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RESOURCE CENTRE**

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Message From The Editor

+ *Jude Gaal*

CAREER COUNSELLOR / WORKSHOP FACILITATOR

Ah, Spring! That wonderful season that flows into that other wonderful season—summer! I'm sure that we are all basking in the warm weather and enjoying seeing the colour green again. We here at OVRC are also celebrating something big this spring and summer—our 20th anniversary! Our goal has always been to stay true to our mission of empowering the unemployed and or underemployed by providing a variety of pre-employment services. For this issue we'd like to first reflect on how we have achieved our mission. Our small newsletter cannot hold the stories of the thousands of individuals we have supported over the years, but we are eager to share a few stories of people we have been honoured to work with.

Whether employment facilitator, or career counsellor, we all emphasize volunteerism as a vital part of job search. A former client who initially came for career counselling shares her story on how volunteering helped her find work in a new field. Another individual shares how volunteering, as a new immigrant, led to employment with OVRC and then with the University of Manitoba. Volunteering also helped a newcomer to Canada eventually gain a position in his field of expertise – computers – with Manitoba Institute of Trades and Technology. We are very proud of our track record in helping newcomers gain Canadian work experience and then go onto higher paying positions that utilize their skills and experience. We look forward to assisting many more individuals over the next 20 years to achieve their goals.

We also want to celebrate our work with the many other organizations in the community that help job seekers. Thank you to all the service providers in the city for their support of our Centre and clients over the years. Our commitment to helping job seekers and working with the provincial government is reflected in our successful partnership with Employment & Income Assistance (EIA). Our former EIA Liaison, John Helliard, shares his thoughts about the staff and services.

Providing career counselling has, and continues to be a major aspect of the services OVRC provides to clients. This

process is becoming more and more important as the world of work moves towards an entrepreneurial and contract-based mindset. The goal of career counselling is to facilitate the development of an individual's career exploration and decision making skills. A former client shares how career counselling services helped her gain confidence in going after the work she truly wanted, and how it has continued to help as she sought new opportunities.

Finally, our Centre Coordinator, Keith Robinson, will also share some news with our readers regarding some changes that are happening here at the Centre. These are exciting times and just like spring and summer brings new growth, we are experiencing new growth as we prepare for the fall and winter ahead. As always, do drop us a line at jgaal@ovrc.ca if you have any ideas on future topics you'd like us to write about, or if you have any thoughts on this issue. We'd love to hear from you. Don't forget to send in your career counselling questions to our career counsellor extraordinaire, Kristina Lonstrup, and check out our upcoming dates for computer courses as well as career and job preparation workshops. 'Til we meet again in the fall, have fun, don't forget the sunscreen and play safe.

QUARTERLY QUOTE

Every second brings
a fresh beginning,
Every hour holds
a new promise,
Every night our dreams
can bring hope and
Every day is what you
choose to make it.

QUOTEDIARY.NE

Making My Dream A Reality!

+ *Suzanne MacPherson*
EMPLOYMENT FACILITATOR -
MANITOBA METIS FEDERATION

After a decade-long career as a support worker, I suddenly found myself burnt out and in desperate need of a career change. I was overwhelmed and did not know where to turn until someone referred me to the Osborne Village Resource Centre (OVRC).

I met with a career counselor in the winter of 2010. I was experiencing significant grief. I had to leave my job and was amazed about how much support the counselor was able to give me. I was feeling frustrated and angry. She reassured me that my feelings were normal. It was a relief to speak with someone who could empathize and give me the motivation and support I needed to move forward. It was determined that I would benefit from some kind of career counselling. In all of my years of education, I had never been provided the opportunity to explore my needs and wants when it came to my career. I had always taken opportunities that were provided for me rather than reaching out to meet my goals.

The counselor and I began by exploring my values and what skills I like to do on the job. Next, we completed a Myers-Briggs Type Indicator (MBTI)—which is a valuable, well researched personality test that can help you generate career ideas. I completed some activities about my goals and dreams and, as a result, the counselor and I came up with a solid career plan. I spent the next three years working in an unrelated field.

