

WELCOME!

We want this to be your newsletter, so please feel free to forward any suggestions on what you would like to see covered.

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CAREER *communiqué!*

Editor's Newz:

Welcome to another edition of Career Communiqué! We hope all is going well within your career.

A warm welcome to all our new subscribers. Please feel free to send us your comments about what you would like to see covered in upcoming issues. If you have a horror interview story or a successful story that you would like to share with our subscribers, please let me know. We'd love to publish these in our upcoming newsletters.

In this issue our resident Image Expert Imogen Lamport from Bespoke Image shares some tips on how to sharpen our image while we watch our favourite t.v. shows!

Robyn Pearce's article '**Hot E-Mail Tips for Time Efficiency** provides further valuable tips on how to gain more time in your day by avoiding becoming drowned in emails.

We also cover a serious topic that is unfortunately becoming more prevalent in our workplaces today—Workplace Bullying. Bullying has been said to affect one in four workers with costs up to \$12 billion per annum, according to a study held by leading employment agency, Drake Personnel.

The best way to
predict the future is
to create it.

Peter Drucker

This study uncovered that one serial bully in the workplace had the potential to reduce the performance of their victim by half, with other employees being affected by up to 33%.

This issue provides the definition of workplace bullying; tell-tale signs of potential bullying in the workplace; as well as strategies to avoid becoming and remaining a victim of this serious epidemic .

I hope you enjoy the newsletter. Continued success in your career! Till next month.

Annemarie

SUGGESTIONS?

Do you have a suggestion for a topic that you would like covered in our upcoming newsletters. Please forward your suggestion to: communiqué@aresumewriter.net



I was recently in communication with a client who was at a cross-road in her career, undecided on how to move forward. With three business degrees under her belt and a number of years performing various administrative positions on a part time basis, she was continually hitting a brick wall in trying to secure full time work. She had almost reached a stage of giving up on finding full time work and was contemplating starting her own business. She questioned whether this was feasible. I thought I would share my response as some readers may be experiencing similar roadblocks.

Here is my response:

Your qualifications sound extremely impressive, and from your employment through agencies (even though on a temporary basis) should provide you with transferable experience relevant to a full time role, so I wonder if perhaps you may be having difficulty marketing yourself and your abilities/experience in an interview.

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CAREER CROSSROADS

Trying to promote and portray yourself as the best candidate for a role can be difficult, particularly if you feel that your abilities have been undervalued, and that you have so much more to offer.

Even part time work can offer excellent experience and achievements to use when you promote yourself to a potential employer, particularly how your expertise has made an impact within the organisations you have worked for over the last four years. Did you streamline any processes or procedures that minimised the time spent on day to day duties? Did you set up new processes that enhanced efficiency? Did you suggest any initiatives that optimised the administrative department? These would serve to demonstrate your ability to not only perform the task, but also how you impacted positively on the organisation's bottom line.

Perhaps you can seek out other opportunities within your current work environment? Become proactive and let people know that you have much more to offer than the current tasks you are performing? If you haven't done so already, start developing a network of contacts with people within these organisations and tell them what you can do. Is there the possibility of putting your

name in the hat for other projects or work in other departments? Get known and be seen as a problem solver and someone who has multi-faceted experience.

You mention that you need a steady income to pay the bills so launching into your own business at this stage would

"Get known and be seen as a problem solver and someone who has multi-faceted experience."

probably not be feasible. While it would be lovely to be guaranteed an immediate and steady income once you have hung your shingle outside your door, this is hardly

ever the case. Building up a client base and a regular and stable income can involve a huge commitment in terms of time, money and unfailing dedication (among others), so it may not be feasible for you to pass up any job offers at this stage, even if they are on a part time basis.

I would suggest you try some of the strategies above and see if this makes any difference in securing a more permanent role. Getting the practice in promoting yourself and your abilities when speaking to potential employers will certainly be useful if you do decide to open your own business down the track, as you will need to feel comfortable in promoting your business to potential clients.

