



Spring 2012 **Newsletter**

WHAT'S INSIDE:

Message From The Editor	<i>By Sandy Hudson</i>	PAGE 1
Dear Career Counsellor	<i>By Kristina Lonstrup</i>	PAGE 2
Determination Gets You Everywhere!	<i>By Sandy Hudson</i>	PAGE 3
Computer Tips	<i>By Dean Schofield</i>	PAGE 4
How Social Networking Creates a More Efficient Labour Market	<i>By Kristina Lonstrup</i>	PAGE 5
Judy Raises a Smile!	<i>By Patti Malo</i>	PAGE 6
On-lining It!	<i>By Patti Malo</i>	PAGE 7
OVRC Volunteers For a Morning of LITE Entertainment!	<i>By Sandy Hudson</i>	PAGE 9
Volunteering at Osborne Village Resource Centre	<i>By John Perry</i>	PAGE 10
Employability Workshops at the OVRC	PAGE 11-12
Computer Courses and Workshops at the OVRC	PAGE 13-14



**Osborne Village
RESOURCE CENTRE**

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Message From The Editor

+ Sandy Hudson
CAREER COUNSELLOR

Hi there! Welcome to the spring edition of the OVRC newsletter!

So much has happened since our last newsletter!

We have been settling in with our new centre-coordinator, Keith Robinson. He has been with us since October 2003 and knows the centre inside and out. Dean, Kristina and John have all taken on their roles with enthusiasm and have brought new ideas into the centre.

We are in the process of adding another computer instructor to our team. John has already developed the skills to teach Fundamentals of Computing, and by June 2012 will be fully trained to teach all of our computer classes. John is also now our Volunteer Coordinator. He has brought so many interesting and valuable people into the centre to enhance our work. You can read all about how it's going for John on page 10.

Dean has been designing new Thursday morning computer workshops to meet the changing needs of our clients (see page 13 for more information). These include *How to Search for Jobs on the Internet More Effectively* and *How to Effectively Use E-mail in Your Job Search*. These workshops will improve job search skills and essentially clients' chances of getting the job they really want.

Kristina and I have worked together to develop a new Job Fair Success workshop. The first one was held in March in preparation for two major career fairs. We have received feedback from clients on how useful the workshop was and how it helped participants communicate effectively with employers at Job Fairs.

Our newest addition to our team is our Client Service Representative, Judy. She has been instrumental in making connections with clients, resulting in fewer no-shows for appointments and workshops. Read Judy's introduction and find out why we love her on page 6.

The big news is that we now have a Twitter devotee on staff (Kristina LOVES Twitter) OVRC has a Twitter account! Follow us and see who we follow, for up to the minute tweets on job



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*The Osborne Village Resource Center is now on Twitter!
Follow us at @O_V_R_C.*

QUARTERLY QUOTE



You only want one job so why waste your time applying for hundreds?

Put your energy and time into applying to companies you really want to work for!



openings and labour market trends! We follow: job postings, local businesses, job search advice, career development and local resource networks and we tweet OVRC news and upcoming workshops.

Hope you enjoy this newsletter! You can always provide me with feedback at sanhud@wtc.mb.ca. All feedback or suggestions for articles are immensely valuable. I hope to provide you with the same quality of newsletter that we enjoyed from Patti –and by the way - thank you Patti for your continued support, as I edit my first OVRC newsletter!

Ask The Career Counsellor

+ Kristina Lonstrup
CAREER COUNSELLOR

Dear Career Counsellor:

I have a job interview coming up and I am afraid they will ask me about my previous employment. Unfortunately I was fired because I had a personality conflict with my supervisor. How do I answer if the interviewer asks "Why did you leave your last job?"

Sincerely,
Don, Fort Rouge

Dear Don,

Thank you for writing to me and asking this question. Truth be told, I find this question quite exciting because it is an opportunity—believe it or not—to make yourself look good!

First, I invite you to attend our Interview Skills Workshop, offered monthly, to help practice ALL potential interview questions. We will teach you formulas to answer each interview question with a clear and crisp response.

As for your concern, I would like to teach you about the PNP formula for having to address any negative situation in a job interview.

PNP stands for **POSITIVE – NEGATIVE – POSITIVE**

Although in our professional lives we may encounter a variety of negative situations, it is recommended to NOT discuss them in an interview! Remember, your interviewer has not yet had the chance to get to know your personality strengths—so you do not want to muddy the interview by complaining or focusing on negativity.

How will the PNP make you look good? People often remember information given in three steps—and most likely will only remember the FIRST and LAST piece of information they receive. This becomes an opportunity to say something positive about your past job.

