



# Newsletter 2015

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RESOURCE CENTRE**

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# The Editor's Welcome

+ Jude Gaal

CAREER COUNSELLOR / WORKSHOP FACILITATOR

I'd like to start off by wishing everyone a Happy New Year and all the best for 2015!

We are proud of the fact that in 2014 we helped 450 clients target their job search and find meaningful employment. As a start to the year, our focus for this newsletter is on our services. We hope that this issue will be used as a resource regarding our workshops and services for clients, community service providers and employers.

The centre coordinator, Keith Robinson, starts the newsletter off with a look at some trends that were observed in 2014, and the strategies OVRC will use to help clients succeed in achieving their goals. Our volunteer coordinator John Perry addresses the benefits of volunteering in his article **Does This Apply to You?**, and our career counsellor Kristina Lonstrup provides information about our many **OVRC Resource Walls**, the **Inspiration Board** and her fabulous **Targeted Job Search** workshop. She also responds to a frustrated reader's questions

on how to feel better during a job search in her **Dear Career Counsellor** column.

Betty Punkert, one of our employment facilitators, highlights the process of working with a client to develop a targeted cover letter in **Answering an Employer's First Question**, and also provides information about the computer classes she instructs in the article **Computer Training for Everyone**. Steve Alphonse, OVRC's newest employment facilitator, shares his process in creating a resume when working with a client in **What Kind of Job Are You Looking For?**, and Patti Malo, our employment facilitator/office administrator clarifies how she helps clients with online applications in her article **Navigating the World of ATS and Online Applications**. Patti also provides information about a free six month telephone messaging service available to clients.

My contribution to this newsletter includes an article called **The next chapter** which describes the career counselling process. I also provide details of our exciting new workshop **How to Live In Your Job Search** as well as details of our other pre-employment workshops in **There's a Workshop for Everyone's Needs**. Finally our front desk and client information clerk, Judy Recksiedler, provides readers with the winter dates for all OVRC computer classes and workshops, along with the inspiration to make it through this winter with the quote she has chosen for this issue.

As always we'd love to hear from you with suggestions for articles, feedback, or questions for our Dear Career Counsellor column. If you would like to have your name added to our list of newsletter recipients send us an email Judy at: [judy.recksiedler@mitt.ca](mailto:judy.recksiedler@mitt.ca), or call 204.989.6503.

# The Inspiration Board

+ Kristina Lonstrup

CAREER COUNSELLOR/WORKSHOP FACILITATOR

When you come into OVRC you will notice a number of different resource areas. One of these areas is the Inspiration Board—a staff and client favourite! There's no better way to start a day than getting a call from a client we have worked with and learning they have gotten the job they wanted! We LOVE to share our clients' successes! Every month I highlight our clients' new jobs for everyone to see! Seeing new names on the Inspiration Board helps keep our centre infused with positivity and our clients focused on success!



# The Future of OVRC

+ Keith Robinson  
CENTRE COORDINATOR

As we head into 2015 it is time to talk about what clients, funders and other service providers can expect from the staff at Osborne Village Resource Centre in the coming months. Our mission at OVRC is to assist individuals prepare for a successful job search and/or career change by providing the best services to achieve that goal. Services at OVRC are available to directed and self-directed clients: directed clients make appointments to see staff, and self-directed clients use the Centre to conduct their job search. For this reason we continually assess and adjust our delivery style and services to respond to our clients' needs as well as changes in the recruitment process. We also keep our eyes out for trends when it comes to serving our clients.

Two trends that we've noticed in 2014 will drive changes in the way we work with clients this coming year. The first trend involves our directed clients: we've noticed that directed clients rush to find a job and come back shortly after unemployed again and looking for another job. The second trend we have observed is that self-directed clients sometimes send out resumes and cover letters that do not give employers the information they need, and thereby limit their job search success. Because these clients have good computer skills they may fly under our radar and fall through the cracks.

The need to minimize the first trend is obvious. Finding employment and losing employment within the first three months is a cycle that can be very damaging to a person's self-esteem. It also indicates the need for a client to take the time to reflect on what type of work they really want to do, and learn how to conduct a targeted job search. Following this path has the greatest potential of leading to long term employment and job satisfaction.

We have no doubt that continuing to emphasize to all clients the importance of targeting their job search is the key to success. Most clients forget that a large part of a targeted job search includes discovering the companies they want to work for, and also to find work in a job that matches their skills and abilities. Providing clients with the tools to target their job search will increase their success in securing an

interview, getting that job offer, and experiencing long term employment.

The second trend—self-directed clients sometimes limiting their job search success—presents the staff with a different opportunity. Because self-directed clients often feel they know what employers want they do not book appointments with the staff. To minimize this trend we will be rigorously promoting the **Action Planning Session** to them. This workshop provides a forum for the staff to provide participants with information in a friendly and constructive manner. In this session, clients will learn what is needed to be successful and which OVRC services would best fit their needs to achieve success. The **Action Planning Session** is designed to provide a one-on-one appointment immediately after the workshop to build on a client's motivation by immediately starting on their customized action plan that same day. The move from a self-directed to a directed client ensures that the staff can focus on the clients' individual needs and help them achieve long term success.