PASS US ON

We hope you are able to use some of the information in our newsletter to enhance your career! Do you know anyone who may benefit from our newsletter. If so, please feel free to send them a copy, or send us through an email with their details to: communiqué@aresumewriter.net
We will gladly add them to our subscribers list.

**INTERESTING
SNIPPETS**

**CD ROM helps deal
with workplace
bullying**

Benchmarking HR - Page:
6 : 10-Sep-2004

A CD-ROM on workplace bullying has been launched by the Law Society of New South Wales (NSW). The Society clarifies what does and does not constitute bullying in the CD-ROM, which is entitled "Prevention of Workplace Bullying". The Society reveals that excluding staff from discussions can be viewed as bullying, as can overly-stringent supervision. Some 75 per cent of respondents to a NSW Labor Council survey claimed to have been bullied at work.

[Source: My Business Daily
16 September 2004-ABIX]

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WORKPLACE BULLYING

Workplace bullying has fast become a heated topic for discussion, with government and other professional organisation's launching special task forces with a mission to raise awareness, devise and implement proactive measures in order to combat and eliminate harassment in our places of employment. In my opinion, this has not come quickly enough, with many workers being subject to workplace bullying, whether in a passive or a directly confrontational way without recourse. So what is workplace bullying?

Workplace bullying has been defined as:

... continued and deliberate unfair, unjust or abusive treatment of an individual at work by one or more co-workers, supervisors, managers or customers.

Some Statistics:

- 21% or 1 in 5 US workers are bullied;
- 81% of bullies are bosses;
- 41% of bullied individuals were diagnosed with depression;
- over 80% reported health effects such as severe anxiety, lost concentration, sleeplessness;

- 31% of female and 21% of male victims suffered from post traumatic stress disorder;
- 82% of bullied individuals lost their jobs (44% involuntary departure, 38% voluntary);
- in 51% of cases Human Resources did nothing to help the victim despite requests; in 32% of cases HR supported the bully by reacting negatively to the victim.
- In the US, work related diseases

including stress account for a total cost of \$26 billion annually.

[Source: US Hostile Workplace Survey 2000, CAWB]

**Don't put up with
Workplace Bullying!
Report it
immediately!**

Is your place of work a toxic environment? Take the test:

- Does your workplace have a high staff turnover rate?
- Is there a high percentage of staff absenteeism?
- Are staff morale levels low?
- Are productivity and performance levels low?
- Does there seem to be an ever increasing percentage of stress claims?

If you are a victim of Workplace Bullying don't put up with it. Report it immediately.

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Do you have a horror interview story that you would like to share with our subscribers? Or perhaps you would like to share with others, some tips and strategies that has worked in your career? Please send them through to: communique@aresumewriter.net

**INTERESTING
SNIPPETS**

**Serial bully - a nasty
piece of work**

The Sydney Morning Herald -
Page: 1/6 : 08-Sep-2004
Original article by Ruth
Pollard

The Labor Council of New South Wales has devised a charter to stamp out workplace bullying. The "Dignity in the Workplace Charter" will be officially launched on 8 September 2004. The ACTU estimates that some 70 per cent of Australian workers have experienced bullying. There are different types of bullies, such as accidental bullies and destructive bullies. Serial bullies are thought to be the worst type, as they actively seek to undermine and torment their targets. A serial bully will deliberately manipulate situations to make another employee fail or look bad in front of others.

[Source: My Business Daily 8
September 2004-ABIX]

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WORKPLACE BULLYING-con't

While workplace bullying should not be tolerated and reported to the senior management immediately there are a number of strategies you can follow in order to address certain situations, before they escalate out of control.

In a situation where a colleague or supervisor throws burning criticism or downgrading and spiteful comments continuously, rather than providing constructive

feedback, don't let this type of behaviour continue to rob you of your self-esteem. Instead, try implementing the following communication strategies in order to diffuse verbal abuse with dignity.