Eventually the time came when the 'unrelated field job' was no longer satisfying. It was providing me with the income I needed to survive but no personal fulfillment. I quit my position in 2013 and visited OVRC the next day. I had made some serious career decisions and needed some advice about how to make that a reality. I shared with the counsellor that my career goal was to become an employment counsellor; she was very supportive and excited for me. It was suggested that since I was unemployed and in need of a bit of experience that I volunteer at OVRC full time. I took the opportunity with much enthusiasm!



Within a few days I met with the volunteer coordinator, John Perry. We discussed my needs and goals and determined a reasonable schedule. At first I helped drop-in clients who were there to update their resumes or do an online job search. As I learned how to create resumes and cover letters, I began to take appointments along with the other employment facilitators at OVRC! I also began to co-facilitate workshops and take career counseling appointments as well!

I volunteered with OVRC for six months. I was amazed and impressed with the amount of knowledge and training that the staff provided for me. I learned many things including instructing others on computer software, creating top notch resumes, the basics of career counseling, testing others' MBTI, creating and facilitating employment related workshops, and so much more.

The experience and knowledge I gained proved sufficient enough to be hired as an Employment and Training Counselor at the Manitoba Metis Federation (MMF) in April of 2014. I have never in my entire career worked for a place that was so perfect for me. I credit that to OVRC because they taught me the skills to choose the right job with the right employer. I have been with the MMF for two years and I have no plans to leave. Saying that I am satisfied with my career would be an understatement.

Despite the happiness I feel working with the MMF, I miss the OVRC team almost every day. Their positive outlook on employment, their openness to new ideas, and their adaptability to client needs is admirable. A person would be hard-pressed to find a better place to work, volunteer, or receive support than OVRC.

Thank You And Congratulations On Your 20th Anniversary OVRC!

+ *Alicia Franco-Espinosa*

ASSOCIATE DIRECTOR, ENGLISH LANGUAGE CENTRE - UNIVERSITY OF MANITOBA

Every time I think about the Osborne Village Resource Centre (OVRC) pleasant memories come to my mind about its wonderful staff, quality programs and great services. OVRC is a place that I hold very close to my heart because it was the first door I knocked on when I was new in Canada and looking for volunteer opportunities. The OVRC staff opened the door for me, and I was given the opportunity to work as a volunteer computer instructor assistant.

I really enjoyed my time as a volunteer. Although I had the technical knowledge, I remember communicating mostly using my hands because my English was very basic. OVRC instructors were very patient, and helpful. Later on, I was hired as a Computer Instructor/Volunteer Coordinator/Newsletter Editor. It happened really fast. I will be forever grateful for the opportunity because my English skills were still “a work in progress” and this was the first full time job I had in Canada!

I was fortunate to work with an amazing team of professional, caring and capable people (staff and volunteers). This made my work much easier and allowed me to gain confidence in my English skills. Thanks to my work experience at OVRC, I felt confident enough to apply for a Program Coordinator position with the Faculty of Agricultural and Food Sciences at the University of Manitoba. When I accepted the new position, I was sad to leave the Centre, and at the same time excited about the new opportunity to apply the knowledge and skills that I had gained in my home county. OVRC staff was very supportive and they were happy to see me moving forward.

My job at the Faculty of Agricultural and Food Sciences gave me the opportunity to work with talented and dedicated internationally educated agrologists, and a wonderful staff. However, after 7 years of working there, I felt it was time for me to move on, but I wasn't sure what direction to take. That is when I decided to make an appointment with one of my former colleagues and a fantastic Career Counsellor at OVRC to review my career plan. It was great to be back in my former office and to see how much the Centre had grown. As a client, I received very friendly and excellent service; as well as the professional guidance I was looking for.



A month later, after visiting the Centre, I learned about a job opportunity with the English Language Centre (ELC) at the U of M. I immediately appreciated the value of the work ELC does because its mandate is to enhance success for students as well as potential students whose first language is not English. I felt that it was the right place for me, and after completing the application process I was offered the Associate Director position.

