

# CAREER TRAINING SERVICES

## ONE STOP OPERATOR'S REPORT

Program Year 2019

September 1, 2019 – September 30, 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 91, based on data that shows 93% Promoters and 4% Passives and 2% 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, 74% of respondents identified themselves by name
- Home County:** 55% Somerset; 12% Hunterdon; 33% Other (Middlesex County, Union, Essex and Monmouth Counties)
- Referral Source:** 30% Unemployment Process; 27% Family/Friend; 25% Employment Services; 10% Referred by Training Provider; 6% Text Notification; 5% Website; 2% Community Agency
- Suggestions to Increase Value of Services:** While 63% used this comment area to provide further accolades, 16% commented that they would like more follow-up; 6% mentioned electronic documents; 15% noted miscellaneous (more advertising, more info on in-demand occupations, more counselor availability and more one-on-one time with a counselor).

### Focusing on Cultural Competence

On September 17<sup>th</sup> One Stop staff along with staff from our Partner agencies had the opportunity to participate in an in-service workshop on Cultural Competence presented by Stefani Moon, a Licensed Professional Counselor who is renowned for her expertise in diversity. This interactive workshop examined diversity through the lens of race, culture, ethnicity, ability and sexual identity. In our customer-focused service model, we place a high priority on being able to provide services in a way that embraces the richness of our customers' life experiences that they bring along to us as they enter our door. Having an appreciation and understanding for the both their struggles and triumphs strengthens our ability to guide our jobseekers along in their career path journey. See attached flyer for more information on topics covered in this meaningful workshop.

#### DEDICATION. (dedi' kāSHən)

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

#### COLLABORATION. (kə'labə'rāSHən)

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

#### PROGRESS. (prō'gres)

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



**Staff/Partner  
In-service Workshop:**  
**Examining  
Cultural  
Competence vs.  
Cultural Humility**



**Tuesday,  
September 17th, 2019**

**10:00am – 12:00pm**

**27 Warren Street  
Somerville, NJ 08876**

**2nd Floor  
One Stop Conference Room**

Renowned Cultural Diversity speaker, E. Stefani Moon, MA, LPC will be conducting a 2 hour workshop for the One-Stop staff and partners on Cultural Humility. The workshop will cover the following topics:

- Examine cultural competence vs. cultural humility.
- How to have a moral compass and handle courageous conversations.
- Defining the intersections of race, culture, ethnicity, ability and sexual identity.
- Examining stereotypes (race, ethnicity, LGBTQ, disabilities, mental health.)
- Mental Health Stigma
- Being an interrupter within the mental health field
- Privileged/Marginalized Group Dynamics activity "What Badge do You Wear?"
- Video raising a special needs child.
- Video raising Ryland (LGBTQ issue).
- Universal declaration of human rights.
- All that connects us.



Stefani Moon is a Licensed Professional Counselor specialized in the field of child welfare and adoption. She worked in a special needs preschool in Minnesota and taught elementary students in Malawi, East Africa. Stephani then earned her master's degree in counseling and psychology with a focus on children and families. She worked for the Arizona Department of Child Protective Services and as an in-home

therapist with families in rural Arizona. After serving in the Peace Corps in Tanzania, Stephani returned to the states where she provided support to aging out youth in the foster care system. Most currently she works with both birth parents and adoptive children as the Program Manager for Open Arms Adoption. She is an accomplished speaker on cultural diversity and transracial adoption.



**To register, please contact: Jan Goodman, Community Outreach Specialist**  
**Greater Raritan One-Stop Career Center Training Services**  
**(908) 704-6351 • Email: [jgoodman@co.somerset.nj.us](mailto:jgoodman@co.somerset.nj.us)**

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# WORKFORCE WEDNESDAYS

## FREE JOB READINESS TRAINING



**Presented by Jan Goodman,  
Community Outreach Specialist,  
Greater Raritan One Stop Career Center**

**OCTOBER 23 @ 1:30PM:  
MASTERING THE JOB INTERVIEW**

**NOVEMBER 20 @ 1:30PM:  
BUSINESS ETIQUETTE FOR JOB  
SEEKERS**



Somerset County Library System of New Jersey

**MANVILLE LIBRARY BRANCH**

**REGISTER AT 908.458.8425, OR [SCLSNJ.ORG](http://SCLSNJ.ORG)**



# THE GREATER RARITAN ONE-STOP CAREER CENTER TRAINING SERVICES

*is pleased to present*



## HOW TO THRIVE DURING TRANSITION AND CHANGE

Times of transition hold both challenges and opportunities. What are you really committed to in this moment?

Tony Robbins once said, *"Quality questions create a quality life."*

- Is your behavior consistent with what you are committed to?
- Are you present and engaged in your own life?
- Are you satisfied with your choices?
- Would you like to make better choices in the future?

Our life is made up of decisions. When we ask the right questions it heightens our awareness and allows us to see more clearly. The strategies and philosophies that will be presented in this workshop provide attendees with tools that self-empower. The workshop is designed to help you achieve your personal best both professionally and personally. It's a point of view that is based on choice. Self-empowerment feeds our unconscious mind to make conscious choices that allow us to be successful.

To reserve your seat call:  
**(908) 704-3000**

**Greater Raritan One-Stop Career Center  
Training Services**

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**Monday, October 28th, 2019**  
**9:00am – 12:00pm**

**Employment Services**  
**Jersey Job Club**

75 Veterans Memorial Drive  
Somerville, NJ

**SPEAKER:**

**Jan Goodman**

Community Outreach Specialist  
Greater Raritan One-stop Career Center  
Training Services





# Mastering the **INTERVIEW**

Wednesday  
October 30th, 2019  
7:00pm – 9:00pm

Bernardsville Public Library  
1 Anderson Hill Road  
Bernardsville, NJ 07924

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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Visit: <https://www.bernardsvillelibrary.org/>  
**Seats are limited, therefore pre-registration is required.**  
Call **908-766-0118** or **908-766-6630** to register.

*This program is in partnership with:*

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





# Creating a DYNAMIC JOB PORTFOLIO

## RESUME

OBJECTIVE: Design appealing portfolio for an innovative retail company

EDUCATION:

UNIVERSITY OF MISSOURI  
College of Design  
• Bachelor of Science in Graphic Design  
• Graduated in GPA 3.92 Dean's List  
• Test scores from Rutgers Scholarship

WORK EXPERIENCE:

ASSISTANT MANAGER  
Sales Associate  
• Collaborated with the store manager to create displays to attract customers  
• Used my broad experience to assist customers in their shopping experience  
• Thoroughly was responsible of merchandise for inventory control  
• Proven ability to improve product knowledge

NOT REACH  
• Organized and maintained all inventory  
• Maintained and restocked all inventory  
• Maintained and restocked all inventory

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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# 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

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