Finally I'd like to tell you about a new workshop that Jude Gaal, one of our career counsellors here at OVRC created over the summer months which we hope will provide clients with the tools to develop a more positive outlook in their personal and work life. **How to Live In Your Job Search** was designed to help clients get out of negative thinking which so often comes with job search. In the short time we have run this workshop it has already produced positive results for some of the clients. One client wrote to our employment facilitator John Perry:

*"How to Live In Your Job Search really helped me and was so beneficial. Coincidence or not—but after that workshop was when I started receiving call backs for interviews."*

While we cannot guarantee clients that they will start to receive call backs for interviews, we can guarantee that a positive attitude will make them much more attractive to prospective employers.

I am very proud of the team we have at OVRC and believe that every client can be successful if they are committed to success. We look forward to serving our clients and helping them achieve their goals in 2015!



# The Next Chapter

+ *Jude Gaal*

CAREER COUNSELLOR / WORKSHOP FACILITATOR

It is widely acknowledged in the world of work that people will have anywhere from 3 to 7 careers before retiring, so getting comfortable with the career exploration process is a vital skill for anyone in the 21st century. Taking advantage of OVRC's career counselling services will help you succeed in today's quickly changing job market.

Generally speaking, career counselling can take anywhere from 3 to 5 appointments. The first appointment is two hours in duration and gives the client and I the opportunity to get to know each other, talk about the process, and set goals. A client will also get started on a number of self-assessment exercises during that first appointment, and complete the assessments at home before meeting again.

During the second appointment we review the results of the self-assessment, and I provide a resource for the client to explore careers. In the third appointment the client returns with their top 3 career choices. I then discuss informational interviews and recommend the client investigate each career, in greater depth, by conducting 3-5 informational interviews before making a final decision. We would also develop a network of people who could assist in setting up informational interviews.

In the final appointment we celebrate the client's final career choice! If the client is uncertain about how to proceed we would create an action plan. Follow up appointments can also be made if the client would like to continue meeting while the action plan is set in motion.

We hope this provides readers with a good indication of what a client can expect in career counselling. Please call us at 204.989.6503 if you have any questions regarding the career counselling services or to book an appointment.



# Congratulations!

+ *Patti Malo*

EMPLOYMENT FACILITATOR

On December 22nd, 2014 we got a call from two OVRC clients telling us they had found employment.

After a 6 month job search Alfons found employment with Interprovincial Cooperative Limited as a Plant Supervisor and started on January 5th, 2015. I would like to commend Alf on his determination and commitment to finding the right fit in a company that he will flourish in. Alf brings a considerable depth of talent and achievement to his new position at Interprovincial Cooperative Limited, and is sure to be a positive addition to the team.

Bernadette has accepted a full time position with Blue Cross as a Claims Representative and started January 5, 2015! She was very excited to be selected and looks forward to making a contribution to the Blue Cross team!

We wish Alf and Bernadette the very best in their new positions and much success in 2015!

# The Targeted Job Search Workshop

+ *Kristina Lonstrup*

CAREER COUNSELLOR/WORKSHOP FACILITATOR



The **Targeted Job Search workshop** was created to encourage job seekers to think differently about their job search and examine the hidden job market. In this workshop I highlight the three essential strategies to cracking the hidden job market—research, networking and marketing. Come and re-invigorate your job search by joining this empowering, participatory, activity-filled workshop!

# There's a Workshop for Everyone's Needs

+ Jude Gaal

CAREER COUNSELLOR / WORKSHOP FACILITATOR

OVRC offers a number of workshops to help people with their job search and career exploration. All the workshops are interactive and encourage participants to offer their peers feedback and encouragement.

The **Action Planning** session was created to help people assess what services would best serve their job search by providing information on all the services that OVRC offers. This workshop runs on a weekly basis every Wednesday morning from 8:30 am till noon, and is a real motivator! Each participant will create a personalized action plan and get started on that plan the same day when they meet with an employment facilitator or career counsellor.

Because we are typically booked three to four weeks in advance for career counselling the **Job Satisfaction** workshop was created to help clients get career counselling services faster. This full day workshop gives participants who are self-motivated the opportunity to complete the first two career counselling sessions in a group setting. The workshop includes the same self-assessment activities as the initial career counselling session, and an introduction to research tools that will help participants determine which occupations would be a good fit!

Clients have often told us that job interviews are worse than going to the dentist! They wonder what questions an employer will ask and how they should respond. We provide a two day **Interview Skills** workshop to give clients answers to these questions. A participant will learn how to make a great first impression, turn negatives into positives and confidently answer all three types of interview questions by using formulas that provide a framework for highlighting their skills, qualifications and strengths in the best light.

We all know how demanding and discouraging a job search can be. That's why we added the **How to Live In Your Job Search** workshop to our roster in the summer of 2014. In this three hour morning workshop participants will become aware of how negativity affects all aspects of their life and learn three simple ways to amplify their positivity. Participants will also go home with a toolkit that they can start using immediately to keep that positivity tank full!