I feel fortunate to be able to contribute to the ELC's mission, and to work with a team of professionals who provide high quality full time and part time Academic English Programs, an established and well respected Homestay Program, English Language Testing services (IELTS and CanTEST), as well as individual support, to help students achieve their academic goals.

I moved to Canada 10 years ago, and I can say that my volunteer and work experience at OVRC was the stepping stone towards the achievement of my professional goals here in Canada, my new home.

Congratulations to the OVRC staff and to everyone who helps make it possible to continue to run this amazing Centre!

My Joy Knew No Bounds!

+ Gursharn Wander

MICROCOMPUTER SYSTEMS TECHNICIAN INSTRUCTOR
MANITOBA INSTITUTE OF TRADES & TECHNOLOGY - MITT

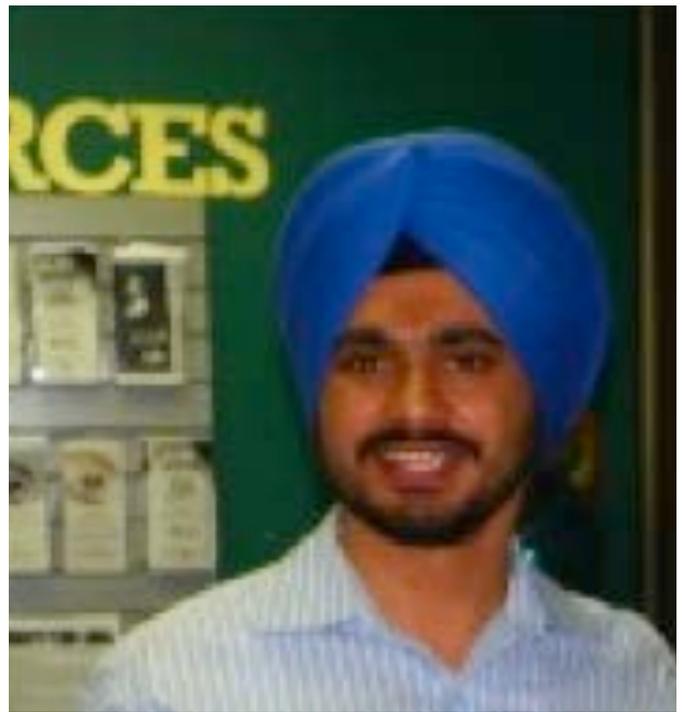
I immigrated to Canada in 2008 because it provides a safe social environment and a sense of security where my kids can have quality education. I love the fact that there is cultural diversity in Canada and that equal opportunities are available to everyone irrespective of their race and religion.

After completing my one year program related to computer networking at Red River College, I started working as Network Technician but quickly figured out that I missed teaching. I started volunteering at the Immigrant Centre to teach Open Office to new immigrants in evenings.

Being an immigrant, I went to different employment, career assistance and training resource centres in Winnipeg which eventually helped me to find job in IT as Computer Technician and even guidance for further education. Through these different centres, I also learnt that networking is a very important aspect of finding a job in Canada. Hence, to gain diverse experience and desire to know more people, I started looking for another volunteer position.

Through the Information and Communication Technologies Association of Manitoba (ICTAM), I came to know that there is a volunteer position at Osborne Village Resource Centre (OVRC) and after being selected, I started volunteering as an assistant to instructor Keith Robinson. After a couple of weeks, I was hired as an employment facilitator and worked for one year in that position. In addition to working as an employment facilitator I continued to assist Keith in the classroom besides occasionally teaching Microsoft Office as and when required. I also assisted him in developing new Microsoft Office booklets.

Osborne Village Resource Centre has an amazing workplace culture. All the staff members are like a close knit family with a common passion to help others. It was well reflected in staff meetings and annual team building/fun activity.



