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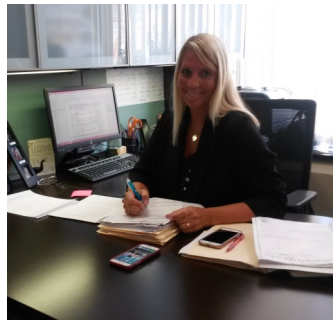
Chautauqua Works

americanjobcenter®

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Spring 2024

Executive Director's Message



Springtime in Chautauqua County is filled with change as we leave the cold winter months and start to enjoy warmer days. It is a time for growth and renewal. I thought that this would be a perfect time to talk about a specific change.

There is a change happening in the world of hiring. It is called Skills-Based Hiring. Skills-Based Hiring is an approach that screens for specific competencies. Skills-Based Hiring can help remove barriers for candidates that might not have access to traditional degrees and

widen the talent pool so that businesses and job seekers can find the best match for open positions. Degrees, credentials, and certificates are very important and should be pursued based on career goals. Skills-Based Hiring provides an opportunity to highlight specific skills as well as traditional degrees.

I encourage businesses and job seekers to explore Skills-Based Hiring. Businesses can utilize our local Employment Services Representative to assist them in developing job orders that focus on skills. I encourage job seekers to work with our staff to develop skills-focused resumes as well as how to best articulate those skills in a job interview. Additionally, the Chautauqua Works staff can assist in identifying training opportunities that are available that can enhance and increase your skills. As the natural landscape changes all around us this spring, take the opportunity to look for

ways to learn more about Skills-Based Hiring and how it could improve the hiring experience and process for both businesses and job seekers..

FUN FACTS ON WORKING— (CONSECO—4/7/24)

The average worker spends over 90,000 hours working in their lifetime.

61% of employers are more productive when a dress code is more casual.

12% of U.S. workers are fully remote, and 28% are hybrid.

Email volume: 347.3 billion emails are sent daily across the globe.

45% of U.S. employees go to the office as a means to improve relationships with colleagues, clients, and vendors.

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Interviewing Help Available at Chautauqua Works.

Some job seekers believe that not preparing for their interview is not important. Is it though?

Knowing how to prepare for an interview can be just as important as the interview itself. Career Specialists at Chautauqua Works can assist you with the preparation and with the actual interviewing process.

We are open from 8:30 am to 4:30 pm, Monday through Friday.

Jamestown—4 E. 3rd Street,, Suite 102, 716-661-9553

Dunkirk—407 Central Avenue, 716-366-9015

We are here for YOU!

Your American Job Center welcomes the following new employees: Alex Szymanski, Dunkirk Career Specialist/Youth Specialist Bresjae Smith, Jamestown Career Specialist, Josh Asel, Employment Counselor.

Like and follow us on Facebook at:

<https://www.facebook.com/Chautauqua-Works->

“Professionalism is knowing how to do it, when to do it, and doing it.”—Frank Tyger

How to Improve Your Professionalism at the Workplace.

Professionalism is the conduct, behavior and attitude of someone in a work or business environment. A person doesn't have to work in a specific profession to demonstrate the important qualities and characteristics of a professional. Professionalism leads to workplace success, a strong professional reputation and a high level of work ethic and excellence.

In a recent study on Career Readiness conducted by NACE (National Association of Colleges and Employers), employers who hire college graduates were asked which professional competencies were essential to workplace success. Professionalism/work ethic topped the list with 97.5% of respondents identifying it as either “absolutely essential” or “essential” for a new college hire's success.

Be productive

Use your time productively at work. Focus on your job responsibilities and avoid getting pulled into social media, web browsing and phone activity while on the clock. Remember your employer will monitor your use of company computers.

Develop a professional image

Project a professional presence and dress appropriately for your industry and organization. A good rule of thumb is to dress in the position you aspire to have.

Take the initiative

Ask for more projects to be given to you or think of assignments that will meet your organization's goals. You don't

want to be under-utilized.

Maintain effective work habits

Prioritize, plan and manage your assignments and projects. Follow up and follow through with your supervisor and team members.

Manage your time efficiently

Establish priorities, set goals and create action plans to meet deadlines. Do your best to improve your daily time management skills.

