employment facilitation, career counselling, and computer literacy. We provide employability skills training, access to technology, and innovative strategies to adapt to the ever-changing job market.

We are a community-based organization that acts as a bridge to Winnipeg's labour market by promoting access to community resources, services for immigrants, information on post-secondary and apprenticeship programs, fellowship, and advocacy.

We are a warm, inclusive, safe space devoted to assist individuals to achieve professional pride."



Values Clashes: Identifying Why You May Be Unhappy at Work

+ Kristina Lonstrup
CAREER COUNSELLOR

Values clashes are a complicated source of stress in the workplace. The analogy I often use to illustrate a values clash is if a worker had a wound on his or her arm. With a wound, a coworker might note “Gee, it must be hard for you to work with that wound on your arm.” A values clash, however, is a hidden stress—a stress that even you may be unable to identify.

When a client comes in for his or her first appointment, the first exercise we do is to take a values inventory. This is played through a card game. Sound easy? It is. I always ask my clients to be critical of likes and dislikes. A values inventory is not a good time to be flexible and adaptable (which are typically beneficial workplace attributes!).

Different personalities have different workplace values. We do not wear our values on our sleeves, and therefore, discovering each of our values is difficult. Furthermore, we ourselves are not able to verbally inform our teammates of our values. Again, they’re hidden.

I’ll provide an example of some values cards that indicate a worker’s sense of satisfaction:

CLEAR DIRECTIONS: For some people, it’s a pet peeve when you are not given clear directions. To not give clear directions for a task can be taken as disrespectful to the worker who wants to complete your instructions as directed, and subsequently feel fulfilled. On the other hand, for some people, clear directions can seem patronizing. Some people enjoy the strategic thinking of where the directions are headed, and enjoy completing the task without strict instructions and regulations.

SUPPORTIVE SUPERVISOR: For some workers, we want to feel like we have done a good job. We want to know that we are making our supervisors happy by completing tasks well. Other people, meanwhile, don’t need the pat on the back. Keep in mind that not all supervisors are aware that workers need positive evaluation to keep professional momentum alive. Both workers and supervisors may not understand the importance of nurturing feedback for healthy workplace attitudes.

HARMONY: Lack of harmony in a workplace can be sickening to people. Any team problem, from infighting or negativity, to “the blues” and simple lack of sleep, can affect some workers emotionally. Meanwhile, other coworkers may look past an adverse team relationship and be able to push through the workday unaffected. Some workers may view attempts at workplace harmony as “emotional, unnecessary fluff”. This workplace value becomes tricky because some need emotional support to work well, and others do not.

COMMITMENT: Some workers become infuriated when projects are left incomplete. Some workers think there is nothing wrong with leaving a project to be completed later in the week. To recognize commitment as a value in yourself and others will help you understand your teammates better, and thus create a more mutually respectful environment.

PRODUCTIVITY: We all measure workplace success differently. Furthermore, the issue of productivity can be measured in different perspectives. Some workers are physically productive. Some workers are emotionally productive. Some workers are intellectually productive. How one defines the notion of productivity should always be discussed so that a team can understand each other better and celebrate successes of each other’s sense of achievement.

Self-awareness of the values systems of yourself—and others—can contribute greatly to your workplace health.

Would you like to play a game of values cards? Sandy and Kristina would love to help you assess your values. Please call OVRC at 989-6503 and book an appointment!



So Many Technical Terms – I Just Want to Buy a Computer!

+ Betty Punkert

COMPUTER INSTRUCTOR / EMPLOYMENT FACILITATOR

The first night of computer class, I'm always asked by at least one person, "What kind of computer should I buy?" This depends on three things: what you're going to do with it, what your budget is, and how portable it has to be.

SYSTEM REQUIREMENTS: The easiest way to figure out how much computer you need is to think about the application software you want to use. For most people, that's Microsoft Office. Grab a copy of your desired version of Office at the store, and look on the box for two lists: minimum system requirements and recommended system requirements. Write down all the information in both columns. You want to be sure to have the minimum, and as close to the recommended as you can afford. If you need to use more specialized application software, such as Photoshop or Final Cut Pro, check out those system requirements instead. This way you'll have a list and won't be walking in blind with no clue about what you need.

BUDGET: Most people can get a very nice system that will meet their needs as beginners in the \$500-\$800 range, \$1000 on the outside. It's important to know what you need going in, as many computer and electronic shops are commission based and may sell you more than you need. Lots of big box stores will finance your computer for a year or two with no interest, which allows you to pay it down in pieces instead of having to come up with all of it at once.

DESKTOP vs. LAPTOP vs. TABLET (PORTABILITY):

DESKTOPS: A dedicated computer that lives at home will generally give you the most bang for your buck. Again, refer back to your system recommendation notes and aim for the recommended side rather than the minimum. You will need to ensure that you get a monitor, keyboard and mouse to go along with your tower, and possibly a printer. Here at the Centre we use Windows 7 and Office 2010, so ask for those when you get your system set up if you want it to feel familiar. NOTE: While you may not know how to upgrade your desktop as a beginner, someone around you likely can, so it's good to ask if you can do so when you buy it; having your niece install an awesome sound card may void your warranty.

LAPTOPS: Being able to carry your computer around is going to increase the price. Period. Sometimes by almost double the cost for the equivalent power of a similarly equipped desktop system. Think REALLY hard about how much of your computing is going to get done in bed, in coffee shops and on planes before you invest in a laptop. If the investment is worth it for you, shop around and watch for sales to get the best possible set of options, making sure your minimum system requirements get met. NOTE: Laptops cannot be easily upgraded. When it gets too slow, you usually have to buy a whole new system.