Here's an example:

I really enjoyed my last position as a retail sales clerk because I got energy from providing customers with viable solutions.

I admired my supervisor's sense of drive even though we had different professional values and goals. I decided to seek employment in a company that matched my values. I am very grateful for the sales and service skills I learned from my last employer and I am looking forward to providing excellent customer service at XYZ company.

Let's break it down:

POSITIVE – The candidate enjoys work and gets energy from serving customers.

NEGATIVE – Supervisor's goals did not click with candidate's goals, following a statement of praise.

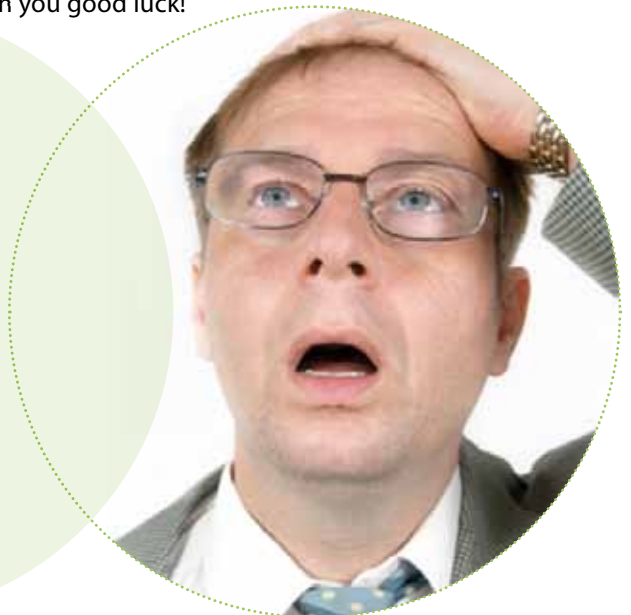
POSITIVE – The candidate is grateful for the work experience and looks forward to providing good customer service in the future.

Now when we return to the question "Why did you leave your last employer?" you can see in this answer that the negative statement is hardly negative at all. The interviewer will sense that you are respectful, dedicated, and eager.

You may notice that the word "BUT" was not used. We advise not to use the word "but" because it devalues the statement you are about to say. The same rule applies to words such as "however", "unfortunately", "regrettably", and so on.

The PNP formula can be applied not just in job interviews, but many aspects of life. Remember at the job interview that you are happy for this opportunity—make sure you show it!

I wish you good luck!



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*Do you have a question for our career counsellors?
Email us at krilon@wtc.mb.ca or sanhud@wtc.mb.ca*

Determination Gets You Everywhere!

+ Sandy Hudson
CAREER COUNSELLOR

On a cold windy day, we received a phone call from Marissa, her appointment was that afternoon, but she did not have the bus fare to get here. She said she would walk. That's great we thought – but when she told us where she was walking from we were very impressed! Marisa walked from Disraeli Bridge and Talbot! On a good day that would be over an hours walk – but at -25 this was some feat for a determined young lady!

As I typed Marissa's resume, I could see why she would be an asset to any employer. Marissa spoke of her passion for cooking, her enthusiasm and love of working in a fast paced kitchen. I typed as she spoke, getting more and more excited at each stage, enjoying listening to her passion and enthusiasm to work hard again.

Marissa had been out of work almost a month and was behind on her rent. She was counting her lucky stars that she still had a roof over her head and beginning to feel lost, with no purpose. Although she had tried for three weeks to get a resume written, it wasn't until her mum gave her the push, that she realised she had to be pro-active and made a resume appointment with Osborne Village Resource Centre. I asked Marisa what she wanted to do career wise and without a minute to think, she said "Own my own restaurant! I want to finish my grade 11 and then go to school to learn how to run my own business. My dream is to run restaurant on the reserve I am from. I could see the sparkle in her eye and hear the excitement in her voice and I believed that she would get there one day.

Targeting only quality restaurants, Marissa handed in her resume along Osborne and Main Street. It wasn't long before an email came asking her to go to interview – it was from the second job she applied for! Exactly one week after she came for her resume appointment, she was working at a top restaurant on Osborne Street.

Marissa has made her Mum and Dad proud she is employed again and is happy to be working towards getting back on her feet again. I wanted to share this story for anyone who felt like it is too cold, too early in the morning or too far to go for your resume appointment – and a reminder that - determination gets you everywhere!



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Here's a smiley Mmarissa, looking forward to starting her new job!

Computer Tips

+ Dean Schofield

COMPUTER INSTRUCTOR / EMPLOYMENT FACILITATOR

Here are a few keyboard tips to help you navigate a document or on the internet. Happy Computing!



