



Osborne Village
RESOURCE CENTRE

FALL NEWSLETTER 2018

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Greetings From The Editor

+ Jude Gaal

CAREER COUNSELLOR / WORKSHOP FACILITATOR

Ah those long hot days of summer when I was a teenager hanging out with my best friend. We swam a lot, made a lot of ice-cream floats, and played a lot of crazy 8s. We listened to a lot of 45s, and memorized the words to the summer hits. We practiced our dance moves religiously every Saturday at noon watching Soul Train. Occasionally we worked. By mid-August my summer babysitting gig was growing old. Truth be told, I looked forward to the simpler life of being a student again. I was grateful my “gig” would be up come September. Unfortunately for many people around the world, the “gig” may just be starting.

Despite the fact that the terms “gig” and “precarious employment” have only been around for a decade or so, the “gig” economy is nothing new. Think back to pre-industrial times, work was seasonal or customer-driven. Fast forward to today and consider the small business man, your local plumber, electrician, actors, playwrights, or costume designers. They are all a part of the gig economy. With 60 to 87 per cent of workers finding their work meaningless, it would be easy to think that the gig economy is a blessing. In my research I discovered that while the gig economy may be good for some, it isn't for others.

In the gig economy there are winners, and those who are not. For experts in their field, the gig economy provides choice; it gives a person the freedom to work when they want and for who they want. Those who are financially stable and want a bit of extra income can also choose when, where and for whom they will work.

Racial minorities, people with disabilities, older workers or newcomers, and unskilled labourers are most often working in the gig economy. Many also include highly educated millennials in this precarious group of workers. It's hard to budget or go to school, or save when work schedules and pay cheques fluctuate. With this instability come consequences.

In the article *Precarious jobs: Where are they, and how do they affect well-being* “research suggests that increased overall employment insecurity in labour markets will be associated with poorer health outcomes, increased anxiety at home, delayed household formation and greater social isolation” (Wayne Lewchuk, *The Economic and Labour Relations Review*, 2017).

To make matters worse, governments are slow in keeping up with the changing labour market and ensuring workers some basic rights. So what can we do? We can be proactive and prepare. There are many resources available to us to develop the skills we will need to succeed. That will be the focus of our newsletters for this new 2018-19 season.

Employment facilitator Betty Punkert shares ideas on training options in her article *Getting Off The Hamster Wheel*. Her cohort, employment facilitator John Perry also provides ideas for skills development in *A Little More Of Something*.

Career counsellor Kristina Lonstrup offers insight on *How OVRC Workshops Help You Find Secure Employment*, and employment facilitator Lisa Elmhurst discusses the essential skills needed to be successful in her article *Succeeding In The Gig Economy*. Our popular *Dear Career Counsellor* column provides tips for finding employers who offer security and benefits.

Last but not least, executive director Keith Robinson highlights staff successes, operational improvements, and introduces three new computer workshop additions. Go to our *Computer, Career and Pre-Employment Workshops* information page for more details.

As always, we would love to hear from you. Send us your comments or suggestions for topics you'd like to read about to jgaal@ovrc.ca.

To read more about the Gig Economy check out the following articles:

<https://hbr.org/2018/03/thriving-in-the-gig-economy>

<https://insightsresources.seek.com.au/gig-economy-changing-world-work>

<https://apnews.com/dee67b607a034699abf4ec14bab5cb1c>

<https://www.macleans.ca/society/how-the-growing-gig-economy-is-making-life-harder-for-north-american-workers/>

<https://www.fastcompany.com/40530695/these-4-skills-are-essential-to-succeeding-in-the-gig-economy>

Getting Off The Hamster Wheel: Training Options

+ Betty Punkert

EMPLOYMENT FACILITATOR

Short term or part time or precarious work makes it difficult to plan or make progress on your life goals, so how do you get to a better job when you are already juggling two or even three positions? How do you get off the hamster wheel?

Invest in yourself and learn a better skill set. Luckily, there are free and low cost options (both online and in the classroom) to help you explore something new.

Many clients believe that the magic bullet is administrative work; office work generally has dependable hours and clients mistakenly think they won't ever have to deal with customers. However, the days of the receptionist answering the phone and buffing their nails are long gone. Being an administrative professional in today's market requires strong computer skills. Thankfully, there are a number of online resources. If you have a Winnipeg Public Library Card you can access the LyndaLibrary database (<https://guides.wpl.winnipeg.ca/lynda/start>). *GCF Learn Free* (www.gcflearnfree.org) is another wonderful site that allows you access to free self-paced computer training.

