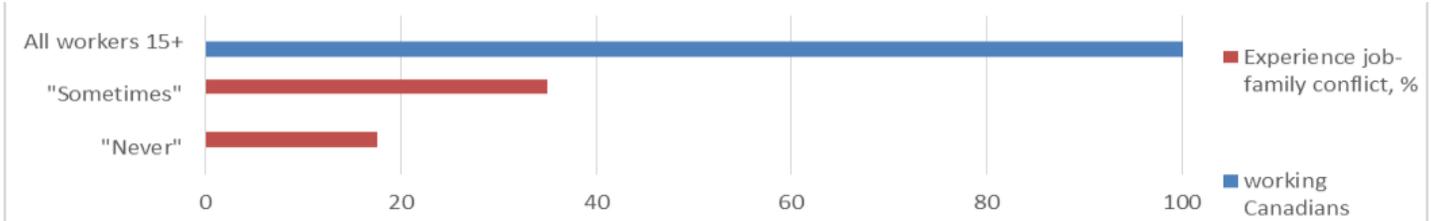


**Have you ever had job-family conflict?**

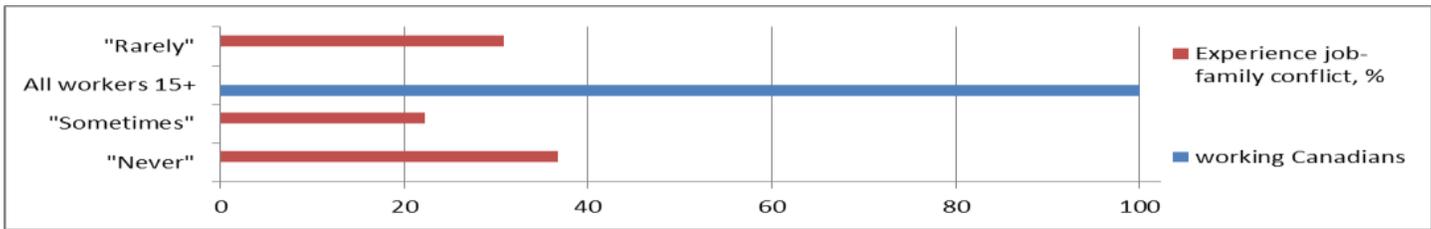
The average Canadian, 15 years and over, male and female, has experienced job-family conflict “sometimes” says the largest number of people, at 35%, or about a third. And a healthy 17.3 % says they experience job-family conflict “never.” Statistics Canada has this new information for us.

Job–family conflict occurs when there are incompatible demands between the work and family roles of an individual that makes participation in both roles more difficult. You might think of having to attend a family funeral or wedding, fetching a sick child from school, or leaving work early to accompany an elder to an appointment.



Who is the demographic most relaxed about job-family conflict? What about males aged 15-24? Nope. And it’s not the 45 to 54 year olds. Both groups have “sometimes” about as high as the average and “never” just slightly below the average.

It’s the 65 to 74 year old gang, perhaps with no elder care and less caring for older grandchildren, they are able to keep their focus on the job. And we have a new category, a high percentage who pick “rarely.”



Mature job-seekers may want to keep this in mind, and emphasize how reliable and focused on work this demographic can be.

**Our services Include:**

- Employability & Life Skills Workshops
- Career Counselling & Assessments
- Training & Apprenticeship Services
- Job Development

**Resource Centre:**

- Job Board
- Computer/Internet/Phone/Fax
- Labour Market Info

**Offices closed:**

- New Year’s Day, Monday Jan. 1
- Family Day, Monday Feb. 12
- Good Friday, Friday, March 30
- Easter Monday, Monday, April 2

*It is our mission, at Northwest Training Ltd., to provide quality service to individuals to help them achieve personal power and control over their own lives. It is our goal to assist individuals to become self-sufficient and to learn the skills necessary to gain and sustain employment.*



BRITISH COLUMBIA



Northwest Training Ltd.

The Employment Program of BC is funded by the Province of British Columbia and the Government of Canada.



**Northwest Training Ltd.**

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## Tuesday, January 9<sup>th</sup>

### ***Resume Tips & Strategies***

**9:30am-12:00pm**

Discover ways to make your resume stand out.

### ***Cover Letter Tips & Strategies***

**1:15-3:15pm**

Explore the components of a well-written cover letter.

## Wednesday, January 10<sup>th</sup>

### ***Making LMI Work for You***

**9:30am-12:00pm**

Explore job banks and penetrate the hidden job market.

### ***Building Self-Confidence in the Job Search***

**1:15pm-3:15pm**

Acquire quick and easy self-marketing strategies.

## Tuesday, January 23<sup>rd</sup>

### ***Interview Tips & Follow Up***

**9:30am-12:00pm**

Learn answers to the questions most employers ask.

### ***Interview Practice***

**1:15pm-3:15pm**

Your chance to practice before the real thing!

## Wednesday, January 24<sup>th</sup>

### ***Employer/Employee Expectations***

**9:30am-12:00pm**

What should you expect from employers? What should they expect from you? Discover your rights and responsibilities.

