

# *Unemployed and Looking for Answers*

*What they need: Information, Resources and Support*



<http://www.dreams-goals.com/resources/workshops/wkshp-unemployed/>

For Clients of:  
**Orange County One-Stop Center**  
<http://www.oconestop.com/>



**PRESENTED BY**

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***Your Dreams & Goals***

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# Unemployed and Looking for Answers

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## **WORKSHOP PURPOSE**

Job seekers need to be self-aware, purposeful, and skillful in their job search efforts to succeed in today's changing job market. This workshop gives you information and resources for career-decision making, job search, personal needs, and support.

## **OVERVIEW**

Participants will receive helpful and practical information and resources for where to find information, resources, and support for their job search process; how to transition into a new direction for a new career; how to address their educational needs and questions; how to address and meet financial, personal, and emotional needs; and how to discern where their priorities should be so they can recognize what they need to do next.

## **LEARNING OUTCOMES**

Participants will:

- Understand that the world is in a constant state of rapid change.
- Know three primary categories of needs for most unemployed people.
- Know where to get the necessary Information to address their needs.
- Know how to identify their individual needs.
- Identify appropriate Resources to address their individual needs.
- Identify appropriate sources of Support to address their individual needs.
- Will prioritize their individual needs.
- Identify the next step in dealing with their employment status.

## **WORKSHOP PRESENTER**

**Kathleen E. High**, M.Ed., CCSP, GCDFI

Ms. High is an education and career counselor and professor at two different community colleges in California. Through both schools, she teaches college success, job search skills and career research classes. Also, as an independent consultant, “Your Dreams & Goals,” she offers a variety of services to help clients to find and achieve their dreams and goals.

She has a genuine understanding and appreciation of the needs of the unemployed due to her own experiences: After being laid off from a long-term clerical position in the business world, she went to back to school full-time to finish her degree. Her career transition from corporate “office jobs” to professor/counselor in higher education required much more education, experience, knowledge, time, effort, and sacrifice than she originally expected. Through that journey, she found her life’s calling and has used her educational pursuits to find answers to questions people could not provide. She uses her personal and professional experiences and

specialized training to identify and address the complex and multi-faceted needs of the unemployed.

She holds a Master's in Education from Azusa Pacific University and additional graduate work in School Counseling from Cal State San Bernardino, and Theology from Fuller Theological Seminary. She received her Bachelor of Science from Cal Poly Pomona and her Associates of Arts from Rio Hondo Community College. She also holds a Certified Career Services Provider credential and is a certified instructor for the NCDA's Facilitating Career Development program.

## WHY THIS WORKSHOP?

There are three primary reasons why this workshop was created. 1) The author's own experiences and frustrations with trying to make a mid-life career change after a layoff; and 2) The current economic situation where labor market trends change constantly, is making this process even harder than it was when the author first started this journey. 3) Job/career transitions are often very stressful and can make individuals face many practical and emotional challenges which only make that process harder.

Originally this workshop was created for unemployed college students. It has since been adapted for clients of career one-stop centers (unemployed job seekers). Many one-stop clients are simply focused on finding another job, yet many others recognize they need to get at least some kind of training/education to be able to get a new job. Many people would not know where to find answers to these questions.

## PERSONAL LIFE EXPERIENCE

In 1997, the author was laid off from a nine-year position clerical position in the corporate world. She took that opportunity to go back to school full time to finish her Bachelor's degree, and quickly discovered she would need more education for her chosen career. So she continued on to graduate school and got her master's degree four years after being laid off. However several unforeseen setbacks, economic challenges, and multiple transition jobs meant the journey took 21 years (and still counting) to change:

From: **Secretary – business world**

To: **Counselor/professor – Higher Education**

Answers to how to make this transition were not easy to find. Almost everything she needed to know to make this transition was learned the hard way, instead of through mentoring.

## TODAY'S ECONOMIC CONDITIONS

- We live in an era of rapid technological and social change. These changes affect people's jobs. Many adults find themselves unemployed and lost.
- They often don't know what to do about their situations.
- This rapid technological change means many unemployed people need to learn new skills to get another job.
- Their need for learning new skills is often distracted "by life" (family, money worries, etc.)

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- It is difficult to stay focused on learning new skills when you are worried about meeting physical needs.

### WHAT THE UNEMPLOYED NEED

The unemployed need a lot of different things. However those needs can best be summarized by: Information, Resources, and Support.