Being an Employment Facilitator (EF), I came to know of different employment related websites, resources, and employment opportunities. Most importantly, the EF position enhanced my cover letter and resume writing skills according to position advertised and also how to find a job using cold calling method. Using these skills, I wrote my cover letter and resume for an Instructor position at Winnipeg Technical College (now the Manitoba Institute as Trades and Technology - MITT). The competency I gained through participating in the interview and resume writing workshops with Jude Gaal gave me confidence for my interview at MITT. My joy knew no bounds when I was offered the position of Microcomputer Systems Technician Instructor to teach high school students at MITT. The path to get to this point started two years earlier and OVRC had huge role in my successfully securing the Instructor position with MITT.

I have been passionately teaching for the last 4 and half years at MITT. As I look back, I feel that OVRC provided me with one of my best working experiences. I was given the opportunity to learn a lot of skills including communication skills, writing skills-based resumes and cover letters. Most importantly I was able to teach individuals Microsoft Office which has helped in my growth as person and as an instructor. I want to thank staff at OVRC to help my growth as a professional.

"I also learnt that networking is a very important aspect of finding a job in Canada."

Adapting And Responding To Client Needs

+ John Helliar

CASE COORDINATOR - EMPLOYMENT AND INCOME ASSISTANCE (EIA) PROGRAM

As a Case Coordinator with Employment and Income Assistance (EIA) Program I had heard about and referred people to Osborne Village Resource Centre (OVRC) occasionally. One day in 2008, the Supervisor at River Heights/Fort Garry EIA asked for a new liaison person for OVRC because the existing liaison person was retiring. I jumped at the opportunity and was never disappointed I did.

My first visit and meeting with then Centre Coordinator, Margaret Law, was amazing and I could tell by the vibe in the office and staff, this was going to be a great working relationship. Keith Robinson took over as the Centre Coordinator in October of 2011, when Margaret retired and the wonderful atmosphere in the office continued. Being the EIA liaison for OVRC has been one of the highlights of my 20 year career with EIA as a Case Coordinator.

Let me explain what I mean by committed and professional OVRC staff. Margaret and Keith were open to visiting all the EIA offices in Winnipeg to explain new and existing OVRC programming and services. On one tour, Keith became aware that General Assistance clients (employable single people) on EIA were lacking computer skills.

Keith and his staff took up the challenge and met with EIA Management to get these EIA participants the computer skills they needed. OVRC offered several basic computer courses to EIA participants which resulted in many EIA participants moving along with becoming gainfully employed. I also know that OVRC never wants money to stop a client from taking a computer course and offers flexible payment options to anyone who is interested in updating their computer skills. This is another example of their client first policy. This example shows why it has been so easy to be a supporter and cheerleader for OVRC.

Keith and his staff have been open to any initiative EIA staff has come up with to service EIA participants better in the River Height/Fort Garry area (including the Osborne Village). Another service they tailored to EIA participants was the Get a Job/Keep a Job course. The course was designed to help support long term EIA participants to find

permanent employment. The OVRC staff went beyond their responsibilities to make this course work and achieved a 60% success rate.

Whenever I visited the Centre, I observed OVRC staff working with anyone who came in for help or support in their job search. They work to develop courses that will help their clients find the right job. They also keep current with the different ways of job hunting and all the new technologies needed to be successful in a job search.

I am presently working as an EIA Case Coordinator in Winnipeg West Access Centre and will be ending my term as liaison in May of this year. However, that will not stop me from continuing to refer EIA clients to OVRC for their job preparation and searching needs. Congratulations to OVRC on 20 years of excellent service to the Winnipeg public. I am proud to have been part of it for several years, and hope the Centre continues to provide many, many more years of service.



An Edge Above The Rest

+ Alexandra Cruz

PROBATION OFFICER - MANITOBA JUSTICE

When I first moved back to Winnipeg in 2007 I was a new university grad with lofty goals and a big student loan debt to pay off. I had some ideas of what I wanted to do but no idea how to get there. After being away from Winnipeg I didn't have any "in" or relatives who could help me land that first professional job. I managed to find a job that would pay the bills but it was making me miserable and did not reflect my interests at the time. Not knowing where to start, I solicited the help of a career counselor at Osborne Village Resource Centre (OVRC).