Maybe you're in housekeeping or you're a server, and would like to move up. Getting a promotion in the hospitality industry can be challenging because they might give you the job, but they might not have the time, or resources to give you the training to be a leader. If you work in retail, hospitality, or tourism (including restaurant and hotel jobs), the *Manitoba Tourism Education Council* offers many half-day training opportunities, including leadership and communications training. Check out www.mtec.mb.ca for details.

Improving your skill set in some way is your best ticket out of the world of precarious work.



If you've ever thought of being a home care aide or personal attendant, check out the *Personal Attendant Community Education* program at the *Independent Living Resource Center* (www.ilrc.mb.ca/programs/pace). While a Health Care Aide program can be very expensive, the ILRC's program is affordable, shorter (five weeks in class plus a practicum) and will give you the skill set you need to get started.

Not into health care, but thinking you might want to work in day care? If you live in the Winnipeg School Division #1 and can invest six months to a year, there is a program through *R. B. Russell School* called *Introduction to Child Care* (search online for R. B. Russell Child Care Assistant). It is a five month full time course, and provides everything you need to get work in the city as a Child Care Attendant at a day care. It's also free if you live in the division's catchment area. This school division also offers training in *Horticulture*, and new this year is *Graphic Design* and *Hairstyling*.

Sometimes all people need is to finish their Grade 12. *Horizons Adult Learning Centre* (www.horizonslearning.com) offers traditional classroom instruction for adult learners who need to get those last few credits. Don't have time to sit in a classroom? *Midland Adult Education* (www.midlandadulthood.ca) is an online high school, however, you will need to get a copy of your transcript before applying (if you went to school in Manitoba, check out www.edu.gov.mb.ca/k12/studrec/marks.html) for directions).

While it may seem difficult at first, improving your skill set in some way is your best ticket out of the world of precarious, short term or part time work.

A Little More Of Something

+ John Perry

EMPLOYMENT FACILITATOR

Are you looking for a new path in your work life? Do you feel like you need to take that next step? Do you need “a little more of something” to get you over that next hurdle? The answer to that “little more of something” could be volunteering.

Volunteer work can expand your professional experience and exposure to situations or environments your work cannot or does not. It offers an opportunity to connect with new people, experience something different, give back to the community and gain new skills.

Sometimes you need a little more of something to get you over that next obstacle. The answer could come from volunteering.

There are a huge range of skills you can attain through volunteering:

- ✓ Industry-related skills
- ✓ Planning and prioritizing
- ✓ Problem solving and flexibility
- ✓ The ability to work and grow in a team
- ✓ Sales skills
- ✓ Time management
- ✓ Report writing
- ✓ Communicating with clients and stakeholders
- ✓ Improved workplace relationship building

All of these are highly desirable to employers. It will also increase opportunities through your newly expanded network.

Treat your volunteer search as if you are looking for a paid position. Research organizations you are interested in. Do an inventory of your current skills, find out what is missing and then seek out a volunteer position to fill in any skills gaps.

You will find a wide variety of volunteer opportunities on www.volunteermanitoba.ca. There is something for everyone and some of the positions will even provide free training. If you're still not convinced about the benefits of volunteering ask family, friends and colleagues who volunteer. They will tell you that volunteering adds depth to their lives!



How OVRC Workshops Help You Find Secure Employment

+ Kristina Lonstrup
CAREER COUNSELLOR

In this season's newsletter we are discussing the incursion of precarious employment. Naturally, we will always have job seekers who value independence and freedom and may desire flexible employment gigs. However, at OVRC it is more common that we meet job seekers who value security, stability, belonging and growth. With the incursion of precarious employment, it is normal to feel an impending sense of doom. Nonetheless, I assert to you that *a strong workforce cannot exist on the precarious employment model*. Whether it be innovation, growth, or expertise, there are too many ingredients for building a successful business or organization to quickly dismiss employee stability. I encourage you to take the OVRC Pre-Employment workshops to help you find security and stability in your career development and job search. I also encourage you to be loud and proud that you value job security.