# Mock Interviews

+ Jude Gaal

CAREER COUNSELLOR / WORKSHOP FACILITATOR



OVRC provides **Mock Interviews** for clients who want their interview skills assessed. This can be for a job interview or for a scholarship interview or for an informational interview. To prepare for this service we ask that you book a two hour appointment and send us the job description along with your resume, or the details of the scholarship or the informational interview. With this information the career counsellor will prepare ten questions to ask during the mock interview. Your responses will be recorded to give you the opportunity to review your answers at your own pace and self-assess what you need to improve upon. The career counsellor will talk with you about your observations and provide suggestions on how to enhance your interview skills.

## Newsflash!

*After much thought and consideration, OVRC has decided to make all 11 computers available for job seekers starting April 1st of this year. This will increase the current number of computers for job seekers from 7 to 11 and we hope translate into a quicker job search for our clients! Personal computers, with free WiFi, are available at Winnipeg Public Library locations. To access this service you must have a valid library card. Call the Millennium branch located at 251 Donald Street, at 204-986-6450 for more information.*

# Navigating the World of ATS and Online Applications

+ Patti Malo

EMPLOYMENT FACILITATOR / OFFICE ADMINISTRATOR

Take a look at some interesting statistics about online applications.

As you can see from the above facts, hiring a new employee is an expensive endeavor for an employer. The online ATS helps to minimize hiring costs by selecting applicants who have the skills, experience and abilities the employer is looking for.

For a job seeker, making a good first impression is just as important in an online application as it is in a cover letter! In order to catch an employer's attention, an online application

ATS's screen out 75% of candidates	95% of large companies use ATS's, almost all Fortune 500 companies and 59% of mid-sized organizations
Employers face major obstacles when searching for the perfect candidate.	On average 144 people apply for every entry-level position 89 people apply for every professional-level position

**This means there are 75,000 applications in a week. Keep in mind it costs a company about \$3,479.00 to hire a new employee.**

[www.HireRight.com](http://www.HireRight.com)

must meet certain criteria to get past the ATS. Considering how innovations in technology are transforming the way we look for work in the 21st century, it is hardly surprising that some people might need some help in navigating the online application process with success. Because it is important that candidates complete an online application correctly the first time, OVRC provides one-on-one online application appointments.

Here are some things to consider:

- Appointments must be booked in advance by calling the front desk at 204-989-6503
- Each appointment is 1.5 hours in length

You will need to bring the following to the appointment:

- an active email account you know the password for
- a resume targeted to the job you are applying for
- a specific company you are applying to

During the session, you will learn how to:

- analyze the job ad and identify the employer's needs
- research a company to identify why you are excited to work for that specific company
- create a targeted cover letter
- complete an online application

I'd like to end with a quote by Albert Einstein that aptly describes what every job seeker must keep in mind.

*“ You have to learn the rules of the game. And then you have to play better than anyone else. ”*

*Albert Einstein*



## Need to Receive Messages?

+ Patti Malo

EMPLOYMENT FACILITATOR / OFFICE ADMINISTRATOR

The staff at OVRC believes everyone should have access to voice mail for their job search. If you do not have access to a telephone but need to receive messages from employers regarding your job search, sign up for Connect 2 Community Voice Mail Service Complimentary Voice Mail boxes.

You must be a current registered client actively doing a job search, and can sign up for the service by seeing Judy at the front desk. After signing up with Judy it will take a few days for the service to be activated and will be available to you for a six-month period.

### Connect 2 Client User Feedback ...

*"We really needed this! We can't afford a phone."*

*"I have a message for a job interview!"*

*"Voicemail helped me find permanent clerical work."*

*"I'm waiting for a call to start training in commercial cooking."*

*"It's like I'm a person again!"*



## Laughter Corner!

From Fortune Magazine via HumorMatters.com:

- "Finished eighth in my class of ten."
- "Received a plague for Salesperson of the Year."
- "Reason for leaving last job: maturity leave."
- "Failed bar exam with relatively high grades."
- "Am a perfectionist and rarely if ever forget details."
- "It's best for employers that I not work with people."
- "Let's meet, so you can 'ooh' and 'aah' over my experience."
- "I have an excellent track record, although I am not a horse."
- "You will want me to be Head Honcho in no time."
- "I have become completely paranoid, trusting completely no one and absolutely nothing."
- "Personal interests: donating blood. Fourteen gallons so far."
- "Marital status: often. Children: various."
- "I am loyal to my employer at all costs. Please feel free to respond to my resume on my office voice mail."
- "Instrumental in ruining entire operation for a Midwest chain store"



# OVRC Resource Walls

+ Kristina Lonstrup  
CAREER COUNSELLOR



Osborne Village Resource Centre is here to provide you with tools, information and assistance to help you achieve your goals. Our Centre features four areas of services and programs from Winnipeg community agencies, non-profit services, advocacy groups, professional development, and education and training resources.