I worked with Career Counselor, Jude Gaal over several sessions. We talked about my experience and my goals. She helped me put abstract ideas into concrete position titles and organizations. She gave me ideas on how to access the hidden job market and tools to find information on what organizations might be of interest to me. I also developed the confidence to ask for an "information interview" and introduce myself to managers of agencies I could see myself working in. We fleshed out my resume and I left my sessions with Jude with a presentation of experience I didn't even know I had and a renewed assurance that I was a qualified and talented professional about to be discovered.

The process of learning how to tailor my resume and cover letter, and how to self-market re-framed unsuccessful attempts at attaining jobs from being failures into challenges and learning opportunities. By Jude's suggestion I started to volunteer at an organization I was interested in working for; several months later I was hired full-time with the organization and was able to leave the job that was making me unhappy.

It was not an overnight process. Each job led to the next and now I have been successfully working for the last six years in social services with the provincial government. It was helpful to have someone in my corner, where I could confidentially discuss my goals, ask for advice and get that extra feedback on my resume and cover letter that I needed. Even if I had been on the right track, having the moral support made all the difference back when I was integrating back into the Manitoba labour market.



I recommend seeing a career counselor at OVRC to clients and friends alike. Whether you are just starting out in your career, a seasoned professional looking for a change or someone who just doesn't know where to start, or have the tools to get there—a career counselor will meet you where you are at and help you figure out the steps to take to get you where you want to go. They will work with you not for you, so you leave with the capacity to know what to do in the long run. OVRC is accessible in that it is located in the heart of Osborne Village and it's free!

It can be discouraging out there when you are on your own trying to find meaningful work. Trust me, I have been there feeling stuck and hopeless. Even if you have supports, having professionally trained and experienced career counselors such those at OVRC can give you an edge above the rest. Having Jude to confide in and guide me got me through a very difficult time. I can say with confidence that I am not sure I would have had the success I have without those supports in the early years. Happy 20th Anniversary OVRC!

"... a career counselor will meet you where you are at and help you figure out the steps to take to get you where you want to go."

Time For Celebration And New Beginnings

+ Keith Robinson
EXECUTIVE DIRECTOR

Osborne Village Resource Centre (OVRC) opened its' doors in January of 1996 on the northeast corner of Osborne Street and River Avenue. In 2001 the Centre moved down the street to 107 Osborne where it has been ever since. This year we are celebrating 20 years of providing pre-employment services to our clients. That is an achievement I am very proud of! During this time we have been fortunate to partner with Manitoba Institute of Trades and Technology (formerly Winnipeg Technical Centre). As we move into our third decade change is in the air. It has been a busy year here at OVRC and I am excited to share the changes that are taking place as well as the effects these changes will have on increased probability for client success and improved services.

Sometimes changes can be both wonderful and bittersweet at the same time. That is how we feel about the biggest change we will experience here at OVRC. After 20 years of partnering with Manitoba Institute of Trades and Technology (formerly Winnipeg Technical College), we will soon be going out on our own. As of June 1st, 2016, OVRC will be a stand-alone organization with the official title of Osborne Village Resource Centre Manitoba Incorporated, although we will still continue to call ourselves OVRC.

Over my 12 years at OVRC, I have developed strong relationships with many of the MITT staff. Having our working relationships come to an end has brought feelings of sadness along with a deep gratitude for all the wonderful support and skills I have gained from my mentors Chantal Simard and Doug Kurtz along with all the other MITT staff that so generously supported me as I took on the role of Centre Coordinator 3 1/2 years ago. I, and all the OVRC staff, thank MITT for their partnership which has been instrumental in our development as an organization and in our success. We'd also like to thank the project officers of our provincial funders, Jobs and the Economy and MB4Youth. They provided strong and positive support during the transition to a stand-alone organization.

