

# CAREER TRAINING SERVICES

## ONE STOP OPERATOR'S REPORT

Program Year 2020

January 1, 2021 – January 31, 2021



On January 7<sup>th</sup>, the One Stop staff attend a very informative and timely presentation given by United Way of Northern New Jersey on ALICE, which refers to folks who are **Asset Limited, Income Constrained, Employed**. *Briefing: ALICE in NJ - before, during and after COVID19*, gave us an overview of the plight of those living in our local area that have incomes that fall above the poverty line but below the basic cost of living, which leave many living on the edge of financial insecurity. While disruptive to all of us, the pandemic has especially wreaked havoc for those who depend on service, hospitality and retail jobs for their income. Finding ways to support and assist ALICE has been a major focus for United Way. We are thankful for their continued efforts, for the opportunity for us to hear ALICE's story and for the challenge of finding creative ways to uplift those that may be working reduced hours and have limited time and energy to devote to training. Our free workshops, which are often coordinated through local library systems, open the door for many who may not have been aware of all of the services at their disposal. If you are in need of any of our marketing materials for distribution, please let us know. We can send both electronic copies as well as hard copies so that we can continue to get the word out about the full menu of free services that are available to all those living in Hunterdon and Somerset counties.

Reach us at [onestop@co.somerset.nj.us](mailto:onestop@co.somerset.nj.us)

### *Cura personalis*

*Cura personalis*. Language buffs will know that this is a Latin phrase that translates into "care of the whole person". While we don't speak Latin here at the One Stop, this phrase does speak to the approach that we take when working with those that reach out to us for career counseling and support as they look to re-engage with the workforce. Ensuring that folks have adequate food and housing as well as have their emotional well-being and physical health needs met is key to their success in the workplace. Connections to services that support the whole person are an integral part of what the One Stop does day in and day out, as we assist and support job seekers through a very challenging time in their lives. Before encouraging our customers to *carpe diem*, we must make sure they have a firm grasp and solid footing before they venture to take that next leap.



On January 12<sup>th</sup>, the One Stop Operator attended *CONNECT Call*, a forum provided by FutureWorks, the entity contracted by NJDOL to report our performance data. At this event, participants were able to ask questions and offer suggestion on ways to improve the products and services that are available through this provider. We were happy to be part of this engaging discussion and pleased that our local voice was represented.



In preparation of our upcoming annual fiscal monitoring by NJDOL in February, the One Stop has updated its Policy and Procedure manual, which outlines our processes for referral, orientation, eligibility, invoicing, training contracts, incident reporting, payroll processing, single audit resolutions and equipment inventory management. Crafted by the One Stop in 2015, these policies needed to be updated to reflect current practices that have changed over time, including those that have evolved due to COVID-19. This manual has been noted to be a best practice and has been shared with other local areas over the years when requested.

#### DEDICATION. (dedi' kASHən)

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

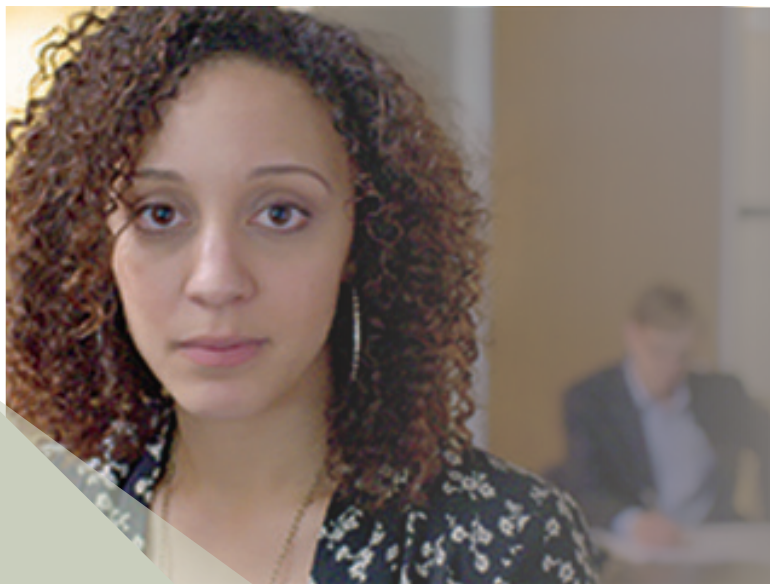
#### COLLABORATION. (kə'labə'rāSHən)

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

#### PROGRESS. (prō'gres)

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

# 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.***





# CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus  
on resume writing*

**Wednesday, Feb. 10th, 2021**

**10:00 am — 12:00 pm**

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

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



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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.

***Please note this workshop will be virtual via Zoom.***

Pre-registration is required.