Demonstrate integrity

Be accountable for your work and actions while behaving ethically at all times.

Provide excellence

Produce work and results that reflect a sense of pride and professionalism, often exceeding expectations.

Be a problem-solver

When you run into problems and obstacles take the time to brainstorm a few solutions and alternatives before you meet with your supervisor.

Be resilient Develop coping skills to manage setbacks and challenges with a positive and constructive attitude. Establish a wellness plan to deal with the stressors at the workplace.

Communicate effectively

Practice professional on-line, in person and interpersonal communication skills. Avoid controversial subjects!

Develop self-awareness

Learn to manage your emotions and gain awareness of your emotional triggers so you can manage your reactions

positively and productively. Accept and reflect on feedback to assist as you learn and grow.

Build relationships

Network with colleagues, customers and clients to build professional cordial relationships, work on teams and collaborate effectively.

Being professional at work shows your supervisor and co-workers that you can be counted on to perform well at work, contribute to the company's success, and may be the link to your future growth in the company.

Your lack of professionalism can lead you to perform bad work habits that can contribute to work malaise and dissatisfaction. Take the time to work on your professionalism to improve your work attitude and performance.

Virginia Tech Career and Professional Development, <https://career.vt.edu/develop/professionalism.html>

How An Unhealthy Work-Life Balance Affects You.

What does work-life balance mean? Healthy work-life balance refers to maintaining a harmonious relationship between your work and personal life.

What is an unhealthy work-life balance?: Some signs of an unhealthy work-life balance may include:

Constant over-work: Regularly working long hours, including weekends and holidays, without sufficient time for rest, relaxation, or personal activities.

Neglected personal life: Sacrificing personal relationships, hobbies, and leisure activities due to excessive work demands.

Burnout: Experiencing physical, mental, and emotional exhaustion due to chronic stress and work-related pressure

Lack of self-care: Failing to prioritize self-care activities, such as exercise, adequate sleep, and leisure time resulting in deteriorating physical and mental health

Signs of an unbalanced work-life dynamic: One study found that the risk of stroke is higher in people that work more than 55 hours a week. The same amount of work hours is also associated with a higher risk of anxiety and depression. And even when adjusting for fairly normal sleep patterns, another study found that working longer hours correlated with a decline in physical health.

How to improve work-life balance:

1. Embrace the way your brain works: Use productivity hacks like a Pomodoro timer to work in short, focused bursts. Block out all other distractions so you can make the most of your time.

2. Set blocks of time for different tasks: Designate a time to check (and respond to) messages, a time to take meetings, and a time to do mentally-intensive work. It helps to anchor these tasks around the times that you are personally more productive.

3. End work at a certain time: Set a time to end work for the day, and reinforce it by powering down work-related devices, locking your office, or scheduling something afterward.

4. Enlist technology to help you unplug: Use an app to block distracting websites during the day, and then block work tools after hours. If you can, restrict work to one device, or try to keep one work-free device so you can disconnect completely.

5. Go out for lunch or enjoy lunch with coworkers: Try to go out for your lunch break or connect with colleagues. The change of pace will be refreshing — and, of course, will remind you to actually eat something

6. Take time off: Time off, including sick time, personal time, vacations, and bereavement, are important ways to nourish your well-being.

7. Practice mindfulness: When you practice mindfulness techniques, like meditation or breath awareness, you become more in-tune with your emotions and physical sensations. Paying attention to these feelings helps you learn how to notice when you might be suppressing a need in order to work.

8. Find something you love outside of work to engage in: Our hobbies boost our energy and vitality. When we play and feel creative, we bring our fresh selves back to work.

9. Communicate with your manager: Poor work-life balance is often exacerbated by the fear that we're not doing enough. Talking to your manager can help you prioritize where to spend your time. If there really is too much to do, it might be time to talk about hiring additional help or streamlining certain tasks.

10. Work with a coach or therapist: A coach or counselor can ask the right questions and help you identify which changes will make the biggest impact and how to get started.

One word of advice: start small. Although you may be anxious for your work-life balance to improve, your work habits have been built over time and likely won't change overnight.

