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Did You Know...



SPECIAL POINTS OF INTEREST:

- * *Oswego County Workforce New York has computer labs for updating your resume and searching for jobs.*
- * *Many workshops are available to assist you with your job search.*
- * *Our staff are ready to help you!*



How to Ask For Help at Work



We've all been there: you're doing your work, get stuck, and need help—but you're worried about bothering your coworkers or asking an obvious question. When I asked over 500 professionals across industries and job types what they struggle with most at work for my book *The Unspoken Rules*, I heard the same anxiety repeatedly: asking for help. At best, you make yourself vulnerable to others' judgments; at worst, you look incompetent or lazy. Luckily, as I also discovered from my research, there is a better way. Let's unpack what this looks like and sounds like.

- ◆ **Do your homework.** The first step to asking for help isn't to ask — it's to confirm if your question is worth asking. This means doing your homework. First, picture three concentric circles. The innermost circle represents what you currently know.

The middle circle represents what you don't currently know but can figure out yourself. Any question that sits within this middle circle is a "bad" question. These are the questions that make people think, *Oh, come on... I found the answer in 10 seconds online.*

The outermost circle represents what you don't know and can't learn by yourself, and therefore can only learn by asking. Any question that sits within this circle is a good question. These are the questions you want to ask.

- ◆ **Find the best person at the best time.** Once you have a question that makes sense to ask, the next step is to identify the least disruptive — and therefore most effective — way to approach other people. Here, it can be helpful to ask yourself three questions:
 1. Who is the best person to ask?
 2. When is the best time to ask?
 3. Where is the best place to ask?

When it comes to the best person, begin with the most-junior coworker near or at your level or someone whose job it is to answer your specific question, such as HR or IT.

Before you approach them, ask yourself, *Will I need their help again sometime soon?* If yes, and if your question isn't time sensitive, consider writing down your question and waiting until you've either collected a bundle of questions or found yourself at the best time to ask your question.

That way, you ask five questions in a single sitting rather than five questions five separate times. If this first person can't help, then go to the next least-junior coworker.

- ◆ **Show your homework (and your gratitude).** When it comes to asking your question, style can be as important as substance. How you frame your question can mean the difference between getting the help you need (and not) and building a good professional reputation (and not). To make the best impression possible, don't just ask your question; share all the hard work you've done to help yourself before involving other people.

After you've gotten the help you need, don't forget to also show your *gratitude*. It could be as simple as mentioning, "I really appreciate you taking the time to explain this concept to me, given how busy you are with _____." Little gestures of appreciation can increase the odds of others being willing to help you again.

In the end, asking for help is only partly about getting help. It's also about proving that you deserve the help. Though less instantly gratifying than pulling a coworker aside the instant a question comes up and disappearing immediately afterwards, a bit of extra legwork can make a big difference in your productivity, not to mention your reputation.

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Be Happy at Work



Ask These Questions When You Interview for a Job

A successful career starts with getting a job that matches your skills, experience, and personality.

To ensure you get that job, though, you have to ace the interview—and that doesn't mean just answering questions, but asking a few of your own to show that you're engaged and enthusiastic. Here are a few good questions to prepare when the hiring manager asks, "Do you have any questions for me?"

- ⇒ Who would be an ideal candidate for this job? How do I compare?
- ⇒ What are the main challenges of this position?
- ⇒ How has this position evolved?
- ⇒ How would you describe this organization's culture?
- ⇒ Who are your major competitors? What makes this organization better?
- ⇒ What soft skills does this position call for?
- ⇒ What type of person succeeds here?
- ⇒ What do you like most about working for this organization?
- ⇒ What steps have to be completed before you can make an offer?

Work doesn't have to be unending drudgery. You can be happy at work wherever you are if you keep up a positive attitude—and follow some of these tips:

- **Build a nest.** Personalize your cubicle or workspace so it's comfortable and reflects some of your personality. You'll feel better in an environment where you can relax and be yourself.
- **Get organized.** Managing your time and other resources efficiently will reduce stress and make you more productive.
- **Move around.** Don't sit at your desk all day. Get up and walk around your workplace every hour or so. Talk to people and get your blood flowing—both will help you stay energized and cheerful.
- **Find a sense of meaning.** Don't think of your job as moving widgets around or crunching numbers all day. Find out

how your work helps people and improves their lives, and you'll feel more positive about what you do.

- **Make friends.** Get to know your co-workers. A strong connection with your team members will make coming to work more enjoyable—something you look forward to rather than dread.
- **Play.** Take a few minutes every once in a while to kick back and do something unrelated to work—doodle, write a poem, play with a toy, or anything that takes your mind away from your job for a few minutes. You'll feel relaxed and refreshed when you return to your activities.
- **Be grateful.** At the end of every day, write down three good things that happened to you at work. Getting into this habit will help you be more observant and mindful of what you do and how your co-workers are helping you.

Computers at Work: Serve Them Well & They'll Serve You

Computers are ubiquitous in the workplace these days. Like any tool, they're as useful as you make them, and they can also get you in trouble if you're careless. Here are some tips for safe computing in any workplace:

- **Create strong passwords.** Using "12345" or "password" to access your computer makes security too easy to bypass. Set passwords with a mix of numbers, capital letters, and symbols. Change them often.
- **Practice good ergonomics.** Sit in an adjustable chair at the right height, with good back support; sit at arm's length from the monitor; keep your wrists flat as you use the keyboard and mouse; minimize any glare from the monitor screen; and take frequent breaks away from the computer.
- **Save power.** Not a safety tip, but an important habit: Don't leave your computer on all night. Switch it off when you go home, or when you're going to be away from it for more than four hours.