WINDOWS KEYBOARD SHORTCUTS

KEY COMBO	NAME	DESCRIPTION
Ctrl+C	Copy	Copy text or graphic into the clipboard
Ctrl+V	Paste	Insert text or graphic from the clipboard. Think of the V as an insertion arrow.
Ctrl+X	Cut	Delete text or graphic and retain in the clipboard
Ctrl+A	Select All	Delete text or graphic and retain in the clipboard
Ctrl+O	Open	Brings up the Open File dialogue box.
F1	Help!	In most programs (even on the Desktop) opens the Help files.
Alt+F4	Close Active Window	Closes the active window. The window with a default blue title bar.
Ctrl+F4	Close Current Document	Closes the document, but not the program window or other open documents.
Ctrl+B	Bold (toggle)	Convert text to Bold type. Toggles on or off.
Ctrl+I	Italic (toggle)	Convert text to Italic type. Toggles on or off.
Ctrl+U	Underline (toggle)	Convert text to Underline type. Toggles on or off.
Ctrl+P	Print Menu	Brings up the print menu. OK?

INTERNET TIP

Backspace	Back to Previous Web Page	This applies in Internet Explorer or other web browsers.
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How Social Networking Creates a More Efficient Labour Market

+ Kristina Lonstrup
CAREER COUNSELLOR

Social networking is going to have a positive impact on the labour market and change how job seekers are matched with employers. Social networking has become a profitable marketing method for entrepreneurs as the heart of business marketing is to form relationships between producers and consumers. Social networking facilitates these relationships by spreading valuable information among people. This information helps job seekers target desired workplaces by collecting research about a company's mission, goals, and environment. The employer, meanwhile, benefits by being connected to the eager employee.

Social networking is going to shape the modern labour market by cutting out the middle man. Employers in the past have had to hire head-hunters and staffing agencies in order to fill job vacancies. The cost of hiring head-hunters will decrease when companies are able to connect with dynamic employees through social networking alone.

Take Canadian Pacific Rail, for example. CP Rail has created a Facebook page that can attract fans of Canadian railway history. CP Rail, however, is using this fan base to advertise job openings. For a person to "like" the Facebook page of CP Rail, also means that the job openings will be fed directly into the fan's Facebook feed. Not only can the fan see the job openings, but also get a view of what kind of job futures and skill requirements are necessary for a career future with CP Rail.

CP Rail has also taken the opportunity to provide information regarding hiring processes and sample interview questions on Facebook. It is very interesting to see CP Rail take such a vested interest in their potential employees—after all; who would they rather hire than Canadians who are passionate about Canadian railway history?

One further aspect of social networking is that individuals tend to check their social networking memberships more often than company website job boards. When a company posts openings onto Facebook or Twitter, that information spreads faster than simply expecting the right job seeker to



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Canadian Pacific (CP) Rail is utilizing social media to promote employment opportunities.

be checking the company website that week. The employer in reverse can see who is interested in the company social network site, getting a good feel for if the candidate is the right match.

Judy Raises a Smile!

+ *Patti Malo*
OFFICE ADMINISTRATOR

Osborne Village Resource Centre would like to introduce its newest member of our team. Judy started at the Centre January 2, 2012 as our Receptionist\Customer Service Representative, and is thoroughly enjoying learning the job as well as getting to know the staff and clients better!

In October of 2011, she started taking the Word classes offered at the Centre on Tuesday evenings. She enjoyed the warm and welcoming atmosphere so much that she continued with the Excel classes and that's how the connection to the centre's staff began! When the job at the front desk came up she didn't hesitate to jump at the opportunity to become part of the team at OVRC.

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Here's Judy filling up our resource area, as always – with a smile!

Judy comes to the Centre with 17 years of Customer Service experience in the banking industry and a passion for helping people. She brings with her an energy and sense of fun! She loves talking to people and building relationships with her clients. Outside of work she is a busy Mom and volunteer. She is currently serving on the Board of Directors of a charity called the Horse Connection Inc. which is involved in the use of horses to help keep youth connected to their education. Her weekends are full with activities with her family including skating and tobogganing in the winter and trips to the beach in the summer.



On-lining It!

+ Patti Malo
OFFICE ADMINISTRATOR

Welcome to the world of on-line applications! The first thing you should know is that every company has different needs; therefore every on-line application is different. So be prepared to spend at least 45 minutes or more completing the application - which doesn't allow for any of those bothersome computer glitches along the way. The organization that I have decided to feature in this first article is the Winnipeg Regional Health Authority, because at the Centre I see quite a number of people applying. To apply on-line you can go to their website with the following address www.winnipeghealthregion.ca/careers or go to our website at www.ovrc.ca and follow the links.

