

# CAREER TRAINING SERVICES

## ONE STOP OPERATOR'S REPORT

Program Year 2020

October 1, 2020 – October 31, 2020

### Through the One Stop Looking Glass

*The only way to achieve the impossible is to believe that it is possible ~ Lewis Carroll, Alice in Wonderland*

*On October 5<sup>th</sup>, our One Stop staff transitioned from working a staggered schedule that included working from the office as well as remote locations, to working 100% from the office, five days a week. While the work that has been completed over these last 8 months by this amazing staff has been outlined and mentioned in meetings, this "thank you" written to the One Stop staff will give you a clear picture of the depth and breadth of the work that was undertaken and flawlessly accomplished during these uncertain, complex and ever-changing times:*

As a division that works with job seekers in two counties, the Greater Raritan One Stop was inundated with calls and e-mails from people who were having difficulty getting their unemployment checks and could not get through to the state unemployment office on the phone. While none of us have access to the state unemployment system, you were able to troubleshoot, provide guidance and lend a sympathetic voice to those in crisis. This was so important to those who felt frustrated, were fearful and had extreme anxiety as a result of the loss of employment. You were a source of hope as you provided those who had lost their jobs with new job leads and with information on how to brush up on their skills during the time when they needed to remain inside their homes. You worked tirelessly to ensure that customers who were in training were able to transition to remote learning. You created a platform for virtual job-seeker workshops that were free, open to the public and could be accessed from home. You sent out weekly text alerts which provided updates to job seekers on employment, unemployment, training, workshops and other community supports. You provided information on emergency housing resources and food banks to those facing economic crisis. You stayed in touch with our youth program participants to ensure they were taking care of their mental health needs. You ensured that our training providers and contracted services were being provided with their scheduled payments. You continued to do follow-up with customers, checking in on them to see if they were still working or if they needed assistance of any kind. You worked with customers via phone, e-mail and Zoom in order to get them into training. You created a brand new, provision of services system that allows for high quality remote services for all those seeking our assistance. You came into the office even when it was not mandated to do so, in order to ensure that nobody that needed services was left without the proper supports. Everyone transitioned seamlessly to distance working, despite the challenges creating makeshift home offices, caring for your young children, teaching your school-aged children, keeping your college-age children calm as they unexpectedly returned home from campus, welcoming your young adult children back into your home after they unexpectedly lost their own employment or housing and provided your vulnerable family members with assistance in buying groceries and getting their prescription medications filled. The work that you have done over these last months has been nothing short of remarkable. Sincere thanks to you for your commitment to the work that you do, to this division, to Somerset and Hunterdon Counties and to all of the lives you have touched with your unwavering dedication, perseverance and ingenuity.

The One Stop continues to attend workshops that assist with supporting our customers and as well as staff during these trying times: Compassion Fatigue on October 14<sup>th</sup> through the GSETA Training Institute and #EmpathyRevolution on October 23<sup>rd</sup> through the Somerset County Human Services Academy.

IN OCTOBER, THE GREATER RARITAN ONE STOP ENTERED INTO AN MOU WITH MIDDLE EARTH TO ASSIST WITH THE PURCHASE OF SUPPORTIVE SERVICES SO THAT CUSTOMERS OF ALL FINANCIAL MEANS ARE ABLE TO ACCESS THESE FUNDS, WHEN NEEDED, TO SUPPORT THEIR RETURN TO THE WORKFORCE.



# Mastering the INTERVIEW

## The Franklin Township Public Library system *announces a new workshop series entitled,* "Workforce Wednesdays"

**Wednesday**  
**October 14th, 2020**  
**10:00am – 12:00pm**

**Speaker: Jan Goodman**  
Community Outreach Specialist/  
Career Coach  
Greater Raritan One-Stop Career  
Center Training Services

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.

***Please note this is a virtual workshop via Zoom.  
Registration is required.***

A link to the Zoom workshop will be included in your confirmation email. Please contact Kerri Sullivan at the following email address: [ksullivan@franklintwp.org](mailto:ksullivan@franklintwp.org)



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This program is in collaboration with  
the Greater Raritan One-Stop  
Career Center.





# CAREER WEBINAR: **ONE STOP SERVICES** *for* **JOBSEEKERS** *in the midst of* **COVID-19**



**Tuesday**  
**October 27th, 2020**  
**7:00pm - 9:00pm**

**Speaker:**  
**Jan Goodman**  
Community Outreach  
Specialist  
**Greater Raritan**  
**One-Stop Career Center**  
**Training Services**

The Greater Raritan One-Stop Career Center Training Services is pleased to present this free webinar:

## **How You Will Benefit:**

Times of transition hold both challenges and opportunities. What are your options in the throes of COVID-19? How can you leverage service offerings from the Greater Raritan One Stop Career Center and access vital community resources?