### ***Disclosing Disabilities & Mental Health Conditions in the Workplace***

**1:15pm-3:15pm**

Explore when, if, and how to disclose a disability or mental health condition to potential employers.



**Banish the post-holiday blues and start off the New Year on a positive note with these fun, interactive workshops, below:**

## Monday, January 15<sup>th</sup>

### ***Effective Workplace Communication***

**Part I: 9:30am-12:00pm**

### ***Effective Workplace Communication***

**Part II: 1:15-3:15pm**

Discover new skills to be an effective communicator in life and at work.

## Tuesday January 16

### ***Stress Management, 9:30am-12:00pm***

Learn new ways to recognize and deal with stress.

### ***Anger Management, 1:15-3:15pm***

Acquire coping strategies for dealing with anger

## Wednesday, January 17<sup>th</sup>

### ***Effective Workplace Behaviour***

**9:30am-12:00pm**

Discover techniques to help you adapt to work place culture and maintain employment.

### ***Building Positive Relationships***

**1:15-3:15pm**

Acquire strategies for building healthy workplaces and personal relationships.

## Thursday, January 18<sup>th</sup>

### ***Building Self Esteem, 9:30am-12:00pm***

Discover new ways of looking at self-esteem, while acquiring new strategies to enhance your own.

### ***The Art of Teamwork, 1:15-3:15pm***

Enhance your teamwork skills with these proven strategies

**To register in any or all of these free workshops, call (250) 638-8108**

# Client Success Story



## **Devon Foote chose several employers for Unpaid Work Experience.**

As a brand new optometric assistant, Devon Foote is following in a family tradition.

“My grandmother worked in an optometrist’s office for many, many years. And I wanted to see what happens behind the scenes, because I also wear glasses and contact lenses.”

Devon credits Northwest Training, a Work BC Employment Services Centre, with opening the door that led to her present position. In April 2017, she participated in the Bridging Employment Program for Women, which offers a combination of job search, career planning, and life skills to its participants. At the end of this four-week program, Devon and the other participants were given the opportunity to choose from among a series of unpaid work experiences.

Devon selected two local businesses: the *Terrace Standard* newspaper and Fusion Eyecare. At the newspaper, she spent a week organizing in the office, receiving excellent reviews from the boss. From there it was on to Fusion Eyecare.

After signing the required patient confidentiality agreement, Devon was put to work updating patient and computer files. Then she was taught how to do patient intakes and to contact patients by phone when their glasses or contact lenses were ready for pick up. She also learned how to verify the prescription of glasses before notifying patients.

It wasn’t long before she moved on to pretesting. As Devon explains it, “This involves asking all preliminary questions and using equipment, doing retinal scans of the back of the eye, for example.” Using a pupilometer, she learned to measure the distance between pupils. She also learned how to measure both the eye’s ability to focus and the pressure of the eye.

Among other new skills is the ability to use both a manual and automated lensometer and to fix glasses by changing nose pads, replacing or tightening screws, and bending glasses for patient comfort. Today, Devon is also taking patient health and eye-health histories, speaking to them about their general eye-health concerns and their reasons for seeing the doctor.

What was the most challenging part of the experience? “Phoning patients about their bookings. It was frightening at first but I was reassured by my coworkers that it gets easier. And it did.”

And the best part? “There’s something new every day.”

Devon was also given the opportunity to participate in professional development. During the second week of her unpaid work experience she attended a workshop on patient service, where she met the entire Fusion Eyecare crew, from both the Terrace and Kitimat offices.

The support of that crew is one of the things she liked best about the experience. “Everybody has been very much willing to help me learn how to do my job successfully. They helped me remedy mistakes that I made and have been very encouraging. ”

She also appreciates the effort made by Char Toews, Community & Employer Liaison for Northwest Training, Work BC Employment Services Centre. “It wouldn’t have been possible without the work she did in securing the unpaid work experiences,” says Devon.



# Client Success Story



***Sandra Little and Martha Johnston used the Wage Subsidy Program to help launch Susan Helin, centre, into a new career.***

Susan works at the busy and popular Airport Café in Terrace.

She had completed her Level 1 Culinary Arts and was looking for work in her field of study. She came to WorkBC/Northwest Training and started meeting with Rose, a case manager well-acquainted with the Wage Subsidy Program.

Sandra says the Wage Subsidy lasted for six months and the paperwork was “straightforward. Rose met with us, answered any questions, so we as employers were well looked-after.”

Susan says, “these are one of the best employers I’ve ever worked with. They are accommodating, work with me, teach me a lot. I love working there, the customer service, learning to prep, learning about the business. Makes me feel good about myself.

Sandra and Martha have plenty of praise for their employee, too. “Cheerful, excellent with customers, capable, wonderful attitude, reliable, dependable. She is a calming influence, never flustered, a balanced



personality.” The three of them spoke about how Susan enjoys filling in the gaps, doing various projects, and having a lot of variety in her day.

The company is registered with ITA (Industry Training Authority) as Susan's sponsor, so the hours she has accumulated while working with us are eligible towards her Red Seal.

Coming up to her one-year anniversary, Sandra told Susan to expect her first annual bonus soon.

***YXT: Northwest Regional Airport***