To register, please email Jan Goodman,  
Community Outreach Specialist at:  
**[jgoodman@co.somerset.nj.us](mailto:jgoodman@co.somerset.nj.us)**

***This program is in partnership with:***

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





# CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus  
on resume writing*

**Tuesday, Feb. 16th, 2021  
10:00 am — 12:00 pm**

**Host:  
Hunterdon County Library  
System**

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

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To register go to: <http://hclibrary.evanced.info/signup/Calendar>  
Go to the date of the program and double click to register,  
or email Dana Neubauer: [dneubauer@hclibrary.us](mailto:dneubauer@hclibrary.us)



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# The Art of EFFECTIVE COMMUNICATION



Wednesday, Feb. 17th, 2021

10:00am – 12:00pm

The Franklin Township Public  
Library System

Speaker: Jan Goodman  
Community Outreach  
Specialist/Career Coach

Greater Raritan One-Stop Career  
Center Training Services

*"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.

**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:  
**[ksullivan@franklintwp.org](mailto:ksullivan@franklintwp.org)**



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Where Ideas and People Meet

This program is in partnership with the  
Greater Raritan One-Stop Training Center





# Mastering the INTERVIEW

**Tuesday, March 2nd, 2021  
1:00pm – 3:00pm**

**Host:  
Hunterdon County  
Library System**

**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 workshop will be virtual via Zoom.  
Pre-registration is required.***

To register go to: <http://hclibrary.evanced.info/signup/Calendar>  
Go to the date of the program and double click to register,  
or email Dana Neubauer: [dneubauer@hclibrary.us](mailto:dneubauer@hclibrary.us)





# CAREER WEBINAR: Creating a **DYNAMIC JOB PORTFOLIO**

*Includes a comprehensive focus  
on resume writing*

**Tuesday, Mar. 9th, 2021**  
**7:30 pm — 9:00 pm**  
**Host:**  
**Somerset Hills YMCA**  
**Career Forum**

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



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***Please note this workshop will be virtual via Zoom.***

No registration is required. To attend Zoom meeting, please click this link: **<http://bit.ly/3nyo1xP>**

Meeting ID: **525 732 848**

Password: **650668**

***This program is in partnership with:***

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



**The Hunterdon County Library System**  
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.

**Tuesday, March 16th, 2021**  
**1:00pm – 3:00pm**

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

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

To register, go to:

- <http://hclibrary.evanced.info/signup/Calendar>  
Go to the date of the program and double click to register
- Email Dana Neubauer: [dneubauer@hclibrary.us](mailto:dneubauer@hclibrary.us)

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

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The **Greater Raritan One-Stop Career Center**, in collaboration with the **Franklin Township Public Library**, presents a **Distinguished Author Workshop** entitled:

# Stop the Worry, So You Don't Miss the Magic

Presented by **Karen Okulicz**

Why worry? What does worry add to our self-care during this winding road of the COVID pandemic? Nothing is the answer. How can we maintain our balance without losing ourselves in "WORRY?" We can start by using some tried and true techniques that put worry on the shelf. When we worry, we miss the magic in all areas of our lives. Join Karen Okulicz to eliminate the unnecessary need for worry. Remember, don't worry, you never have to.

## **Karen Okulicz**

knows first-hand about the rigors of looking for work, having become unemployed twice in three years. Her

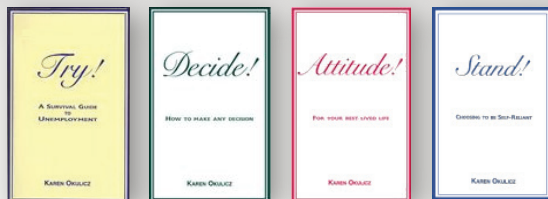
first stretch of unemployment lasted eleven months. At the start of her second unemployment she began to try a different way of looking for work than "just send the resume." The "Try!" techniques for a complete job search were created.

Her second book, "Decide!" sprang from the years of marketing her first book. She would listen to people say, "I can't decide about my future or about my work." She thought maybe it's not that they can't decide, maybe they don't know how. Her second book was born: "Decide! How to Make any Decision."

While observing which people seemed to have the best approach to life, she recognized it was their positive attitude. "Attitude! For Your Best Lived Life" became the third book.

The latest book, "Stand! Choosing to be Self-Reliant" was written after witnessing so many friends and family having to rebuild their lives in so many ways. "Stand!" outlines how to build a life that fits us well under any circumstance.

Ms. Okulicz has hosted and produced the radio show "Workline." She provides workshops from her books and is a continued guest in the media. Her books have been translated in a dozen languages.



**Friday, March 26, 2021**

**11:00am – 12:30pm**

Please note this is a  
virtual workshop via Zoom.

**Registration is required.**

To register, please contact  
Kerri Sullivan at:  
**[ksullivan@franklintwp.org](mailto:ksullivan@franklintwp.org)**

A link to the Zoom workshop  
will be included  
in your confirmation email.



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