Use the sleep function instead of a screen saver to cut down on energy.

- **Don't panic over problems.** Most computer problems can be solved by simply rebooting. If that doesn't work, stay calm when asking for help from your IT department. Venting your frustration on your co-workers won't help, and may slow down the problem-solving process.
- **Save your work.** Don't take any chances of losing something important. Save whatever you're working on regularly and often on your computer and on a flash drive, as well as on your organization's network if you have one.
- **Follow the rules.** Your computer is there for work, not fun. Don't waste time playing solitaire, checking Facebook obsessively, or looking at inappropriate websites. Remember that the computer belongs to your employer, not you, and that you can't expect anything you do with it to remain private in the workplace.



July 2021



Oswego County Workforce New York Workshop Schedule

Mon	Tue	Wed	Thu	Fri
For more information or to sign up, please call — 315-591-9000			1	2
5 HOLIDAY-CLOSED	6	7 2:30-4:00 Intro to Computers	8	9
12	13 10:00-11:00 Metrix	14 11:00-2:00 Mackenzie Childs Hiring Event	15 2:00-3:00 Effective Interviewing	16
19	20	21 10:00-12:00 Effective Resume 2:30-4:00 Internet Job Search	22 9:00-4:00 Word	23
26	27	28 10:00-11:00 Metrix 1:00-2:00 Social Media	29 9:00-4:00 Excel 1:30-3:00 TTW	30

Workshop Descriptions:

EFFECTIVE COVER LETTER-This workshop offers best practices to craft an effective, professional cover letter while avoiding the common pitfalls that can make hiring managers groan.

EFFECTIVE INTERVIEWING-Suggestions to prepare for a successful job interview and interview phases will be discussed.

EFFECTIVE RESUME WRITING-An intro to resume development where the tips and tools to develop a resume and cover letter will be discussed.

INTERNET JOB SEARCH-Learn to research employers, advantages and disadvantages of job banks and upload, copy and paste your resume into online applications. **Email address & electronic resume required.**

INTRODUCTION TO COMPUTERS-Develop a new skill and learn the basics of using a Personal Computer. Learn about windows, the mouse, files and more. **Email address & resume requested but not required.**

METRIX-An online learning system with a large catalog of courses and assessments. Customers can choose a goal job, assess their skills, and the system will then suggest courses.

MICROSOFT EXCEL-Learn to move around spreadsheets and how to enter data. Begin with simple formulas and move on to auto-sum and functions. Skills taught include filter, formatting and charts.

MICROSOFT WORD 2016-Learn how to work efficiently with Word to build your skills. Emphasis is placed on how to type a resume. Skills include formatting, spellcheck, managing bullets and graphics.

OVER 40 & HIRED-Discuss the many positive contributions made by mature experienced workers, review the hiring process as well as marketing strategies in a highly competitive job market.

POWERPOINT 2016-Learn how to build a presentation. Skills include changing colors and background, adding text and graphics, transitions, animations, sound and packaging the presentation to share.

QUICKBOOKS 2014-Not just an accounting program, QuickBooks is used by front desk, customer service and sales. Learn the basics of accounts receivable, accounts payable, inventory and reports.

READY SET GO (TO WORK)-How to look for work, the hidden job market, selecting the best resume format, cover letters, discussion time for any questions.

SOCIAL MEDIA-This workshop will go through some social media platforms and how they can be used to enhance your job search process through privacy tools, online presence, company research and creating your personal online network.

TICKET TO WORK (TTW)- These sessions will assist SSDI and SSI beneficiaries in learning how working will affect cash benefits payments and medical insurance coverage.

UNDERSTANDING THE CIVIL SERVICE SYSTEM- Get a better understanding of how to obtain employment with local and state governments and school districts.

Did You Know...

Did you know...that Oswego County’s average unemployment rate for May 2021 was **5.4%**? This was a decrease from the April 2021 rate of **6.2%**.

Did you know...that we are on LinkedIn? To view job postings and other information go to www.linkedin.com and search for Oswego County Workforce New York.

Did you know...that we are on Facebook? To view job postings and other information go to www.facebook.com and search for Oswego County Workforce New York.

Did you know...that we are on Twitter? To view job postings and other information go to www.facebook.com and search for Oswego County Workforce New York.

Did you know...that you can visit www.mybenefits.ny.gov to determine eligibility for assistance programs, health insurance, and tax credits?

Did you know...that you should have different versions of your resume if you’re looking for work in more than one field? Update and customize your resume for each new position.

Did you know...that we have staff to help you in your job search if you receive SSI/SSDI? Stop in and see Lisa to learn more.

Partner Agencies/Websites

Oswego County Opportunities
www.oco.org

Oswego County BOCES
www.citiboces.org

Cayuga Community College
www.cayuga-cc.edu

www.indeed.com

Indeed.com is a new type of job search engine which pulls job listings from a variety of sources—such as America’s Job Bank, syracuse.com and monster.com. Click on Advanced Search to narrow your results by keyword, location and full or part-time.



To see our most recent events and recruitments follow us on Social Media!

-  • Oswego County Workforce New York
• Oswego County Youth Works (Ages 16-24)
-  • Oswego County Workforce New York
-  • Oswego County Workforce New York

Please call or see the front desk attendant for more information.

→ Local employers need YOU to help fill job openings in the following occupations: Transportation, Health Care, & Manufacturing/Trades
If you’re interested in training or a scholarship, see your caseworker or call Mary at (315) 591-9026 or email her at mary.ferry@oswegocounty.com

Oswego County Workforce New York is an equal opportunity employer/program.
Auxiliary aids are available upon request to individuals with disabilities.