Under **Community Resources** you will find information for:

- Mental health services
- Family support services
- Counselling services
- Legal and financial help
- Help for addictions



The **Job Board** is updated weekly (every Monday morning) from the Winnipeg Free Press and other positions that employers send to us. Using a colour-coordinated system the Job Board provides clients with job postings for entry level positions in:

- health care
- sales
- office administration
- labour, and
- hospitality

Because lifelong learning is one of the key factors for continued success in life and work, we also keep a variety of brochures and booklets highlighting many options. On the **Continuing Education** resource wall you will find information for:

- A variety of school division and post-secondary programs and classes
- Creative retirement programs
- Leisure and recreational programs
- Adult education classes and services

OVRC also maintains an Education & Training resource wall with updated information regarding:

- Professional development opportunities
- Manitoba Tourism Education Council workshops
- Aboriginal services for training and development
- Information for certification and licenses
- Work readiness programs
- Province of Manitoba employment services

For more information, drop by the Centre and connect with us. We look forward to seeing you in 2015!



# Dear Career Counsellor

+ Kristina Lonstrup  
CAREER COUNSELLOR

Dear Career Counsellor:

*I have fallen into a job search slump. I have sent out over a dozen resumes and even though I've had three job interviews, I am still unemployed. I am feeling depressed. Do you have any suggestions on what I could do to feel better?*

Thank you, M.G.

Dear M.G. ,

Thank you for asking this question. I appreciate that you can express your emotions and reach out for help. Please know that what you are feeling is normal and that you are not alone. The first thing I would suggest is to sign up for the Interview Skills workshop, or make an appointment for a mock interview. Osborne Village Resource Centre is here for you. I would recommend that you sign up for OVRC's newest workshop **How to Live In Your Job Search** which is designed specifically to help you get motivated and positive about your job search. In addition to that, here are five more suggestions to consider.

## 1. Maintain a routine

Without the structure of employment, it is easy to fall into a slump. We may find ourselves being tempted to stay in our pyjamas all day and watch television. Now more than ever it is important to maintain a balance. I recommend allowing yourself time to relax, but also to keep putting your best foot forward each day. Create a routine for yourself: wake up early, shower, get ready and leave the house. Come to OVRC and work on your job search and receive support and encouragement. Connect with us! Discuss your goals and update us on your progress.

Surround yourself with the staff at OVRC; we will support and engage you in your transition. After you put your daily work in, you will feel a sense of accomplishment and achievement.

I would then encourage you to rest and relax so you will be ready for tomorrow!

## 2. Keep a job search journal

There are three ways you can benefit from a job journal:

1. Keep track of everything you do and jot down notes of reflection
2. You can monitor your own progress
3. You can keep an up-to-date record of your job search activities including:
  - a. every job posting that intrigues you
  - b. every cover letter and resume you write
  - c. every application you submit
  - d. every interview you attend and the feedback you receive

So take the initiative and invest one or two dollars in a notebook. By tracking your job search you will be able to pinpoint and minimize your job search weaknesses, and celebrate your job search strengths!

## 3. Reach out to people

Many job seekers make the mistake of keeping their job search a secret. While the question "What do you do for a living?" can be daunting, it does give you the opportunity to let people know that you are looking for work. Try to change your perspective and think instead, "Thank you for asking." Prepare a "sales pitch" that highlights your experience and goals. Do not underestimate who knows who. Also ask professionals for advice, and pay attention and consider their advice.

If you have difficulty verbalizing your experience and goals in a nutshell, sign up for OVRC's bi-weekly Targeted Job Search workshop. Align yourself with other job seekers and let's reach out to help each other.

## 4. Volunteer

Give yourself FIVE benefits of volunteering:

1. Volunteering helps you establish a routine.
2. Volunteering gives you a sense of belonging.
3. Volunteering provides opportunities to meet new people and new mentors.
4. Volunteering shows potential employers that you take pride in participating in your community.
5. Volunteering will provide you with a brand new reference that is not dependent on HR policies.

## 5. USE OVRC

Sometimes we struggle alone when we don't have to. Come to OVRC and make use of what we have to offer. We have the tools to uncover your professional values, motivation, energy, and the workshops to help you with job search. So get revitalized—book an appointment to meet with a career counsellor or employment facilitator, and sign up for one or more of our workshops. Call 204.989.6503—we are here for YOU!

# Does This Apply to You?

+ John Perry

EMPLOYMENT FACILITATOR /  
VOLUNTEER COORDINATOR

**A**re you trying to find a job in a field that you don't have any experience in? Are you being told by employers that you need experience? If the answer to these questions is "yes", then volunteering could be the answer to your dilemma. Here are five reasons to consider volunteering as a career or job search strategy to help you reach your goals:

## 1. Volunteering gives you experience.

Most employers want employees who have workplace experience. Volunteering shows employers that you have good time management skills, and stick to a commitment. When you volunteer you also meet and work with a variety of different people, with different attitudes. This experience shows employers that you can be flexible and adaptable – qualities they want their employees to have. Most importantly, it provides you with that work experience that valuable employers are looking for.

## 2. Volunteering helps you develop skills.

Volunteering gives you a chance to maintain the skills you already have and the opportunity to learn new ones. For example, as a volunteer you might be able to try out a new computer program, or practice speaking in public.

If you're employed, you may want to look for volunteer opportunities that strengthen skills you have but are not currently using in your work. For example, if you work on

your own in a warehouse department, volunteering at a registration desk for a festival could help you maintain and improve your people skills.