TABLETS: A tablet computer is going to have some of the features of a laptop, but generally they are NOT full computers. Even a Windows RT or Windows Surface touchscreen tablet will be less capable than a full featured Windows 8 laptop, with smaller hard drive capacity and a less capable video processor. Think of most tablets as very large screen smart phones. Android, iOS, Blackberry etc. are NOT Windows, and while you may be able to edit basic Word or Excel documents in them, they are not an equivalent, and you are unlikely to be able to run your favorite Windows applications on them.

A NOTE ON MACINTOSH: Basically, if you need a Mac, you'll know. The Macintosh platform is very popular in graphic design, video and audio editing, and the desktop publishing industry. Macs are, on average, about one and a half times the cost of a similarly equipped Windows personal computer, and you have one option for purchase; Apple. If you are a student and need a Mac for your courses, check with your educational institution about discounts that can make this a more affordable purchase.

Check system requirements carefully for what you need and plan your purchase accordingly.

Happy shopping!



How to Help Your Kids Choose a Career

+ Robert Shewchuk

My name is Robert Shewchuk. I am an original North End Winnipegger who left Manitoba in 1995 to pursue my dream of becoming a career development professional. After completing Canada's first post degree diploma in career development in Edmonton, where I trained with Dave Redekopp and Barry Day, I was well on my way.

Since then, I have spent over 15 years working directly with adults, new Canadians, and primarily youth helping them find work, choose careers and plan their educations. I have worked in Government, University, College and High School settings with one goal in mind...to help my clients choose a career and educational path that works for them.

After moving back to Winnipeg and stepping away from my career in 2011 to help both my wife and sister successfully battle cancer, I decided that life is too short to die with a book inside

of me. So with tremendous personal, professional and financial sacrifice, I spent the past 12 months conceiving, writing and self-publishing *Careers For Kids - How To Help your Kids Choose A Career*. A book that offers parents the same advice and information that I have used with thousands of young Canadians for over a decade in the high school system. With youth unemployment stuck at 14% and tens of thousands of post-secondary students graduating into low-skilled jobs, it is my profound belief that we need to stop talking about getting our kids jobs and start teaching them how to choose a career.

As the owner of Start Smart Publishing, I plan to spend the next 4 - 6 months promoting my book to as many career professionals, guidance counsellors, principals and home schools as possible across Canada. *Careers For Kids* is an important book that I feel every parent in Canada needs to be aware of, because if they don't help their kids choose a career that they'll enjoy that also matches what the Canadian economy needs, who will?

In 2014, if an appropriate position does not present itself either with the Winnipeg secondary school system or a post-secondary institute, I plan on launching Start Smart Careers. A fee based career advising service that will focus strictly on helping young adults have a clear career choice before entering University or College.

If you are interested in meeting with me or want to purchase my book, please email me at contact@startsmartcareers.com or go to www.startsmartcareers.com and click on the Careers For Kids Book link. I look forward to meeting everyone. Thank you.



+ SHOWN HERE

Robert Shewchuk - Author, Advisor, Educator, Entrepreneur

Job Satisfaction Workshop

Thursday: September 19 / October 24 / November 21 / December 12
8:45 am – 3:30 am

Are you still looking to find your perfect career, where you will feel fulfilled and most productive? This workshop gives you the tools to:

- Do a self-assessment which includes: Values, skills, attributes/strengths and interests/ hobbies
- Do a work assessment which includes:
 - Your last three jobs (if applicable) and the work activities you enjoy
 - Work preference, work activities, occupational interests, work/volunteer experience
- Research careers with Career Cruising
- Assess the sustainability of a career using all your assessments



Action Planning Session

Tuesdays/Fridays: Ongoing, 8:30 am – 10:00 am

This workshop will give you an action plan for all your job searching needs. Included:

- Orientation of services
- Individualized action plan
- Take home Road Map/Note Book
- One-to-one feedback and advice

In response to the need for our clients to have a game plan for their job search, we have created an action planning session to inform, assess and give one-to-one feedback to our clients.



On-line Application Workshop

September 26 / October 31 / November 28, 8:30 – 11:30 am

In this workshop you will learn how to: Apply Now.

- Sign up for a free email account
- Research the company to identify the employers goals and values
- Examine the job ad and identify the employers needs
- Create a targeted cover letter
- Complete an on-line application
- Complete an on-line questionnaire if applicable

Due to a significant increase of employers requiring on-line applications we have created an on-line application workshop to meet the demand. We welcome 6 participants per workshop; each will apply to their specified employer.



Job Fair Success Workshop

October 3

8:45 am – 11:30 pm

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

- How to get noticed amongst the crowds
- Make the best possible impression with a potential employer
- How to follow up after a job fair



Interview Skills Workshop

*Mondays and Tuesdays: September 23 & 24 / October 28 & 29 /
November 25 & 26*

8:45 am – 3:30 pm

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.



Fundamentals of Personal Computing

Mondays: September 17 – October 22, 5:00 - 7:30 pm

5 – 2.5 hour sessions (one night a week)

In person registration required, \$70 (cash only)

- Become proficient using the mouse
- Become familiar with Windows and its terminology
- Learn basic editing and formatting functions
- Learn how to surf the world wide web
- Set up and learn how to use a free email account



Basic Microsoft Word

5:00 - 7:30 pm, dates: (choose one)

1. Tuesday: September 18 – October 23,

2. Monday: October 29, November 12, 19, 26, December 3

5 – 2.5 hour sessions (one night a week)

In person registration required, \$70 (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 04, 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



**Osborne Village
RESOURCE CENTRE**

1-107 OSBORNE ST. WINNIPEG, MB R3L 1Y4

PH: 204.989.6503 FAX: 204.477.0903