

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2019

December 1, 2019 – December 31, 2019



ONE STOP CUSTOMER SATISFACTION SURVEY DEMONSTRATES EXTRAORDINARY LEVEL OF CUSTOMER SATISFACTION

As part of the One Stop Marketing and Communication Plan, we introduced a new customer service satisfaction survey in October 2017, which uses the Net Performance Score (NPS) to gather data and analyze customer satisfaction with their One Stop experience. Results of the survey are being shared on a quarterly basis. Based on global NPS standards, companies with a calculated score of zero are termed as good companies; those with a score of 50 are termed excellent and those with a score of 70 are termed as world class.

Greater Raritan's NPS was calculated as 92, based on data that shows 92% Promoters and 8% Passives and 0% Detractors. This score indicates that our agency is in the top echelon of providing customer service-focused services resulting in loyal customers who spread the word about their positive experience.

Below is additional information from the surveys completed during the second three months of implementation:

- Name:** Though optional, 80% of respondents identified themselves by name
- Home County:** 69% Somerset; 17% Hunterdon; 14% Other (Middlesex County and Union Counties)
- Referral Source:** 52% Unemployment Process; 24% Employment Services; 10% Family/Friend; 4% Community Workshop; 4% Community Agency 2% Referred by Training Provider; 2% Website; 2% Other
- Suggestions to Increase Value of Services:** While 67% used this comment area to provide further accolades, 9% commented that they would like more follow-up; 9% mentioned faster appointment times; 6% noted access to a larger course selection; 3% suggested more staff; 3% mentioned serving out of county residents and 3% suggested having snacks.

Best wishes from the Greater Raritan One Stop for a happy and healthy 2020!



Pictured above: Gayle Kaufman (JIS); Mike Rodriguez; Junia Galacka; Raquel Harper (JIS); Angela Cruz, Monica Mulligan; Aileemah Cannon-Horton (JIS); Chris Peake; Mike Mistretta; Teresa Edwards; Brooke Nikola; Janiel Gibson; Elizabeth Tong; Shanya Webb-Jules; Jan Goodman

DEDICATION. (dedi' kăSHən)

(n.) the quality of being dedicated or committed to a task or purpose.

COLLABORATION. (kə'labə'răSHən)

(n.) the action of working with someone to produce or create something

PROGRESS. (prō'gres)

(n.) forward or onward movement toward a destination.



The Multi-Generational Workplace

Monday, Dec. 9th, 2019

9:30am – 12:00pm

Employment Services
75 Veterans Memorial Drive
Somerville, NJ

Presenter:
Jan Goodman
Community Outreach Specialist
Greater Raritan One-Stop
Career Services

There are currently five generations in the workforce, and employers faced with mass retirements of Baby Boomers are looking for ways to prepare for the changes that will result. This course examines the history and reality of the generation gap.

This course explores whether defining the actual limits of each generation is most important, or whether the merits of people within the context of employment is the bigger issue. Understanding others helps us to understand ourselves and to manage the people that we work with. We will explore problems, solutions, and strategies to help overcome issues of the generation gap.

What You Will Cover:

- History in brief
- Finding common ground
- Silents, Boomers, Xers, Ys, and Millennials
- Recruiting that bridges the gap
- Pre-assignment review
- Solutions
- The value of planning
- Holding on for the good times
- Developing targeted retention strategies
- What we really want

How You Will Benefit:

- Develop our understanding of where the generations gap issue surfaces, and the impact it has on the modern workforce.
- Understand and apply language that is specific to each generation currently in the workplace.
- Explore organization strategies that overcome gap issues.
- Evaluate the need and effectiveness of recruiting, retention, and succession plans in context of the generation gap.

Seats are limited, therefore pre-registration is required.

Call **908-704-3000** to register.



Creating a **DYNAMIC JOB PORTFOLIO**



**Wednesday
December 18th, 2019**

1:30pm – 3:30pm

**Manville Public Library
100 S. 10th Ave.
Manville, NJ 08845**

**Guest Speaker:
Jan Goodman
Community Outreach Specialist/
Career Coach**

The job market continues to change, as does the way we look for work. This Workshop examines the value of presenting yourself as a complete package by using a resume as an introduction to an employer and backing it up with a portfolio presented at the interview.

What You Will Cover:

- Who are you?
- Writing the resume
- Creating a noticeable package
- Cover letters
- Getting into the flow
- Personal branding
- Refining and perfecting
- Transferable skills
- Getting to a new job
- Goal setting
- LinkedIn

How You Will Benefit:

- Learn how clients need to brand themselves using descriptive language.
- Explore the new normal for essential elements of cover letters and resumes.
- Learn the components of a customized portfolio.
- Design a personalized portfolio.
- Help clients develop a plan to move them to a new job.

Visit: <https://www.sclibnj.org>

Seats are limited, therefore pre-registration is required.
Call **Jennifer Sullivan at (908) 458-8425** to register.



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This program is in partnership with:

**The Greater Raritan One-Stop Career Center Training Services
and the
The Greater Raritan Workforce Development Board (GRWDB)**



Mastering the INTERVIEW

Wednesday
January 22nd, 2020

1:30pm – 3:30pm

Manville Public Library
100 S. 10th Ave.
Manville, NJ 08845

Guest Speaker:
Jan Goodman
Community Outreach Specialist/
Career Coach

The interview is one of the key elements of the job search process. As with any skill, we can get better at it with preparation and practice. In this workshop, participants will explore how to prepare for an interview and become familiar with the types of questions to expect, as well as the questions they should think about asking. They will learn how to prepare for second interviews, testing, and shadowing, as well as how to follow up on their interview sessions.

Topics Discussed:

- Understanding the Interview
- Types of Questions
- Preparation
- Stress Interviews
- Following up the Interview
- Common Problems and Solutions
- Phase Two (after the interview)
- Trick Questions
- Sealing the Deal
- Getting What You're Worth

How You Will Benefit:

- Understand the different types of interview questions and how to prepare to answer them.
- Learn the most effective ways to prepare for an interview, including how to present yourself professionally.
- Develop expertise at expressing yourself effectively.
- Know how to ask for feedback following an interview.
- Learn how to answer the toughest interview questions.



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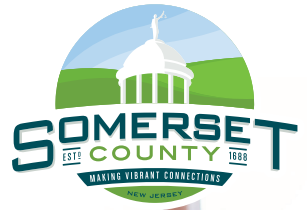
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The Art of EFFECTIVE COMMUNICATION



Monday, Jan. 27th, 2020

1:00pm – 3:30pm

Greater Raritan One-Stop
Employment Services
75 Veterans Memorial Drive
Somerville, NJ 08876

"Communication is two-sided – vital and profound communication makes demands on those who are to receive it... demands in the sense of concentration of genuine effort to receive what is being communicated."

– Roger Sessions

Points of Discussion:

- Self-Assessments
- Looking at different personality types
- Identifying your Myers Briggs Personality Types
- Defining filters
- Encoding, decoding and sending messages
- Culture
- Gender
- Active listening
- Paraphrasing statements
- Nonverbal messages
- Handling Conflict
- Being assertive, not aggressive
- Communication preferences
- Communication models

How You Will Benefit:

- Understand a working definition of communication.
- Review communication models and their key elements.
- Apply Myers Briggs personality assessments to develop effective communication skills.
- Investigate different styles of communicating.
- Learn how tolerance for disagreement affects effective communication.
- Identify common communication filters.
- Learn new tools for effective communication.

Seats are limited, therefore pre-registration is required.

Please reserve your seat today by calling:
(908) 704-3000



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