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Present

NEW JERSEY CAREER CONNECTIONS WEBSITE TRAINING




New Jersey
career
connections
careerconnections.nj.gov

SERVICE MODEL

The Path to Employment

A framework of expert insights and actionable guidance organized under three overarching steps:
Plan, Prepare, and Succeed.



NETWORK OF PARTNERS

The Career Connections Network
Government agencies,
educational institutions, libraries,
and community and faith-based
organizations.....
And YOU!

By working together and harnessing our collective expertise, we can improve the quality of career navigation assistance.




WEBSITE

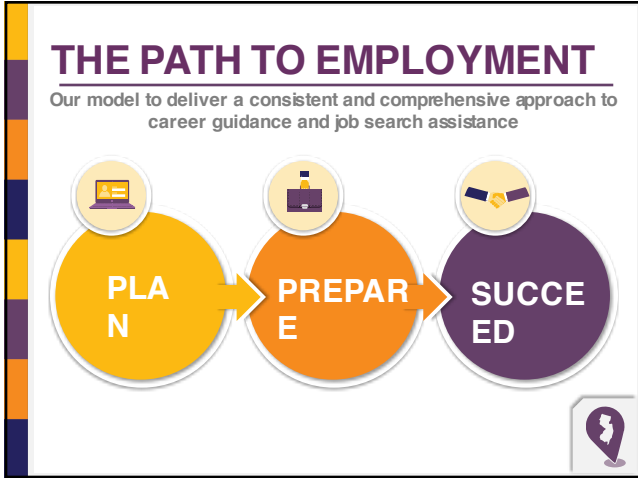
CareerConnections.nj.gov

Optimized for mobile use and designed to enable a fluid user experience, the website delivers the service model across the network and directly to users.

A framework of expert insights and actionable guidance organized under three overarching steps:

**Plan, Prepare,
and Succeed**





- ## PLAN
- Your Finances
 - Get the Support You Need
 - The Right Career For You
 - Your Motivation
 - Just For You
-

- ## PREPARE
- Master the Art of Networking
 - Update Your Skills
 - Documents You Need For Employment
 - Top-Notch Resumes
 - On-Line Applications
 - Interviewing Skills
-

- ## SUCCEED
- Applying & Interviewing
 - Lifelong Career Success
-

WEBSITE DEMO



GROUP ACTIVITY



GROUP EXERCISE

Group One:

Laura is a 27-year old displaced homemaker. She is a high-school graduate with two small children. She is an English language learner and has no transportation.

Group Two:

Jack is a 19 years old. While he has a high school diploma, he has been assessed as basic skills deficient. He is an ex-offender on probation. He has no work experience and no transportation.



GROUP EXERCISE

Group Three:

Roy is 56 years old. He has a high-school diploma and has an extensive work history as a warehouse manager, but he was laid-off as a result of downsizing. Roy has since been diagnosed as having a physical disability; while Roy is currently working, he considers himself underemployed. Roy has a car.

Group Four:

Allison is a 32-year old veteran. She has a high school diploma and is recently unemployed. She has a car.



GROUP ONE		
Plan	Prepare	Succeed
Your Finances: Personal Budget and Financial Assessment (Priority) Financial Tools and Resources	Master The Art Of Networking: Understanding Social Media Identifying And Building Your Job Search Network	Applying and Interviewing: Know Your Potential Employer Nailing The Interview
Get the Support You Need: Events and Job Fairs Optional: Jersey Job Clubs	Update Your Skills: Training and Education Opportunities Optional: Documents You Need for Employment	Be Your Best Lifelong Career Success: Not Just Employment, but an Employment Path
Optional: Human Services (Child Care)	Transportation Assistance (Priority)	
Nurture and Leverage Personal Support Network (Priority)	Top Notch Resumes: Resume Writing Assistance Customize Your Resume	
Just For You: Displaced Homemaker Services	Interviewing Skills: Inside the Employer's Mind Mock Interview	
The Right Career For You: Understand the Job Market (Priority) Identify Your Strengths Explore Careers Career Videos		
Your Motivation: Create A Plan of Action (Priority)		