From: "How to Have a Good Work-Life Balance", Allaya Cooks-Campbell, BetterUp, 5/25/23

“Work is a rubber ball. If you drop it, it will bounce back. The other four balls-- family, health, friends, integrity-- are made of glass.”
— Gary Keller,

Dealing With Difficult Co-Workers.

Employees in U.S. companies spend approximately 2.8 hours each week involved in conflict. This amounts to around \$359 billion in hours paid that are filled with conflict instead of on productivity.

Most of the time, a difficult teammate's behavior is annoying yet tolerable. But if the behavior becomes a bad habit, it tarnishes the person's work relationships and causes workplace conflict.

Why is knowing how to deal with difficult coworkers important?

The Myers-Briggs Company's Conflict at Work survey found that 36% of workers report dealing with conflict often, very often, or all the time. Even if you don't face a difficult coworker every day, there's still a high chance you'll encounter one once in a while who creates a toxic work environment.

A difficult coworker has the potential to distract you, cause stress, and start a further conflict in the office, whether they have a short stint on your team or you have to see them every day. Learning how to start getting along with toxic coworkers — or at least collaborate effectively — can help you avoid larger problems and maintain productivity.

Before anything, check in with yourself

It's easy to feel like difficult people are thorns in your side. But before you react and risk a potential conflict, take a moment to step back and examine your feelings. Think about why you don't like this person's behavior. Are they uncooperative? Lazy? Bullying you or other employees?

You might dislike coworkers because they remind you of someone from your past or qualities you dislike in your-

self. Identifying these feelings out loud with a friend, coach, or therapist, or even privately in a journal, lets you process your emotions and relieve stress. Then you can find a workable solution.

Another way to “check yourself” is to examine your own behavior. Most people have stories about the headaches their colleagues bring to the workweek, but many forget that sometimes, they're someone else's “difficult coworker.”

Anyone can have toxic traits, and it's up to you to reflect and ask for feedback on how to change your behavior.

How to deal with a difficult coworker: 5 tips

1. Limit your time together

If a colleague drains and demotivates you, limiting your interactions with them is okay. Keep your conversations professional, set boundaries in your office, and politely excuse yourself from small talk. Just don't give your colleague the cold shoulder — that could cause more conflict than necessary.

2. Regulate your response

Before reacting to a difficult coworker or situation, step back and notice how you feel. Your reaction could make things worse. If you're feeling angry or upset, avoid lashing out. Separate yourself from the problem and try calming techniques like deep breathing. Approach the situation clearly once you have a clear head and a calm body.

3. Stay positive

If negativity depletes employee morale, positivity gives it a boost. While you can't con-

trol everyone else's feelings, spreading joy makes the workplace better for everyone. Focus on gratitude and cultivating your work-life balance so you have the energy to contribute to a positive environment.

4. Remain professional

Try not to let a difficult coworker get in the way of your professional goals. Chances are, their behavior isn't about you and just represents a problem they're having. Speak up about it, but protect your energy and focus on your own path. It's easier said than done, but they shouldn't distract you from doing your job.

5. Ask for help

Sometimes, dealing with difficult coworkers takes more than just one conversation. If you have difficulty getting through to a colleague or regulating your responses to them, it's time to open a larger conversation with HR or your manager. A mentor or coach can also help you manage your emotions at work, start difficult conversations, and refocus your attention on achieving your goals.

You spend five days a week at work, and that time should be as pleasant as you can make it. When a coworker creates a toxic environment, don't be afraid to take action. Your efforts to learn how to deal with difficult coworkers will make your 9–5 a little easier — not just for you, but for everyone.

From “How to Deal With Difficult Co-Workers: 5 Tips For a Friendlier Workplace”, Allaya Cooks-Campbell, BetterUP, 8/1/23

Youth Employment Services at Chautauqua Works.

Chautauqua Works has programs dedicated to the employment of youth in our community.

This year, Chautauqua Works embarked on a new program aimed at youths between ages 14-20. The Youth Employment Program (YEP) will enable local companies to hire these youths and Chautauqua Works would pay their on-the-job income.

Megan Hall and Sophia Simons, Chautauqua Works Youth Retention Specialists, have been taking applications, meeting with the young participants and leading orientations.