Be proud if you are an employee who values commitment. It reflects your diligence. Put it high up on your resume. Put it in your Highlights of Qualifications. Celebrate loyalty.

Here are tools provided by OVRC workshops to help you find secure employment.

Career Exploration and the NOC

In this workshop we use the Government of Canada's Labour Market Information *Explore Careers* tool. Casually, I call this the "NOC". NOC is short for *National Occupational Classification*. When you look up the NOC report on a certain career, you will be provided with information on occupational duties, wages, educational requirements, potential employers, and the *job outlook*. The job outlook will tell you whether the prospective career is currently in demand in Manitoba and whether it will be in the future. *Why is it important to research the job outlook?* It is part of responsible decision making. We want to ensure that you have all available career facts so that the professional path you choose to take is one where you know you will be stable and secure.

Target Company List Workshop

This workshop is one of my favourites. It is another strategy for career development. It works by simply determining

your intrigue for certain Winnipeg employers. What's exciting is when you create a list of potential employers; it gives you a sense of vision and control in your job search. However, for the purpose of seeking employment stability and security you will need to add a second workshop to your calendar, the Research = Job Search Success workshop.

Research = Job Search Success Workshop

Now you have a list of companies you want to target. Next you will want to learn how to effectively research companies so you can collect information related to a company's values for employee growth, stability and security. One term used to describe this is *Employee Value Proposition*:

An employee value proposition (EVP) is the unique set of benefits which an employee receives in return for the skills, capabilities and experience they bring to a company.

- Michael Page

www.michaelpage.co.uk/advice/management-advice/attraction-and-recruitment/create-great-employee-value-proposition

In other words, what are companies offering to attract good talent? In this workshop, you will learn how to use research tools such as *Glassdoor* and employer reviews on *indeed.ca*. You will also learn how to research a company website to locate information on employee benefits, employee recognition, and training opportunities. Healthy workplaces know that employee satisfaction leads to better business; let OVRC help you find these workplaces.

Informational Interviews Workshop

In this workshop you will learn how to prepare for, and conduct a brief meeting where you interview a professional in the career field you are investigating. In this workshop we review a list of questions you can ask at an informational interview. Some of the questions will provide you with answers to help determine if employment in your selected career field is stable and secure. Examples of some questions are:

- Are there many opportunities in this occupation?
- What training do you recommend to advance in this occupation?
- What other occupations could you pursue with the skills you have developed in this field?
- What other skills will be needed in the future?

In conclusion, as a career counsellor, I want my clients to feel informed, confident, and proud of the careers, workplaces, and job futures they select. Winnipeg has a fantastic labour market and we are blessed to have a cornucopia of possibilities. Please call me at (204) 989-6503 if you would like to discuss the OVRC Pre-Employment workshops. You'll be glad you did!

EMPLOYMENT FACILITATOR

Critical thinking and logic – will help you define your purpose/vision, and develop realistic expectations.

If you possess these skills, you may be the perfect person to take advantage and thrive in the “gig economy”. If you like the idea of being your own boss, and calling the shots, but know that some of the above named skills need developing, now is the time to start.



What We've Achieved and What's New

+ Keith Robinson
EXECUTIVE DIRECTOR

As we head into the fall here at OVRC I would like to share our successes from the contract year that ended this March 31st. It was a year of records for our dedicated team. With a staff of seven, including Front Desk / Office Administrator extraordinaire Judy, and myself, we helped 437 clients find meaningful employment. Doing the math, this averages out to each staff person assisting 62 clients find employment. This shows the high level of success each of my staff achieves on a daily basis.

This last year OVRC also surpassed Youth Partnership's goal of helping 21 out of 35 youth. The staff achieved an 85 per cent success rate, 20 per cent higher than Youth Partnership's desired goal. Helping 26 youth find meaningful employment, and 4 youth return to school for further education is a record we are extremely proud of!

How did these successes come about? If you have been a client of OVRC, you will be able to answer this question easily. The team at OVRC provides high quality pre-employment workshops, resume and cover letter development and career counselling. These services are provided with professionalism and compassion ensuring that each client feels welcome and engaged in the process of developing their job search skills and improving their opportunities to obtain meaningful employment.

We also maximized our efficiency as a team in a number of ways. First, we increased the number of workshops over the year by offering them during the summer months of July and August. We also hired a Friday Front Desk Support Person; this has freed up the employment facilitator who used to cover this position to provide an additional 140 resume appointments over the year.