Start the application by clicking on "Register" at the top or "Search Jobs Now" along the bottom left side of the page. "Search Jobs Now" is where you can look for job postings suited to your abilities. If you can not find an appropriate job

ad, but you would like to enter your personal information anyway - click on the top right of the page, you will find the "Register" button, which brings you to "Create New Account" and "Register Now". Here you will enter your personal information and a little hint here, **if you use your email address as your username it will make it easier to remember the next time you log on to the site.** The next section is labeled "Getting to know you" and it is very straight forward. Simply indicate whether or not you are a member of a designated employment equity group, how you found out about the job and agree to produce request for a criminal records check at the appropriate time.

Next, they ask you to complete an online personal profile and they will also request that you upload your resume.

Personal Profile - there are 3 steps:

Step 1 is your contact information, education and training.

Step 2 under "Job Type" they ask for job location, minimum and desired salary rate, type of employment, if you are legally allowed to work in Canada and your availability.

***For the salary rate, if you are not sure, you can go to mb.jobfutures.org click on "Occupational Groups" and select your specific occupation. Simply scroll down until you find the salaries and they are listed at starting, average and high rates.**

Step 3 is your Professional Profile, so under "Profile Title/ Job Stream" it asks for a "Descriptive Title" and your "Job Stream".



Winnipeg Regional
Health Authority

Office régional de la
santé de Winnipeg

*Caring for Health
À l'écoute de notre santé*



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The Winnipeg Regional Health Authority (WRHA) is embracing the online employment application process

***My suggestion for a descriptive title of your profile is to use your first initial and full last name, the job title you are applying for i.e. L Lewis HCA HSC. For "Job Stream" they want you to select an area of expertise. For this example it would be Health Care Aide.**

Now, you have two options you can go to "File Manager" and upload your resume, then go to the "Upload your resume" page by clicking "Add new" to browse the files in your directory. Then select "Return and Attach" You can either attach the resume that is displayed on your profile or you can copy and paste your resume in the cell displayed below. Supported formats: Word (doc. docx) PDF, RTF and HTML."

When you click on "Add New" it will take you to another page where you can upload your file by clicking on the "browse" button and clicking on "Upload". This takes you back to the page titled "Upload Your Resume" you can click on "Return and Attach" (Use the selection box only if you are deleting the displayed file.)

Now, you are still on Step 3 and should be able to see your resume in the cell provided under "File Manager". Go to "Save and Continue" where your resume shows up in white text. This is where you can edit it. Lastly, you click on continue and you will get a page that says "Thank you you have successful completed the registration process." You are now registered with WRHA and can apply to any of their facilities!

You can review, edit or add another profile by on clicking on the "Job Seeker Desktop". To view postings matching your skill sets, click on "Job List". To actually apply, go to the top of the page and click on "Job List" and a page will come up called "Search Open Positions" Then you fill in "Job Stream", "Job Location" "Facility" and "Keyword Search" and click "Search" button. Find the appropriate job posting for you and click on it and then print the job posting itself.

Click on "Apply On-Line Now" and that will take you to the "Job Seekers Desktop". You will see your file (s) there. Click on the appropriate resume and, if you have a cover letter already created, you can copy and paste it here.

***Hint: since you printed the job posting it would be a good idea at this point to take the time to tailor your cover letter to this specific posting.**

Note: There may be a list of questions you are required to answer related to the position, last action is to click on "Confirm and Submit Application". And you are done!!

If you need assistance applying on-line by all means schedule an appointment with me, I will help you with your on-line application.

Laughter Corner!

We all need a good laugh to keep up our spirits!

Here is a selection of real life typos on resumes that could make you laugh out loud! Don't spill your coffee!



Work Experience: Dealing with customers' conflicts that arouse.

Develop and recommend an annual operating expense fudget.

I'm a rabid typist.

Instrumental in ruining entire operation for a Midwest chain operation.



OVRC Volunteers For a Morning of LITE Entertainment!

+ Sandy Hudson
CAREER COUNSELLOR



To prove that we are all ambassadors for volunteering, we closed our doors for the morning and all got stuck in to help out the community. Every fall, LITE (Local Investment Towards Employment) host the Annual Wild Blueberry Pancake Breakfast in the North End. The community partner-catered breakfast is a celebration of (CED) community economic development in Winnipeg's inner city and is a highlight of the LITE campaign.

Apart from raising funds for their fall campaign, the event brings together supporters and newcomers to LITE, while promoting and demonstrating CED in action. The Breakfast attracts up to 1000 people, including community members, business leaders, civil servants, students, community workers, MLAs and the Premier - all in support of LITE.

