

CAREER TRAINING SERVICES

ONE STOP OPERATOR'S REPORT

Program Year 2021

December 1, 2022 – December 31st, 2022



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 will be 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 88, based on data that shows 91% Promoters and 6% Passives and 3% 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 between 7/1/2022 and 12/13/2022:

- ✚ **Name:** Though optional, 82% of respondents identified themselves by name
- ✚ **Home County:** 73% Somerset; 27% Hunterdon
- ✚ **Referral Source:** 12% Unemployment Process; 21% Family/Friend; 15% Employment Services; 10% Referred by Training Provider; 9% Text Notification; 6% Website; 15% Community Agency; 12% Job Seeker Workshop
- ✚ **Suggestions to Increase Value of Services:** While 71% used this comment area to provide further accolades, 11% commented that they would like to see better marketing of available services; 7% mentioned wanting additional follow up; 11% noted miscellaneous

One-Stop Training Center Welcomes Community Partners to Open House

On December 2nd, One-Stop Training Center staff held an open house for board members and other community partners in our Somerville office. Those in attendance received tours of the One-Stop, met with staff to learn about services and to ask questions, and networked over refreshments. We plan on holding a Flemington office open house in the spring! If you didn't make it to our open house, please feel free to stop in for a visit any time!



(Pictured Above, One-Stop Career Navigators, Mike and Jillian)

DEDICATION. (dedi' kāSHən)

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

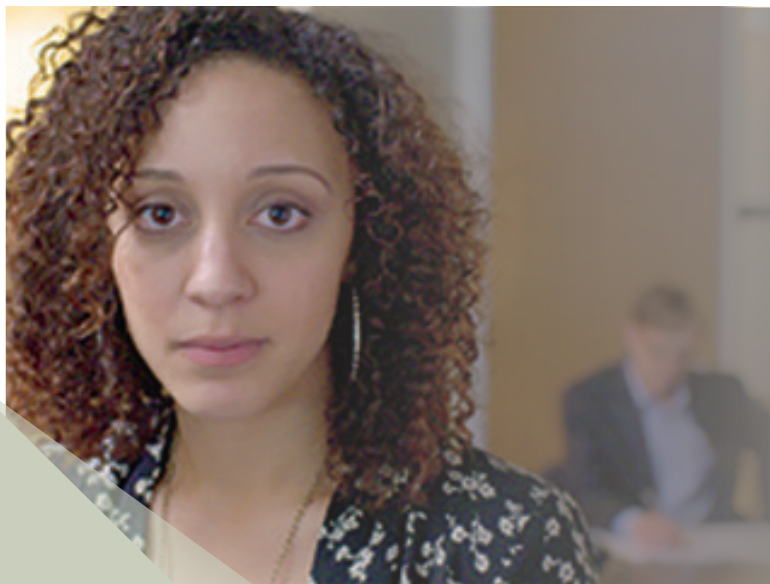
COLLABORATION. (kə'labə' rāSHən)

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

PROGRESS. (prō' gres)

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

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: Thursday,
February 2nd, 2023

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

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.



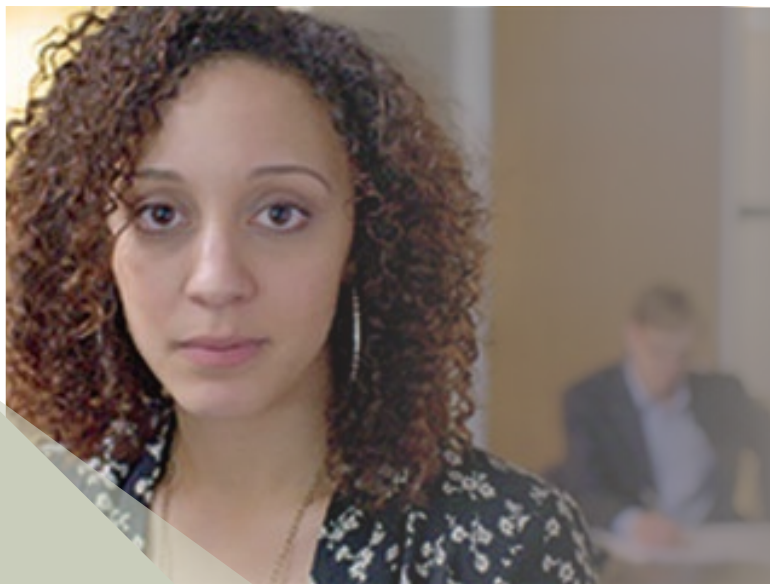
**Please note this is a virtual
workshop via Zoom.
To attend this workshop
please click
on the link below:**

<https://sclsnj.libnet.info/event/7067447>

***This program is being offered in partnership with the
Greater Raritan One-Stop Career Center and the
Somerset County Library System (SCLS).***