## 3. Volunteering expands your network.

Your network is all the people you know and all the people they know. Every new person you meet becomes part of your network and can provide you with connections to other contacts and opportunities. Remember, often it is the combination of what you know and who you know that will get you the job. Employers are far more likely to take a recommendation from a person they have a relationship with, than go through the process of hiring a stranger.

## 4. Volunteering lets you check out an occupation or industry.

When you're exploring a new career direction or thinking about a career change, volunteering gives you a chance to explore different occupations. This gives you the opportunity to really get to know what an occupation is like before making a change.

Volunteer experience, in a specific field or industry, can also make your resume, or application, stand out when you do compete for a job or apply to an educational program.

## 5. Volunteering builds your confidence.

Maintaining your confidence is especially important if you've been unemployed for a while or feeling discouraged in your job search or career exploration. Volunteering can help you feel active, useful and productive—all great ways to increase your confidence.

As you can see, volunteering is a win-win situation for everyone. By helping an organization, you have the opportunity to not only boost your career but your own well-being, and provide much needed assistance to organizations that you care about. So don't forget—volunteering is an important part of job or career search that can be beneficial in many ways.



# Answering an Employer's First Question

+ Betty Punkert

EMPLOYMENT FACILITATOR/COMPUTER INSTRUCTOR

**M**aking your cover letter stand out from the crowd is simpler than you might think. The first thing 99.9 percent of all cover letters say, is that you are writing to apply for a position. The employer already KNOWS that you are writing to apply. He or she is sitting at a desk reading your cover letter and getting bored. If you keep in mind that a good cover letter is like a sales pitch, your cover letter will have a much better chance of grabbing an employer's attention. Every employer wants two questions answered in a cover letter. The first question is:

## **Why does this person want to work here?**

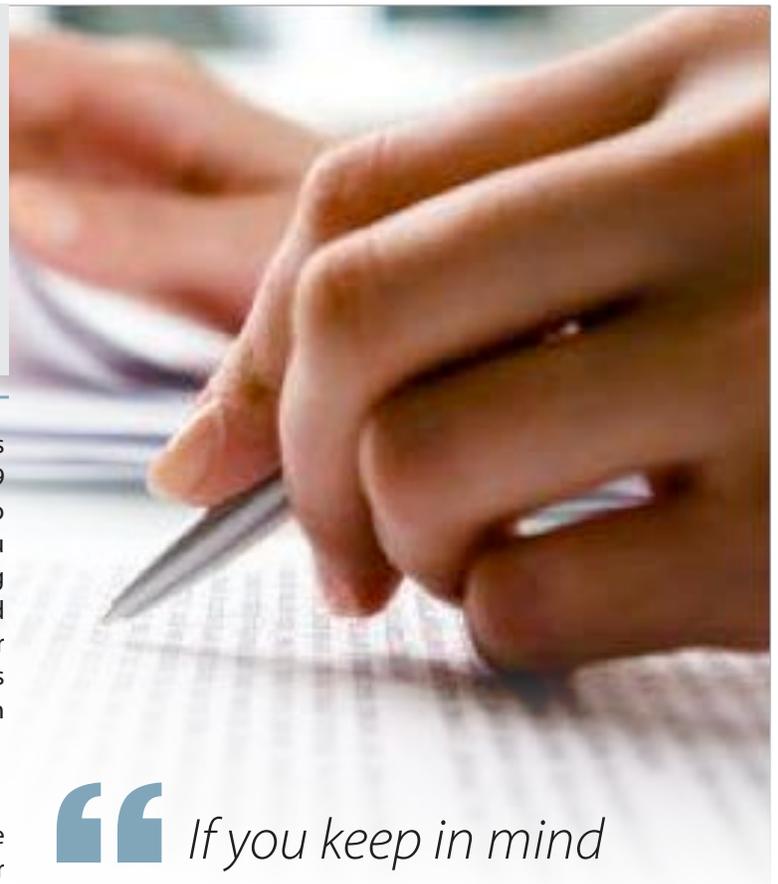
Because some employers may give a cover letter as little as five seconds, it's important that you target your cover letter for that particular job and organization. Talk about your motivations, your passions, and the things you're really good to grab the employer's attention. Starting with this information will immediately make your cover letter stand out above the crowd. The second question the employer wants answered is:

## **What makes this person the best candidate?**

By answering this question you give the employer a summary of the unique skills, abilities and qualifications you have for the job, and also create a desire to find out more about you. Now that you know what your cover letter should do, you may be thinking you need some help. That's what we are here for at OVRC.

As an employment facilitator it's my job to help you learn how to write a cover letter that will leave the employer wanting to know more about you. When you book a cover letter appointment, I will review the above information, show you how to format a cover letter and also tell you what information to include in the different sections of the cover letter. To get the most out of an appointment we recommend that you come in with a job ad that you would like to apply to, along with the research you have gathered about the organization.

First, we will review your research of the organization and create an introduction that tells the employer why you want to work for them. Next, we will analyze the job ad together and identify the skills and qualifications the employer is looking for.



“ If you keep in mind that a good cover letter is like a sales pitch, your cover letter will have a much better chance of grabbing an employer's attention. ”

Summarizing this information into a targeted cover letter tells the employer why you are the best candidate for the job.