Right now, participants are working competitively for local companies. These workers have been employed since March and will work to June.

Megan and Sophia will later transition to the popular Summer Youth Program that Chautauqua Works has put on for a number of years. Please call Chautauqua Works at 661-9553 to speak to Megan or Sophia about more information on the Summer Youth Program.

Unfortunately, youth and young adults face barriers in their employment chase. Leann Austin, Jamestown Youth Navigator, works with these individuals, ages 16-24 with barriers to achieve success in the workplace.

Leann's participants experience the following barriers: high school dropout, criminal background, pregnancy or a parent, having a documented disability, homelessness, being a foster child or a runaway, and an English language learner.

The participants meet with Leann to discuss employment goals, current skills and interests, Leann then contacts local businesses willing to cooperate with the program. She meets with the business to establish a work experience agreement. The participants work with local employers up to 29 hours a week for 16 weeks.

The program also offers reimbursement for a driver's permit while enrolled in the program as well as helping participants to acquire work clothes. However, a participant must be enrolled and attending GED classes to do a paid work experience if he or she is a dropout.

Participants receive paid incentives for getting and retaining employment or getting their GED.

You can reach Leann at the Jamestown office at 716-487-5134 or Alex Szymanski, Dunkirk Youth Specialist at 716-487-5154.

Young people who are registered with Chautauqua Works can also use computers in our Resource Room to look up services that may be able to help them with career decisions.

One service that is free to all individuals is the New York State Department of Labor's CareerZone.

(careerzone.ny.gov) is a free-to-the-user, virtual career exploration and planning system for young New Yorkers. With a secure account, a career can be planned based on interests, values, and goals. CareerZone contains career videos for more than 900 jobs and information about employment

outlooks, wages, job skills, and much more for each.

CareerZone offers the following to help youth determine a career path:

Dollars and \$ense budgeting tool: Creates a budget based on lifestyle choices and salaries for occupations of interest

Real-time job listings: Finds current job openings and sets up automatic email delivery for new job postings

Career assessments: Takes short, simple, and evidence-based surveys about interests, work values, and environments

Occupational profiles: Shows about 900 occupations, with career videos and direct information from businesses on available jobs, required skills, duties, and salaries

Advanced career pathways search: Explores careers in different career pathways, clusters, disciplines, and shows next steps needed for certain jobs/careers

Career plan document: Integrates completed career exploration activities and creates a printable summary for initial requirements

Resume Builder: Develops and compiles multiple resumes using skills needed by employers for a specific occupation.

As you can see, there are numerous opportunities at Chautauqua Works for youth to find employment.

Information on CareerZone is from the NYS Department of Labor website (dol.ny.gov).

The summer labor force participation rate for 16- to 24-year-olds was 60.2 percent in July 2023, little different from a year earlier (60.4 percent).

Chautauqua Works

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LOCATIONS

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Find us on Facebook!

[www.facebook.com/
Chautauqua-Works](https://www.facebook.com/Chautauqua-Works)



Back Page: Chautauqua/Western NY Data.

For the 12-month period ending February 2024,, the private sector job count in the Western New York region rose by 10,700, or 2.1percent, to 532,600. Employment gains were largest in leisure and hospitality (+4,000), private education and health services (+3,800), transportation and utilities (+1500), professional and business services, (+500), mining, logging and construction (+500), financial activities (+400) and manufacturing (+400). Job losses were greatest in other services (-200) and information (-200). Government sector jobs increased by (+3,700) over the year. (New York State Department of Labor)

The current unemployment rate for Chautauqua County is 4.8% as of February 2024. The current rate is above New York State's unemployment figure of 4.4%. (New York State Department of Labor).

Check out our Facebook Page!

Our Facebook page is updated daily to inform job seekers of open positions throughout Chautauqua County. These positions are either full or part time, temporary or permanent and provided by numerous employers as well as the New York State Department of Labor. Job descriptions and information on how to apply are featured. Please visit our Facebook page and like/follow it!



Chautauqua Works On-Line!

Chautauqua Works has its own webpage:

www.chautauquaworks.com

This website features events, linkages to websites for job seekers, business services, information on our youth, disability, and veteran programs, and other valuable employment resources.