You may be confronted with:

"This is terrible! Even the cleaner would have had fewer errors in this report", or "I don't know why you were hired – you're not pulling your weight at all!"

- Don't become defensive or respond in kind by yelling abuse back in return. This will only add

fuel to the fire and allow the abuser to see that they have successfully manipulated you into becoming upset.

- Try to respond instantly and calmly to these comments so that the abuser does not think you are an easy target. Instead, request respect for yourself and refuse to

accept this harmful and unnecessary language: ask the abuser to stop this type of behaviour.

- Don't wave your fist or clench your teeth, but rather try to remain as calm and collected as possible.

- Endeavour to maintain a cool and flat tone of voice, with the volume low and words spaced evenly. "Ask the person to be specific in their comments, as hopefully by asking them to validate their comments may cease their broad and unhelpful comments. "In what specific way am I not pulling my weight?" or "Exactly what is it about this report that you do not believe is correct?"

[Continued P 8]

**'Don't become
defensive or respond
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HOW TO IMPROVE YOUR IMAGE WHILST WATCHING TV

By Imogen Lamport

Ok you think I've gone mad – you can watch TV and look better? How is this so? Here are my top ten tips:

- De-pil jumpers – while you're sitting in front of the TV, get out all your jumpers and de-pil them. If you don't have one of those little combs or shavers, put it on your shopping list – it's as essential as a clothes brush for a groomed look.

Continued over...

Imogen Lamport is a Melbourne based Image Consultant and member of the Association of Image Consultants International who runs her own Image Consultancy Bespoke Image which provides tailored image solutions.



www.bespokeimage.com.au

- Clean shoes – get all your shoes out, some newspaper and polish and buff away.
- Mend your clothes – sew on any missing buttons, fix any hems that may be coming down, darn socks – do all those little niggly sewing jobs.
- Remove loose threads – get a pair of nails scissors and any items you've noticed have threads hanging off them and remove them all.
- Iron – do the ironing – pressed clothing looks so much better and more professional
- Sit ups – this will make you feel good on both the outside and the inside, and while you're at it – why not try to make it a habit to do some pelvic floor exercises every time there is an add break – you barely have to move to do this – studies have shown that around 65% of older women and 42% of men are incontinent – do you want to be part of this statistic?
- Manicure – a good buff and clear polish (if you're not a colour person), and lots of lovely hand cream. While you're at it, why not include a pedicure – Get a tub of warm water and soak your feet before you begin – you won't believe how good it feels. Finish off with a foot massage.
- Clean out your handbag or briefcase – how professional do you think you look when rooting around inside a bag that's fit to burst and you can't find what you're looking for?
- Sharpen makeup pencils – it's one of those niggly little jobs that often gets overlooked – sharpen all your makeup pencils (put them in the freezer first for a few minutes if it's a hot day to make it easier).
- Plan your wardrobe and check for stains – decide what you're going to wear tomorrow, during an ad break or between programs, get the clothes, out, check there aren't any stains, nothing needs repair and that everything is ironed, then hang on the cupboard door – this will save you precious minutes tomorrow when you get up, and ensure you're looking great.

Now you see I'm not crazy, and I bet you feel much less guilty about watching TV.





Most people understand, at least intellectually, that a clear desk equals an uncluttered mind. However, a surprising number don't realise that the same thing applies to our e-mail Inbox. I recently spotted 1519 messages in a client's Inbox - no wonder she felt overwhelmed! (And her office paralleled the Inbox - there wasn't a clear centimetre of space anywhere.)

The next week I was back with Helen's organisation. She couldn't wait to show me her office and computer. She'd implemented some of the ideas listed below, and we could see the top of her desk, the colour of the chair covers, and a lot less in her Inbox.

Continued over...