Going through this process and creating a targeted cover letter will give you something to refer to and also help you create other cover letters in the future. To reinforce this information you will also receive a copy of the Targeted Cover Letter booklet to take home and refer to as needed. A cover letter appointment usually takes one and a half to two hours, so please keep that in mind when booking an appointment and give yourself the time to learn a new skill that will make your job search more effective and get you the job you really want!

# How OVRC and Volunteering Helped Me Get My Desired Career!

+ *Huyen Pham*  
FORMER OVRC VOLUNTEER

Career success is defined differently for each person. What truly makes me happy is working with people on a daily basis and having a positive impact on their lives. Although this seems so simple to me now, I only realized this fairly recently. I started my working life as an Executive Assistant. There I buried my face all day in paperwork and administrative duties. Although I fulfilled my role quite successfully, I felt something was missing. It gradually dawned on me that what I really needed was daily social interaction. I began to chart a new career path for myself. Coincidentally at this time I moved to Canada.

It was indeed a challenge for me as a newcomer in Manitoba without Canadian work experience and familiarity with local workplace cultures. As I had heard so much about the valuable benefits of volunteering, I decided to take advantage of this opportunity and chose OVRC because of its dedication to provide each and every volunteer with support and guidance.

After an interview with John, the volunteer coordinator, I was accepted as a volunteer. I took this chance to connect to people, build up my skills and more importantly to bring fun and fulfillment to my work life. In my volunteer position I helped job seekers find meaningful employment. Working alongside OVRC's employment facilitators and counsellors inspired me to focus on this area of work.

While at OVRC I was given every opportunity to grow, from observing staff appointments and participating in their wide range of workshops, to actually working with clients in one-on-one meetings. OVRC also provided me with the opportunity to participate in a professional development training workshop where I gained hands-on skills that built and enhanced my ability to assist unemployed individuals. As a result, I acquired job search, interview, resume and cover letter skills and confidence to market myself to organizations. However, the best was yet to come.

Thanks to the immense support of the OVRC staff and management and its network to other organizations I landed my desired job. OVRC is justifiably proud that they are the

first Canadian work experience for many of its volunteers and I am happy to be one of them. As an employment facilitator I now work with clients, between the ages of 16-29, helping them dream big and uncover their full potential. To end this, I cannot emphasize enough how grateful I am for the professional networking and support from the people at OVRC who got my career transition on the right track.



# What Kind of Job Are You Looking For?

+ *Steve Alphonse*  
EMPLOYMENT FACILITATOR

It's easy to gage the effectiveness of your resume by the resulting number of interviews you get. If you have sent out over 10 resumes without getting an interview there may be something that needs fixing.

It could be that you are not targeting the resume to the job you are applying for. It could be that you are not including enough information for the employer to get a clear indication that you can do the job. Or it could be that there are some gaps in your employment history that are scaring employers away.

As you can see there are a number of things to consider when writing a targeted resume. Determining a clear work objective is the most important task. Like a beam of light, it focuses an individual's attention on reaching their goal. So when someone comes in my office for help with a resume, I start with this question:

## **What kind of job are you looking for?**

Often the answer is: **Anything!**

This gives me the opportunity to ask if they would be willing to be a pooper scooper. Usually they squirm their faces up and give me an emphatic NO! That's when we can get started, and define a clear work objective. I will then talk about what type of work the client would like to do, and learn about what the client has done in the past. Sometimes a client will have more than one work objective and I will explain that each work objective will need a targeted resume.

Once we have a job target, and I know about a client's work history and experience, we can start developing a targeted resume for the client's specific work objective. At OVRC we strongly believe that the skill based resume is the most effective resume format for the job market. Employers do not hire resumes, they hire people. Using a skill-based resume is the best way to demonstrate your skills, strengths and personality that are relevant to the job.

As an employment facilitator my job is to help you identify what to put in the resume by reviewing the job ad. After identifying the information needed for the resume, we will

work together to find the dynamic words to describe your skills, strengths and attributes, along with the relevant training and education that you bring to the position.

Sometimes clients are afraid of writing a resume because of a gap in their work history. Don't let that stop you. Often there are ways to deal with gaps in a person's work history that will not reflect negatively, and also help a client build their confidence in their job search. Working together we will be able to clarify gaps in employment in a positive way that will satisfy employers. I also educate clients on what common errors to watch out for such as spelling and formatting, as well as keeping a resume to a maximum of two pages in length. Going through this process will give you the skills to create a targeted resume for any job. You will also receive the **Writing a Successful Targeted Resume** booklet to take home and refer to when working on other targeted resumes.

Because a resume is such an important part of the job search process I would highly recommend that you take advantage of our services here at OVRC and make an appointment. We schedule two hours for each resume appointment, and if you have more than one job objective you will need to book another appointment to create another targeted resume.

I look forward to working with you to create a targeted resume that does its' job—getting you an interview!



# Computer Training for Everyone

+ Betty Punkert

EMPLOYMENT FACILITATOR/COMPUTER INSTRUCTOR

In today's work world everyone needs some level of computer skills. To help our clients get these skills, I teach computer classes in the evening at the Centre. There are three different classes offered currently. Each class costs \$70 (cash only), and has five sessions one night per week from 5 – 7:30 pm.