Local musicians, artists, and craftspeople (Arts & Crafts Sale) all earn income through the breakfast along with our caterer partners. A local Aboriginal worker's co-op, Neechi Foods, is the grocer for the breakfast.

We had a wonderful morning, meeting and greeting and serving pancake breakfasts to all! Our highlight was when Fred Penner came to the stage and sang all of his favorites! We were singing along in the kitchen and generally having a jolly ol' time with all our customers. Here we are with Fred as he was served pancakes, sausage and fruit salad. (sorry Fred, no sandwiches this time – although we do agree that they are fine).



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(Left to right) Sandy, John, Dean and Kristina serving breakfast to Fred Penner; Little did we know but our Dean is one of Fred Penner's biggest fans! Imagine his enjoyment when we arranged for him to meet Fred in person! In case you are wondering – Fred is pointing at Dean's cap and not his amazed facial; Patti had the pleasure of meeting and greeting guests – here she is with Billy Granger, LITE secretary



Volunteering at Osborne Village Resource Centre

+ John Perry

EMPLOYMENT FACILITATOR / VOLUNTEER COORDINATOR

Osborne Village Resource Center is a non-profit organization, which provides job search assistance to the Winnipeg community. As of November 14th, 2011, I am the Volunteer Coordinator, and I look forward to meeting people who enjoy helping out the Winnipeg community. I currently post all of our volunteer opportunities on the Volunteer Manitoba website and it could be as simple as going to www.volunteermanitoba.ca and specifically searching Osborne Village Resource Centre. We currently have two available volunteer positions available and encourage all interested applicants to apply as directed. The benefits of volunteering at Osborne Village Resource Centre are as follows:

- Recent experience in Manitoba
- Community Interaction
- Reimbursement of transit fare
- Letter of reference
- Annual Volunteer Appreciation Event

We have a number of different positions here at Osborne Village Resource Centre. One position is Computer Helper, supporting our clients on personal issues that arise with the computer. For example, uploading a picture to Facebook or attaching a document that needs to be emailed. The second position is a Resource Area Assistant, to support our clients on the floor with job search assistance. This consists of supporting clients with resumes, cover letters and other job search activities that the individual would need to obtain employment. Should you have any questions or concerns, regarding volunteering at Osborne Village Resource Centre please do not hesitate to call me at (204) 989-6503.

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A big thank you goes out to Waqar Habib! He was here on a two week work placement and in that time assisted Keith with a financial database and set up an appointment calendar through Excel. Waqar left us two days early to start the job that he had applied for. He is now an accounting clerk at New Flyer Industries. Good luck Waqar, they are lucky to have you!



“Think positive thoughts, say positive words, and achieve positive results. It all starts with your mind set”



FREE Job Search Workshop

May 17th and June 14th, 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

April 19th, May 24th and June 21st, 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

May 31st, 8:30 – 11:00 am

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: April 23rd – 24th, May 28th – 29th, June 25th – 26th

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.

FREE Career Exploration Workshop

April 26th and June 28th, 8:45 am – 3:30 pm

Are you still looking to find your perfect career, where you will feel fulfilled and most productive?

This workshop gives you the tools to:

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



Fundamentals of Personal Computing

Tuesdays, May 29 – June 26

Time: 5:00 - 7:30 pm

5 – 2.5 hour sessions (one night a week)

In person registration required, \$70.00 (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



NEW - WORD 2010

Basic Microsoft Word

Mondays: April 16 – May 14,

May 28 – June 25

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: April 17 – May 15

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



Computer Courses at The OVRC

Call the Osborne Village Resource Centre at 989-6503 to register!

FREE How to Search For Jobs on the Internet More Effectively and Increase Your Odds of Getting Hired

Thursday, May 10th

Time: 9:30 - 11:30 am

Learn how to:

- a. Select the right Online Job Search sites
 - b. Learn the "Big 5 in an Internet Job search"
 - c. Overview of On-Line Applications
-

Introduction to PowerPoint (Previous Computer Experience Required)

Thursday, May 3rd

Time: 9:30 - 11:30 am

In person registration required, \$20.00 (cash only)

Learn how to create a

- a. Simple presentation
 - b. Create and edit slides
 - c. Insert clipart
 - d. Apply designs
 - e. Work with views
 - f. Run the slide show.
-

FREE How to Effectively use Email in Your Job Search

Thursday, June 7th

Time: 9:30 - 11:30 am

Learn how to:

- a. Set up an email account
- b. Send an email
- c. Attach your resume and cover letter
- d. Utilize your subject line
- e. Reply to an email

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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