## **Points of Discussion:**

- Do you feel like you are hitting a brick wall?
- What are the current job offerings?
- Are there opportunities to earn new credentials?
- Is temporary employment an option?

***No registration is required.***

To join the Zoom meeting:  
**<https://bit.ly/3b00Ab5>**

**Meeting ID: 525 732 848**  
**Password: 650668**



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Co-sponsored with the  
**Career Forum/Somerset Hills YMCA**

**The Franklin Township Public Library System**  
is pleased to present **Workforce Wednesday**  
in collaboration with the  
**Greater Raritan One-Stop Career Center**



# 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.

**Wednesday, Nov 11th, 2020**  
**10:00am – 12:00pm**

**SPEAKER:**  
**Jan Goodman**  
Community Outreach Specialist  
Greater Raritan  
One-Stop Career Center Training  
Services

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A link to the Zoom workshop will be included in your confirmation email.  
Please contact Kerri Sullivan at the following email address: [ksullivan@franklintwp.org](mailto:ksullivan@franklintwp.org)

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

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# The Somerset County Public Library System in collaboration with the Greater Raritan One-Stop Career Center



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Friday, Jan 15th, 2021  
10:00am – 12:00pm

**SPEAKER:**  
**Jan Goodman**  
Community Outreach Specialist  
Greater Raritan  
One-Stop Career Center Training  
Services

*Please note this is a virtual  
workshop and registration  
is required.*

To register, go to <https://sclsnj.org>

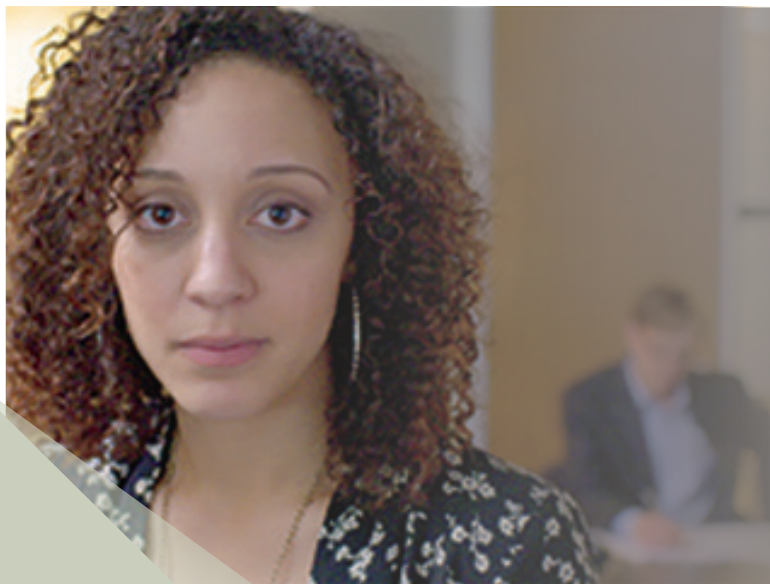
- Go to **Programs and Events**
- Click on **Adults**
- Click on **January 15th** to register

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

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# Defeating Unconscious Bias: 5 Strategies



*“Human beings are poor examiners, subject to superstition, bias, prejudice, and a PROFOUND tendency to see what they want to see rather than what is really there.”*  
— Scott Peck

**DATE:** Friday,  
February 5th, 2021

**TIME:** 10:00 am – 12:00 pm

*In collaboration with the  
Somerset County Library System*

**Speaker: Jan Goodman**  
Community Outreach Specialist,  
Greater Raritan One-Stop Career Center

**SC  
LS** NEW JERSEY

**Please note this is a  
virtual workshop.  
Registration is required.**

To register, go to <https://sclsnj.org>

- Go to **Programs and Events**
- Click on **Adults**
- Click on **February 5th** to register

Let's face it, everybody has some unconscious bias. This is not in the context of talking about a preference for Mexican food or an inclination toward the color blue. The focus here is on those inflexible beliefs about whole categories of people that keep us from seeing others accurately, from making fair and appropriate decisions, and from building the kind of harmonious relationships that make our lives more successful.

Clearly, biases are bad news. On the other hand, the good news is that biases do not make us bad people. Human nature is to lump people into categories. Because of this predisposition, we are vulnerable to unconsciously believing the messages that bombard us from family, media, experience, and society as a whole. But we are not stuck with our unconscious biases; we can defeat them.

The “Defeating Unconscious Bias” workshop is designed to address the hidden biases that can affect hiring, team building and challenges the ability to create inclusivity in both professional and personal settings. A 14 minute video accompanies this training offering 5 simple, actionable, and memorable strategies to enhance workplace productivity and innovation by addressing bias. The authenticity and diversity of the scenarios utilized keeps participants attention, and the solutions suggested support change without blame.

***This program is being offered in partnership with the  
Greater Raritan One-Stop Career Center.***