If you struggle with editing documents or changing text in a document, or if your only experience with using e-mail is on a smartphone or tablet, then start with our **Fundamentals of Personal Computing** course. In this class I teach:

- basic keyboard and mouse navigation
- text editing
- e-mail, Internet and Windows terminology

Once you have completed **Fundamentals of Personal Computing** you will be ready to take the next class in **Microsoft Word**.

When you sign up for **Microsoft Word** I will assume you have knowledge of basic keyboard and mouse navigation. In this class the focus is on learning the features and functions of Word. Content includes:

- text and paragraph formatting
- bullets
- borders
- control tabs
- headers and footers
- tables and mail merge, and
- inserting WordArt and clip art

Clients may be asked to demonstrate mousing and text editing skills before being accepted into this class.

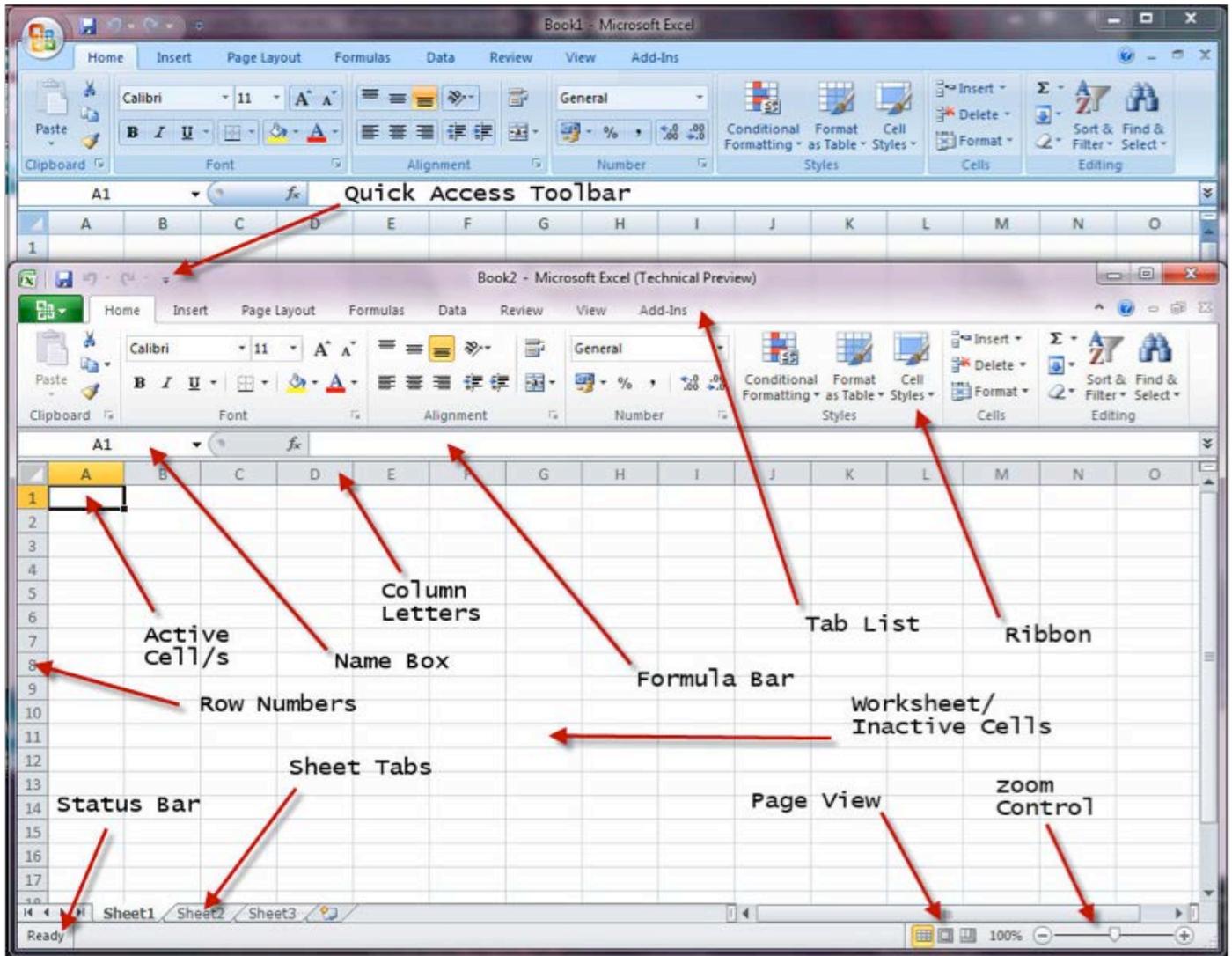
Many companies also require the ability to use **Microsoft Excel**. This class moves very quickly, and is not recommended for people who are brand new to computing



To succeed you must have intermediate computer ability and a solid command of keyboard and mouse navigation. Content includes:

- formatting
- basic formulas
- built in functions
- auto fill
- copy and paste
- paste link, and
- simple charting

Even though it seems like everyone is hooked up to the internet and has email we have found that often people don't know how to attach a resume, or what to say when



sending an email. So in addition to the computer classes, OVRC also offers a free workshop called Email Essentials once a month, during the day. In this half day workshop I teach e-mail etiquette and how to:

- send e-mail with attachments
- recognize potentially damaging e-mail, and
- rename a document for a specific employer

To participate in this workshop you must have an **active e-mail** with Gmail, Yahoo Mail or Hotmail (this includes MTS, Outlook and Live) and **know your e-mail password**, or be willing to create another password.