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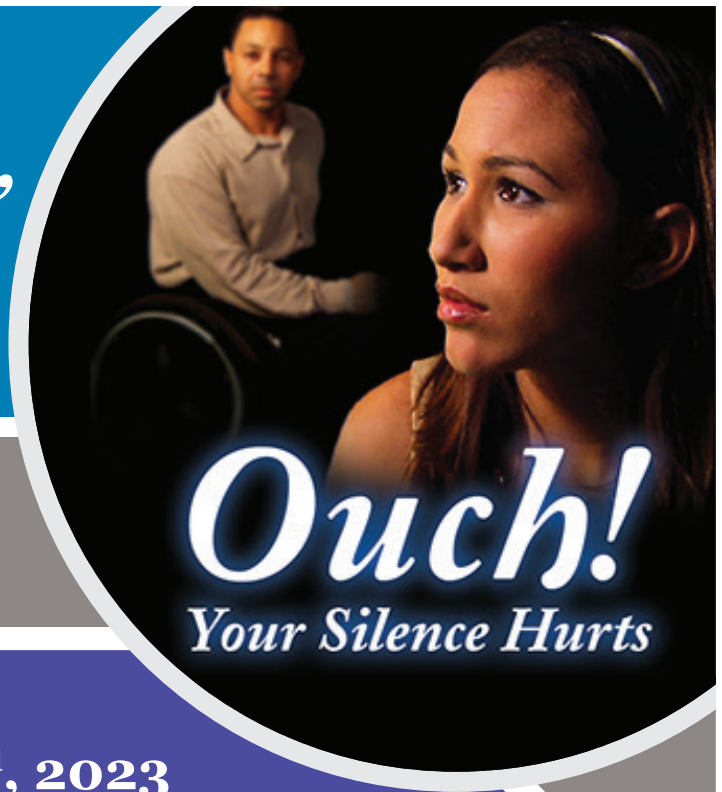
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“Ouch! That Stereotype Hurts” Workshop

“Saying Nothing Serves to Condone Bias.”



DATE: Thursday, March 2nd, 2023
TIME: 10:00 am – 12:00 pm

By attending this workshop participants will experience the impact of stereotypical comments, jokes and emails. The program will help explore why people don't speak up against stereotypes and other biased behaviors. Six techniques will be explored for speaking up.

This workshop has the audience think about whether they are equally respectful and effective with a “diverse” range of people including those that are similar and different. While we may never be completely free of all bias, we can work toward communicating in a bias-free way. This curriculum helps participants:

- Improve written and verbal communication by eliminating communication “static”.
- Ensure that one's message gets across – while conveying respect for others.
- Provides insight into the impact of language choices.
- Teaches ways to successfully recover when something inappropriate is expressed.
- Teaches participants how to speak up effectively if others stereotype or make biased or demeaning comments.
- Enhances one's credibility and influence as a communicator.

Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. Yet, most people who want to speak up don't know how. So, we say nothing. Biased, stereotypical, or otherwise demeaning communication undermines morale, teamwork, and productivity. “This undermines our ability to create inclusivity where all people are welcomed, treated with respect and able to do their best. As this program points out, “One voice — your voice — can make a difference.” And that is the beginning of building a world where all people feel included, respected, and able to do their best...”

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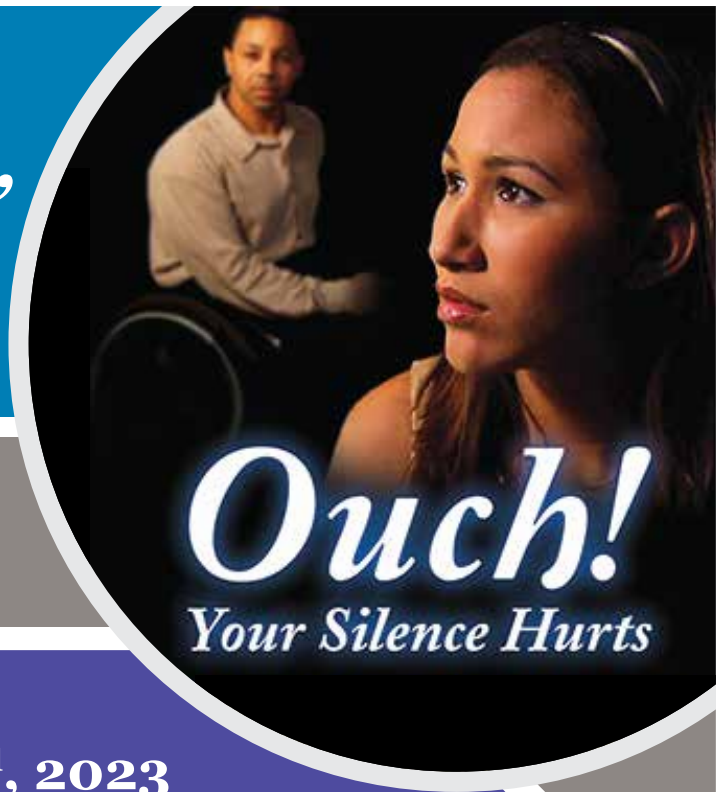
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