Another change to the operation of OVRC has been the creation of a board. To function as a stand-alone a board had



to be formed. When the call for board members went out, we were fortunate that seven individuals decided provide their valuable time, knowledge and experience as OVRC's governing board members. I'd like to introduce you to our team: Chair Person - Louise Rowlands; Vice-Chair Person - Jyoti Singh; Treasurer - Garry Reid; Secretary - Melissa McCann; Finance Committee Member - Travis Couture and Governance Committee Members - John Jacobs and Paul Peterson. These seven individuals are committed to the success of OVRC staff and clients as well as ensuring that our funders' goals are reached. I can already see the positive changes our board members have made, and will continue to make towards the long term success and future of OVRC. Please check our website at www.ovrc.ca for their bios and contact me if you would like to send a thank you to them for supporting and assisting in the growth of OVRC.

Our job at OVRC is to help clients become more confident and better prepared in their job search or career exploration. Celebrating client success is something we all consider the most important and best part of our day. We work hard for our clients and continually looking for ways to improve their success. In order to decrease the wait times for our directed services we have been making some behind the scene changes.

Some of the changes I'd like to share include our future programming plans. Over the last year, to improve the likelihood of success for our clients, we have been moving towards providing more directed services for clients. Starting this September, to reduce the typical 4 week wait time, we will run pre-employment workshops each morning covering all aspects of job search from creating a targeted job search action plan, to selecting references, to learning the ins and outs of research. Our employment facilitators and career counsellors will continue to take morning appointments

during workshops, and our public access hours will be from noon til 4:20 Monday through Friday for clients to do access the computers at the Centre.

Also in September, another change to our schedule will include offering the Career Exploration workshop twice a month in order to reduce wait times ((usually 5 to 6 weeks) for clients seeking the only free career counselling services in the city. This excellent workshop will get clients moving down the road to discovering what type of work best suits their values, personality and skills.

One of the pre-employment workshops we have offered for many years, and will continue to offer is Ace That Interview! This two day workshop is a cornerstone for success and a must

for everyone who is seeking employment. It is interactive, fun and improves client confidence by providing a framework to provide employers with the information they want and need to hire the right person for the job.

Keep an eye out for the unveiling of our new morning workshops and for more information on our upcoming Fundraiser in September. I hope that many people will come and share in our celebration of the past 20 years and help us kick off the next 20 by helping us raise money to secure the long term stability of OVRC.

LAUGHTER CORNER



Get Motivated On Your Journey!

+ Kristina Lonstrup
CAREER COUNSELLOR

Different people are motivated by different things at different times in their lives. Most tasks require a combination of the two types of motivation: **intrinsic** and **extrinsic**.

When you are feeling the need to make a change, identify your motivation for both intrinsic and extrinsic values. Understanding what is driving you may be useful in keeping you focused on your goals with a healthy attitude and a positive perspective for how you want to grow and develop.

The definition of **Intrinsic motivation** is to performing an action or a task based on the expected or perceived satisfaction of performing the task. Intrinsic motivators include passion, having fun, a sense of purpose, self-worth, growth and knowledge.

The definition of **Extrinsic motivation** is to perform an

action or task in order to attain some sort of reward, including money, achievement, power, prizes, and social status. Extrinsic motivation may also include aversion to risks, such as failure, deadlines, and living up to others' expectations.

For example:

Beverly goes to work every Monday to Friday and often works overtime because she wants to take his family on a vacation in the winter. She also enjoys the respect she gets from her colleagues for her tenacity and determination.

Beverly's self-motivation is extrinsic.

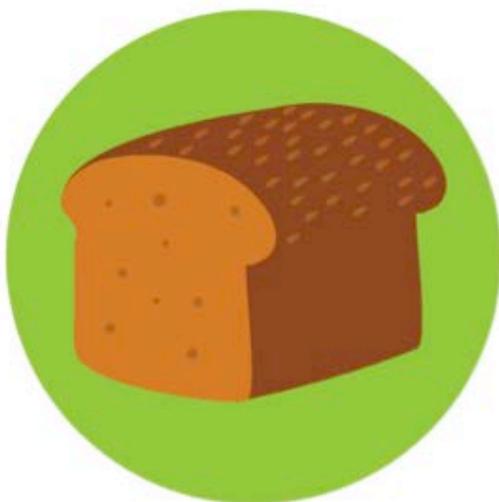
Jack enjoys his job because it is full of laughter and friendship. Jack struggles to make ends meet, however, he hesitates to think about getting a different job because he might not get the meaningful friendships he built at his current job. For this reason, he would rather look for a second job to bring in more income.