If you have any questions about the computer classes offered at OVRC don't hesitate to call us at 204.989.6503 and ask for Betty. I'd be happy to answer any questions.



# Welcome to Osborne Village Resource Centre!

+ *Judy Reckseidler*

FRONT DESK AND CLIENT INFORMATION CLERK

Our first priority here at Osborne Village Resource Centre is to make sure that you feel comfortable and safe as well as productive while visiting. That is why we strive to provide a warm, welcoming and positive environment for you to do your job search. The Centre offers job seekers 11 computers, 4 for personal use and 7 for job seekers, as well as lots of resources and employment and career counsellors to help you.

On your first visit to the Centre, you will be greeted me at the front desk. To be eligible for services you will need to complete a short registration form and also provide your social insurance number for our provincial government funders. This will only take a few minutes. Then I will ask that you write your first name in the red book at the front table.

After completing the form, I provide you with more details about Centre policy, services, and assign you a computer, or direct you to your meeting with a staff person. Every time you visit the Centre please sign your first name in the red book and check in with me at the front desk.

Part of our job in providing you with a warm and welcoming environment to do your job search is to be there if you have questions. So, please, if you have any questions about anything, just ask. My first priority is to help you get the services you need for a successful job search. We love to work hard, but also have fun, so while you are looking for work you may even enjoy a laugh or two!! This always helps brighten the day, and lighten the load.

I look forward to working with you here at OVRC and hope to see you soon!



## Interview Skills Workshop

*Mondays and Tuesdays: February 23 & 24, March 26, 27 \*\* April 27, 28, May 25, 26*

*8:45 am – 3:30 pm*

*Location: UFCW Training Centre, 2nd Floor – 880 Portage Avenue (Thompson Room)*

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 learned skills into practice, by rehearsing your responses in mock interviews, getting feedback from the workshop participants.

*\*\* NOTE: the workshop will be held at OVRC on March 26-27 only*

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## Action Planning Session

*Wednesdays: Ongoing, 8:30 am – 11:30 am*

*Location: 2nd Floor, 107 Osborne Street*

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

- Orientation of services
- An individualized action plan
- A take home Road Map/Note Book
- One-to-one feedback and advice



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## Email Essentials

*Wednesdays: March 13, April 17, May 22*

*8:30 am – 11:30 am*

*Location: 2nd Floor, 107 Osborne Street*

Frustrated by e-mail? Can't tell if it's an e-mail or a web address? Forget to attach things, or attach the wrong things? Not sure what to put in the message box? Not sure how formal to be?

Come to E-mail Essentials to learn the basics of receiving and sending e-mail with attachments to employers as well as getting hands-on practice!

You must have a current email account with either Gmail, Hotmail or Yahoo and know your username and password to attend.

## Targeted Job Search Workshop

*Fridays: February 20, March 6, 20, April 10, 24, May 1, 15, 29*

*8:30 am – 12 noon*

*Location: 2nd Floor, 107 Osborne Street*

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



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## Job Satisfaction Workshop

*April 21, May 19 8:45 am – 3:30 pm*

*Location: UFCW Training Centre, 2nd Floor – 880 Portage Ave*

*(Thompson Room)*

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

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## How to Live In Your Job Search

*March 19, April 16, May 14 8:30-11:30 am*

*Location: 2nd Floor, 107 Osborne Street*

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!

# Computer Courses at OVRC

Call the Osborne Village Resource Centre at 204.989.6503 to register!

**All computer classes are located at the Osborne Village Resource Centre, 2nd Floor, 107 Osborne Street.**

## Fundamentals of Personal Computing

*Mondays: February 23, March 2, 9, 16, 23*

*5:00 – 7:30 p.m.*

*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

*Mondays: February 24, March 3, 10, 17, 24*

*April 6, 13, 20, 27, May 4*

*5 – 7:30 pm*

*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: April 7, 14, 21, 28, May 5*

*5 – 7:30 pm*

*5 – 2.5 hour sessions (one night 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

## 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.*

**CONTACT US AT:**

PH: 204.989.6503 FAX: 204.477.0903 TWITTER: @O\_V\_R\_C

For further information visit our web site: [www.ovrc.ca](http://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](mailto:keirob@wtc.mb.ca)

IN PARTNERSHIP WITH



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## About OVRC's Newsletter

If you have an idea for an article you would like to see, or contribute to the newsletter, or have any comments or suggestions, please contact:

newsletter editor Jude Gaal, at 204.989.6503 or [judgaa@wtc.mb.ca](mailto:judgaa@wtc.mb.ca)

*Newsletter design and layout by our volunteer Kristin McPherson*



**Osborne Village  
RESOURCE CENTRE**

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