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HOT E-MAIL TIPS FOR TIME EFFICIENCY—PART 1

by Robyn Pearce

'Robyn,' she said, her eyes sparkling with joy, 'it's as if a mountain has gone off my back. I feel more relaxed and up-to-date than I have for years!'

Some you already have great email strategies, but maybe those around you don't (Feel free to do them a favour - run them off a copy of this article). One thing I consistently see in the business world is highly educated professional people who don't have any real understanding of commonsense paper and information techniques. If they were taught in schools and universities as a pre-requisite for further education, it would save many people a great deal of stress in their working lives.

How to run your e-mail

- Treat your e-mail system like a filing cabinet. Set up folders for every major topic of interest, and sub-folders under key headings. To create, highlight the heading under which you want the new folder placed. Then right-click, New Folder, and give a name.
- Never leave read mail in your Inbox for more than a few days. Treat it as you should handle paper on your desk - if it's worth keeping move it into a named folder by a click/hold/drag action.
- Develop a low tolerance for a mailbox where you can't see blank space at the bottom of the page. In most

Inboxes that gives you about 12-15 messages to look at, although the size of your Mailbox can be altered by clicking on the line in the middle of the page and dragging the line up or down to suit your needs.

- Be prepared to shift mail of long-term interest to folders unread, and schedule in reading time. One could be entitled 'Newsletters to read', and another one called 'Web research to do'. Saves you getting distracted, (a common challenge once we start scrolling) and you can do your 'further education' at a less busy time.
- Something you mustn't forget, and you're scared you'll loose sight of it if shifted to an 'Action Pending' file? There are two options, depending on whether you're visual or not. If you feel happy to get it out of the Inbox as long as you can find it again when you need it, use your contact management system or diary of whatever sort (as long as you're using them regularly) to put an alert on the date you want to do the action, and where you've filed the message.

[Continued P7]

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The electronic systems are the most reliable - they annoy the heck out of you until you do something with them! The other option, if you're seriously visual and panic at the thought of shifting mail out of sight before it's acted on, is to leave mail in your Inbox that still needs attention, but keep it minimal. If you've developed the sense of discomfort we talked about in Point 3, this will help to drive you to action, and reduce procrastination.

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HOT E-MAIL TIPS FOR TIME EFFICIENCY—PART 1-con't

by Robyn Pearce

- Be ruthless about deleting e-mails you don't need. Remember - they're usually only an alternative to a quick phone message.
- Most programmes, unless your company has installed a default, don't automatically empty the Delete folder. Many people think an item dragged into Delete is gone. It's not. You almost always have to instruct it to Trash or Empty. With modern equipment a right-click gives you that option.
- Store 'Sent' mail as well as 'Received' items in your folders, putting 'like with like' as you would file paper in a filing cabinet.
- If it is important to keep a full record of correspondence, save your 'Reply' rather than the incoming message. Then both parts of the story are together. The quickest way is to develop the habit of going to the 'Sent' box as soon as you've dispatched an important mail, and dragging it immediately into the relevant folder.
- Every month empty your Sent box for as far back as you're comfortable to delete. Click, hold, and drag any really important messages and delete the rest. I keep only two months worth of messages. Most of it will be rubbish.



Article by Robyn Pearce of TimeLogic Corporation. TimeLogic's site has helped 1000's of folks in 'Getting a grip on their time' - Visit <http://www.gettingagripontime.com> for **FREE** registration on their monthly e-zine, "how-to" practical time management assistance, books, tapes, products, and more.

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Q & A:

Ms. Cross:

I'm looking for a job right now - do you have any tips on how to make a good impression on a telephone interview? Thank you in advance for any suggestions.

Thank you,
[Name withheld]

A telephone interview is generally a screening meeting, with the employer (or recruiter) getting a general feel for you to see if your skills, experience and character warrant further investigation.

This type of interviewing strategy is often utilized to narrow down the pool of applicants, while also beneficial in minimizing expenses involved in interviewing out-of-town candidates.