GROUP TWO		
Plan	Prepare	Succeed
Get The Support You Need: Events and Job Fairs Optional: Jersey Job Clubs	Master The Art Of Networking: Understand Social Media Clean Up Your Digital Footprint Identify and Prepare Your Professional References	Applying and Interviewing: Know Your Potential Employer Nailing the Interview Be Your Best (What to Wear and Not Wear For an Interview)
Just for You: Ex-Offender Services (Priority) Youth Services (Priority)	Update Your Skills: Training and Education Opportunities Understand Your Financial Aid Options Learn About Registered Apprenticeships	Lifelong Career Success: Not Just Employment, but an Employment Path
Your Motivation: Create A Plan of Action (Priority)	Documents You Need for Employment Transportation Assistance (Priority)	
The Right Career For You: Understand the Job Market (Priority) Explore Careers Career Videos	Interviewing Skills: Inside the Employer's Mind Mock Interview Volunteering: It's Good for Givers Too	

GROUP THREE		
Plan	Prepare	Succeed
Your Finances Personal Budget and Financial Assessment (Priority) Financial Tools and Resources	Master the Art of Networking: Understanding Social Media Clean Up Your Digital Footprint Identifying and Building Your Job Search Network (Priority)	Applying and Interviewing Understand Employer Assessments Know Your Potential Employer Nailing the Interview
Get The Support You Need: Events and Job Fairs Jersey Job Clubs	Networking Conversations Identify and Prepare Your Professional References	Be Your Best Lifelong Career Success: Not Just Employment, But An Employment Path
Nurture and Leverage Your Personal Support Network	Update Your Skills: Training and Education Opportunities Top Notch Resumes: Highly Effective Resumes	Become a Leader by Thinking Strategically
Just For You: Individuals w/ Disabilities (Priority) Mature Worker (55+) Services	Resume-Writing Assistance Customize Your Resume Cover Letters	
Nurture And Leverage Your Personal Support Network (Priority)	Interviewing Skills: Inside the Employer's Mind Your Elevator Pitch	
Your Motivation: Create A Plan of Action (Priority)		
The Right Career For You: Understand the Job Market Identify Your Strengths Changing Careers		

GROUP FOUR		
Plan	Prepare	Succeed
Your Finances File for UI Benefits (Priority) Personal Budget and Financial Assessment (Priority) Financial Tools and Resources	Master the Art of Networking: Understanding Social Media Clean Up Your Digital Footprint Identifying and Building Your Job Search Network Networking Conversations	Applying and Interviewing: Know Your Potential Employer Nailing the Interview Be Your Best
Get The Support You Need: Events and Job Fairs Jersey Job Clubs	Identify and Prepare Your Professional References Update Your Skills: Training and Education Opportunities Understand Your Financial Aid Options Optional: Learn About Registered Apprenticeship	Lifelong Career Success Not Just Employment, but an Employment Path Become a Leader by Thinking Strategically
Nurture and Leverage Your Personal Support Network (Priority)	Top Notch Resumes: Highly Effective Resumes Resume-Writing Assistance Customize Your Resume Cover Letters	
Your Motivation: Managing the Stress of Unemployment (Priority) Create A Plan of Action (Priority)	Interviewing Skills: Inside the Employer's Mind Your Elevator Pitch	
Just For You: Veteran Services Understand the Job Market & Explore Careers		

CUSTOMER SERVICE

Core Customer Needs

- Consistent Service
- A knowledgeable representative
- Someone who will listen
- Courteous and Respectful Service
- Commitment and Follow Through



SIX A's OF CUSTOMER SERVICE

- Acknowledgement
- Attention
- Appreciate
- Affirming
- Assuring
- Actualizing



CUSTOMER SERVICE

Active Listening Tools

- Non-verbal
- Verbal



CUSTOMER SERVICE

Active Listening Tools

- Close-Ended Questions
- Open-Ended Questions



UNDERSTANDING THE STRESS OF UNEMPLOYMENT

Symptoms of Stress

- Headaches
- Difficulty sleeping
- Fatigue
- Frequent smoking, drinking, and other unhealthy behaviors to cope
- Feeling worried or confused
- Feeling angry or irritable
- Feeling overwhelmed or helpless
- Losing your self-confidence
- Having a negative attitude toward yourself and your life



EMPATHY

- Empathy is about appreciating the customers' points of view/position.
- The importance of empathy - Demonstrating empathy can do a lot to keep problems from happening in the first place.



DEMONSTRATING EMPATHY

- Some phrases you might use include:
- "I hear..."
- "That's a difficult situation..."
- "I think you're saying..."
- "If I understand you correctly, you are concerned that..."