Each of the 5 staff that provide directed services were able to increase their number of services over the year by 177, which resulted in OVRC providing another 885 directed services (workshops, resume and cover letter development and career counselling) without any additional cost to our funders.

To cut down on "no shows" we changed the way we book client appointments. Previously, it was not uncommon for

clients to have a 5 week wait for an appointment. Now, booking on a weekly basis ensures clients, 95 per cent of the time, they will get an appointment the same week they call. Most importantly, providing quicker access to services helps clients get back into the workforce in a shorter length of time.

But that's not all. We've created three new computer workshops designed to give clients the basic skills needed to use a computer for job search. Go to our Career and Pre-Employment Workshops (page 8) to learn more.

I am so proud of this group of individuals! If you have not experienced their high level of service do not take my word for it. Go to our website at ovrc.ca, connect to our Facebook, LinkedIn, Instagram or Twitter and discover what clients say about OVRC services. Better yet, sign up for our workshops and services, or send a friend. I guarantee it will be a rewarding experience.



Quicker access to services helps OVRC clients to get back into the workforce in a shorter length of time.

Dear Career Counsellor

+ Kristina Lonstrup
CAREER COUNSELLOR

Dear Career Counsellor:

I am currently looking for a job. Most of my work experience has been in retail customer service. With my last employer, I never knew how many hours I would be getting. I would like to find an employer who provides security and benefits. Do you have any tips?

T.D.

Dear T.D.,

Thank you for asking an excellent question. I want you to be secure in your employment, and am happy to tell you that there is an easy tool you can use to identify employers who provide benefits and security—right from the comfort of using your own smartphone or home computer. It's called *indeed.ca*.

I will provide you with some useful tips for using *indeed.ca* to search.

1. Indeed can be used for MORE than just job searches by job title!
2. Use *indeed.ca* to search for elements of how you define job satisfaction. Here are some possible search terms.

"Benefits": You might be thinking "Thank you, Captain Obvious"...but it's true. We want to celebrate employers who want to attract good talent by identifying employee benefits on their job ads. This isn't to say that ALL employers who provide benefits discuss it in their job ad—I recommend you visit the company's website for further information about the benefits they provide.

"Employee Engagement": Forbes Magazine defines employee engagement as "the emotional commitment the employee has to the organization and its goals."¹ Responsible business owners and organizational leaders should know that employees produce better outcomes when they are committed and engaged. Good leadership knows devotion is a two-way street.

"Growth and Development": Job advertisements that discuss company values for employee growth and

Be sure to document your research! Make a TARGET COMPANY LIST to keep track of employers who are interesting to you. Sign up for the TARGET COMPANY LIST WORKSHOP offered each month here at OVRC.

development reflect values for commitment. When we are nurtured, we are strong and we grow.

"Competitive wages": An employer who promotes that they pay competitive wages means they want good candidates and they are willing to pay more than their competitors.

"RRSP" and "Pension": This one is easy!

"Permanent": Now obviously not all permanent positions are with employers who provide benefits. However, you can write down the employer name and look up their website checking for the organizational values. Look at the "Careers" section of the employer's website to see what the company offers its employees.

Here's another hot tip. Use indeed to read employer reviews. When viewing a job ad on indeed, look under the job title. You might see "895 reviews". Click on this number and you will be brought to a page of reviews. Set your location to Winnipeg or your area. What do the company reviews tell you?

In conclusion, I challenge you to be creative in your *indeed.ca* searches. Winnipeg has thousands of quality employers and I am excited for you to meet each other.

Happy searching!

Kristina Lonstrup
Career Counsellor

*Hey readers! Have you ever used creative *indeed.ca* searches to match your goals? Please email me at klonstrup@ovrc.ca and share your good news. I will post more search terms in next season's newsletter.*



Notes:

<https://www.forbes.com/sites/kevinkruse/2012/06/22/employee-engagement-what-and-why/#15c50f007f37>

Computer, Career & Pre-Employment Workshops



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All Computer, Career & Pre-Employment Workshops are FREE and located on the 2nd floor at 107 Osborne Street. Seating is LIMITED.

For dates and times, please go to www.ovrc.ca and check the monthly calendars. To register speak with the Reception staff, or call 204.989.6503.