Continued over...

CAREER *communiqué!* con't

If successful in passing this initial screening stage, generally you will be requested to attend a face-to-face interview.

Strategy:

One important aspect to be aware of when approaching a telephone interview is that because the face-to-face element is absent you must make up for this with tonality, energy and enthusiasm in your voice.

To gain substance and professionalism in your voice, try standing up when you speak. Your voice can come across as more powerful when standing and this will allow you to speak with more depth. Also remember to smile, as a happy personality will shine through the conversation.

Make sure there are no distracting elements, i.e. family told not to disturb you; take the call in a quiet location, not in the middle of the kitchen where everyone congregates.

Never put the caller on speakerphone – this is totally inappropriate. Note: they may do this to you almost making your voice sound like an echo, so be prepared.

If you happen to get a phone call at a very inopportune moment, mention that to the interviewer and request/suggest a time that would be more suitable. (More often than not, the interviewer will ask you if it is a convenient time.)

Other Tips:

- Turn-off call waiting;
- Keep your resume in clear view, together with other support documentation (list of accomplishments);
- Have a pen/paper handy for note taking;
- Use the person's title (or first name if they ask or have given permission for you to);
- Take your time when answering questions;
- Give short /succinct answers – don't ramble on;
- Don't interrupt the interviewer;
- Practice this with a friend or family member/tape yourself; it's amazing what you can pick up;
- Don't smoke, chew gum, or eat while involved in the telephone interview.

All the best!

Annemarie



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WORKPLACE BULLYING CON'T

More Strategies:

- Record each and every event so that you have documented proof of each of the occurrences. [Keep this record at home and not in your workplace.]
- Assess and evaluate your workplace culture to see whether these type of bullying tactics are accepted or whether this is just an isolated incident. If rife within the organisation you may wish to re-evaluate your desire to work for such an organisation.
- Look after yourself both physically and emotionally. Perhaps talk about this with someone outside your organisation.
- Use your support network: friends and family may be able to provide assistance.
- Approach your HR department, Supervisor or Manager and request support and assistance in dealing with this situation. [They should do all in their power to stop the harassment/bullying].
- If all else fails, consult a lawyer who specialises in Workplace Issues.
- Seek support from a Therapist / Counsellor.

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Identifying Your Expertise, Experience & Education

By Annemarie Cross—Career Coaching Expert, Propulsion Business Network

When at the crossroads of a possible career change, for some of you the desire to start your own business may be strong but overshadowed by uncertainty over what type of business to commence. Even if armed with a positive outcome from our 'Are you an Entrepreneur?' that demonstrates you have what it takes to be a successful entrepreneur, you may still be no closer to a decision on exactly what type of business you would like to get into.



There are a number of important areas that you will need to consider before you embark on your new journey as a 'business owner', which I aim to cover in the upcoming months.

This month we will be identifying and assessing your expertise, experience, and education, all being important tools that you will need to call upon should you decide to start your own business. [\[to read more click here\]](#)

A bit of Humor

Dream Job

Reaching the end of a job interview, the Human Resources Person asked a young engineer who was fresh out of RMIT, "What starting salary were you thinking about?"

The Engineer replied, "In the neighborhood of \$125,000 a year, depending on the benefits package."

The interviewer thought a moment then said, "Well, what would you say to a package of 5 weeks vacation, 14 paid holidays, full medical and dental, company matching retirement fund to 50% of salary, and a company car leased every 2 years - say, a red Corvette?"

The Engineer sat up straight and said, "Wow! Are you kidding?"

The interviewer replied, "Yeah, but you started it."



Need some clarification or direction in your career?

Do you know anyone who is not happy in their current role or is struggling with doubt over whether they are even in the right position? Or perhaps they have been meaning to make a move, but fearful and unsure of those first steps? Contact AEC and ask about our career counselling/awareness programme to assist them in discovering their authentic self.