Jack's self-motivation is intrinsic.

Write down your motivation.

Often our motivation is hidden from our self-consciousness. Identifying your motivation for your goals in ink will make it easier to verbalize when seeking feedback and advice from others. This will nourish the force that drives you to improve your quality of life. It is easier to get out of bed in the morning when we are happier with our work. When we are happy with our work, we are happier in general.

Intrinsic motivation



makes you want to do something for its own sake
keeps you motivated for the long run

Extrinsic motivation



makes you do something for the sake of reward
(or for avoiding punishment)
can motivate you fast but often not sustainably

My Gratitude For Osborne Village Resource Centre: A Lesson In Personal And Professional Evolution

+ Anne-Marie Doyle

Hailing from the generation just prior to the internet becoming commonplace, let's rewind to the year 2000, when I hadn't yet personally benefitted from formal training in computer software such as Word, Excel or even useful internet features like Google/Email. At my initial visit to OVRC, I recall hesitating briefly just outside the front door, unsure what my next steps were to improve my employment situation, experiencing both a feeling of reluctance and cautious optimism. Upon stepping past the threshold and into OVRC's main reception area, I was warmly greeted by the receptionist Patti Malo and given an orientation by the now Centre Coordinator Keith Robinson (little did he know what the future journey would be). Specific to my situation, it was suggested that some computer training might be helpful. I attended some fundamental classes in combination with some employment facilitation.

Along the way, the various discrete and diverse coaches imparted some valuable lessons which I'd like to share with you. Specifically:

1. Keep up with how technology works so that you can continue to innovate for yourself and others by remaining easily adaptive.
2. It is a strength to respect your personal limits and to know when to stretch beyond them.
3. Embrace your connections and mindfully cultivate positive opportunity for all.

In short, my time as a client at OVRC was a successful one and I was able to acquire gainful employment.

When it was time to move onto the next phase in my career in 2004, I returned to OVRC to update my resume and an employment opportunity presented itself. With my experience coordinating volunteers for the YMCA/YWCA, I was able to compete and be hired for the Volunteer Coordinator/Computer Instructor under the mindful direction of Marg Law.

In my role as the Volunteer Coordinator, I was given the opportunity to sharpen my soft skills including crafting an ability to communicate diplomatically from a place of respect, which continues to enable me to have difficult conversations

resolved with positive outcomes. In addition to being the Volunteer Coordinator, I was also a Computer Instructor. Initially, in the care of the OVRC staff, and later via classes through Winnipeg Technical College (now Manitoba Institute of Trades and Technology), my formal computers skills improved greatly.

I was also very privileged to be granted the opportunity to directly serve within the lens of employment facilitation. While creating resumes and providing interview skills advice, I had the opportunity to craft the traits of problem solving, planning and initiative taking. Because of this, in my current professional conduct, I now respectfully approach each new situation with an open mind by paying tribute to existing knowledges, collecting information from lessons learned and finding appropriately innovative ways to achieve a positive outcome for all stakeholders.

OVRC has not only shaped my long term perspectives in many ways but has provided me with foundational skills. As I continue in my next phase of employment with the Public Service, I aim to remain grounded, optimistic and thankful. Viewing my career as a journey, I take pride in knowing, that in many ways, I am the template for what OVRC seeks to achieve for the person walking through the door, namely, an optimistic and open minded job seeker. Happy 20th Anniversary OVRC!



Getting feedback via email or a thank you card for our services is always the highlight of our day.

We treasure these and display them proudly because they are confirmations that we are living our mission-- empowering the unemployed and or underemployed by providing a variety of pre-employment services. Here is a sampling of the feedback clients have shared with us.

Dear Betty,

Thank you so much for your patience, kindness and generosity the past two days.

I will keep on "riding the bicycle" to keep my balance to help me stay strong physically, mentally, emotionally and be wise at all times just like you.