CAREER EXPLORATION WORKSHOP

Is it time for a career change? Are you unsure what direction to take? Sign up for the Career Exploration workshop! On the first day of this workshop, we will participate in activities that will identify our values, our skills, our attributes, our past occupational experiences, and our personality types. On the second day, we will discover occupational research websites where we will evaluate occupations using our self-exploration inventory. The Career Exploration workshop is an excellent tool for defining career satisfaction.

Please note: this workshop is designed for career exploration only, and not job search.

JOB SEARCH CLUB

We provide assistance with applying for jobs on the computer; this includes online applications, emailing potential employers, modifications to a resume and/or cover letter, faxing applications, and using job search sites productively.

SCHEDULING FOR SUCCESS

This workshop is designed to increase your awareness of how scheduling job search activities can help you stay focused, motivated and successful. Learn how to schedule a job search that will get you results!

BRANDING YOURSELF

Talking about the job search can be challenging for some people. Learn how to effectively articulate your employment needs so that people in your network know how to help you.

INFORMATIONAL INTERVIEWS

1/200 resumes result in a job offer, but 1/12 informational interviews result in a job offer. Why are informational interviews such an efficient and effective job search strategy? Let's learn, prepare and practice together.

Please note: participants must be referred by an OVRC staff person to register for this workshop.

RESEARCH = JOB SEARCH SUCCESS

Learn how little time it actually takes to research a company and benefit in all sorts of ways: from where to apply for work, to writing your cover letter and resume, to preparing for the interview. You will also be introduced to a variety of resources that will help you get the information you need.

Please note: to participate in the workshop you must bring a printed job posting.

MAKING SMART REFERENCE CHOICES

Don't lose the job offer because of poor references. Learn how to select references that will speak positively on your behalf and help seal the deal.

MY TARGET COMPANY LIST

Applying for any job can be discouraging. We recommend a different approach – creating a list of companies you want to work for! You will be introduced to the free resources that will help you generate a target company list and get the job you want.

Please note: participants must have the ability to navigate a search on the internet.

ACE THAT INTERVIEW WORKSHOP

Get the skills and confidence to ace your next interview by attending this two day workshop! In addition to learning how to answer standard, behaviour descriptive and situational interview questions, you will also have time to practice your responses and get feedback from workshop participants and the workshop facilitator. Join us for this fun, interactive and engaging workshop.

LIVING IN MY JOB SEARCH

Sometimes looking for work can feel like a roller coaster ride; emotions run high and we wonder if we'll ever get that next position. Give yourself a morning to learn some simple techniques that will help you re-energize and reboot your job search!

INTERNET FOR JOB SEARCH

Getting online can seem overwhelming if you don't know your way around. Learn the fundamentals of Google Search, get to know Indeed and Kijiji, and learn some tips and tricks for using them to apply to jobs. Discover how to research badly written jobs that don't have all the information you need to apply.

EMAIL FOR JOB SEARCH

Emailing your resume to an employer can seem like a daunting task at first, but there is a simple, easy to remember process that will help. Get to know Gmail a little better, and how to keep your inbox clean and tidy. Learn to rename your documents to get better results, and get some basic email etiquette tips so you know NOT TO YELL. A Gmail account with a known password is required.

FORMATTING IN WORD (2 sessions)

Being empowered to make basic changes to your resume without anyone's help is a huge step into a truly independent job search. Learn what the business standards are for formatting this document, and format a sample resume step by step with instructor guidance. Discover bullets, text editing and formatting, simple tables, control tabs, and headers. Learn how to fix "broken formatting" if you have a section that works.

IMPORTANT: This class will NOT teach how to write a resume. We are editing a raw text document to show you how to select and format text in your own files.



Osborne Village

RESOURCE CENTRE

About OVRC

Do you need help preparing a resume or cover letter?
Could you benefit from meeting with a career counsellor,
or signing up for our career and employment workshops?

To maximize your path to meaningful employment, go to OVRC's website at:

WWW.OVRC.CA

For information on the free employment workshops and services available
call Judy, our client services representative, to schedule an appointment
and /or sign up for one or all of our workshops.

Tel: 204.989.6503

If you would like to receive OVRC's Newsletter by email
contact us at 204.989.6503 to get onto our mailing list.

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:

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