Sincerely,

T.

Betty,

You are an everyday hero! Thanks so much for all the time and effort you spent getting to know me and preparing my resume – specifically for my dream job... the cover sheet is stellar! What a great service you provide. I am very appreciative and will always remember you fondly!

I also tell others of your great work and ethic. Take care, keep up the good work.

M.

Dear Betty,

This card represents (in a small way) what you did with my resume. You too some info I gave you and then you changed it to make it more reflective of who I am. Thanks for finding the other half of me and making it come to life in my rescue.

I also appreciate the stories you told me. I thought a lot about our session long after it was done. Very very insightful. Thanks again. It was a true pleasure meeting with you.

L.

Hello Lisa,

You are the best!!! I had a phone interview last week and i passed! Today i had my interview and it went real well... so so happy! have to jump more hoops, medical test, and lots of other candidates, but i put my social life on the side for a week so i can study and i did. The booklet, ace that interview was amazing! I studied the cie all last week, who the ceo was, when the cie was created and its history, watched you tube videos, and they never asked me any of those questions! The interview was lots of scenarios, and i did well Hope i get it! Thank you for caring, you are the reason why i love Winnipeg and it's people so much!!!! Take care, I'll keep you posted!!!!!!

C.

Lisa,

I just want to thank u again for taking me on a short notice. I feel good about my resume and like my chances to find work fairly quick.

G.

Kristina,

Thank you so much for all your help and guidance. When I first came to you I felt lost and pathless. You have given me the drive and confidence to pursue my dream career! The experience I had with you was more helpful than you can ever imagine.

Truly appreciative,

D.

Hi Kristina,

I really wanted to tell you in in person – I got a job. I am a disability support worker with _____ and so far I am very happy there and genuinely love what I do!

Thank you so much for all your encouragement, help, and support! The last time I was at OVRC you helped me immensely with my resume and cover letter. Without such a kick butt resume/cover letter who knows if I would have gotten a call back for an interview?

Hopefully one day I can drop by and say Thank You in person. Everyone at OVRC has been wonderful. Take care my fellow INFJ

J.

To Kristina,

Many thanks to you for helping me to improve my resume. I appreciate the valuable information you gave me in order to go forward and seek the job I am best suited for. With your help I was able to find employment.

My best wishes to you.

L.



Fundamentals of Personal Computing

Check OVRC's August Calendar online at www.ovrc.ca for the next Fundamentals of Personal Computing

- 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

Tuesdays from 9 – 11:30 am

May 31, June 7, 14, 21, 28

5 – 2.5 hour sessions (once 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

Mondays from 5 – 7:30 pm

May 30, June 6, 13, 20, 27

5 – 2.5 hour sessions (once a week)

In person registration required, \$70 (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

Ace That Interview Workshop!

Two-day workshop, Wednesday and Thursday, from 8:30 am to 4 pm

May 4 & 5, June 22 & 23

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.

Targeted Job Search Workshop

Fridays from 8:30 to noon

May 20, June 24

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

The Next Chapter Workshop

Two-day workshop, Thursday and Friday, from 8:30 am to noon: May 12 & 13, May 26 & 27, June 9 & 10

Wednesday and Thursday, from 8:30 am to noon: June 29 & 30

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

Living In Your Job Search Workshop

Wednesday from 8:30 to noon

May 18, June 15

Has the job search got you feeling down? In this workshop you will:

- Become aware of how negativity affects your life
- Learn three simple ways to amplify your positivity

You will also go home with a toolkit filled with positivity tools that you can use right away to amplify your positivity!

About OVRC

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?

Call Judy, our client services representative at OVRC and schedule an appointment for any of the free services that we provide.

TEL: 204.989.6503 · FAX: 204.477.0903 · TWITTER: @O_V_R_C

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

If you have any comments, questions or concerns about our services, contact Executive Director Keith Robinson at krobinson@ovrc.ca



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:

Newsletter Editor Jude Gaal, at 204.989.6503 or jgaal@ovrc.ca

Newsletter design and layout by our volunteer Kristin McPherson



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