#### INFORMATION

- On what kind of **Resources** are available
- On identifying what kind of **Support** is available

#### RESOURCES

- Where to get help and referrals for:
- Work, education and meeting personal needs

#### SUPPORT

- Identify what kind of **Support** they need
- Where to get it

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Information needed regarding work, education, and meeting personal needs:

#### WORK

- How to identify jobs that will help you achieve your goals (now and in the future)
- Where to find help for job search

#### EDUCATION

- On how to set good education goals
- On how to reach education goals

#### NEEDS

- How to provide for needs (food, shelter, emotional) without a regular paycheck
- How to address transition-related needs

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### WHAT YOU WILL RECEIVE TODAY: INFORMATION

Today's workshop is designed to give the **Information** you need to help you figure out what to do next. To help you understand what you need to do, you may need to change your expectations and perspective on a few things.

### **INFORMATION (TO CHANGE YOUR EXPECTATIONS AND PERSPECTIVE)**

People who have worked for long time are often so used to just paying for what they need based may not know how to do anything else when face with problems. So when they are unemployed, they tend to assume the way to solve their problems is to get a job that pays enough money to solve their problems. However, getting a well-paying job is usually harder than they expect for many reasons. The good news is that there are other ways to solve problems besides just focusing on just getting a well-paid job right away. Good news! You don't have to do it alone. There is help. You just need to know where to go to get it.

- Today's Reality: [https://www.youtube.com/watch?v=ux2\\_Y-qC8aM](https://www.youtube.com/watch?v=ux2_Y-qC8aM)
- Information & Resource Referrals
- Setting Goals
- Meeting Your Needs
- Help With Setting Short-Term and Long-Term Goals

### **INFORMATION (Work)**

**Your OC One-Stop Center offers the following workshops designed to help you get a job:**

Check the monthly calendar to identify when these workshops are offered

<http://www.oconestop.com/calendar/>

- OC One-Stop Center/WIOA Orientation
- Empowering You: Job Seeker Strategies
- Persons with a Disability & Job Search
- Labor Market Information
- Transferable Skills
- Winning Resumes
- LinkedIn Beginner
- Networking/Hidden Job Market
- Veteran Networking
- Job Fair Readiness

Additional optional workshops are available. (Contact the workshop coordinator to request the following topics):

#### **Job Search Skills**

- **Job Search Tips for Unique Populations:**  
(*Unemployed, Over 40, Over Qualified, Not So Hot Past, Veterans, Disabled, etc.*)
- **When Skills are No Longer in Demand**  
(*How to respond when you see the signs*)
- **Social Media & Career Success**  
(*Social Networking, Photos & Videos, Email, Websites, Blogging and "Personal Branding"*)
- **How to Get Your Dream Job**  
(*Identifying Career Pathways to Your Dream Career"*)
- **Career Opportunities for Creative People**  
(*The Fine Arts & Beyond*)

## **INFORMATION (Education)**

In today's world, technology is changing the way we live and work very fast. People who have not had to look for a job in several years may likely find that they may need to get some kind of schooling to be able to get a job. The following optional workshops can be requested. Contact the workshop coordinator if you want to see any of the following topics offered.

### **Education and Career Research Skills:**

- **Planning for an Unpredictable Future**  
*(How to Respond to a World of Constant Change)*
- **Career Assessments**  
*(Identifying Career Suggestions)*
- **Education Choices You Won't Regret Later**  
*(What You Need to Know and Do to Ensure You are Making Wise Decisions about Your Education)*
- **Learning Styles & Career Success**  
*(Why Knowing How You Best Learn Affects Your Career)*

## **TODAY'S REALITY**

The following handouts can help you gain the information you need to understand today's reality. Understanding today's reality is crucial to job search success. In order to get a job, you need to be able to translate to an employer how your skills and knowledge will meet their needs. These handouts can be downloaded from: <http://www.dreams-goals.com/IndividualLessons.html>

- **Rapidly-Changing World**
  - The world is changing very fast. This fast-changing world will affect your ability to get and keep a job. So how should you respond?
  - Go to this website to watch a video which helps people to understand just how fast the world is changing and how it affects you.  
*<http://www.youtube.com/watch?v=pMcfrLYDm2U>*
- **Decision-Making Variables**
  - This changing world requires a change in how you make career decisions.
  - If the world is changing so much, how do you make career choices?
- **Generational Values**
  - The generation in which you grew up will significantly shape how you see the world, your values, expectations, and some of potential assets you can offer potential employers.
  - Not understanding that the different generations have different expectations can significantly and negatively impact how you relate to people of other generations, and consequently negatively impact your ability to get and keep a job.
- **Discerning Seasons**
  - Life is like the weather: Seasons change all the time. Losing one's job is the end of a season – it is not the end of the world. It is a transition from one season of life to another.

- **Paradigm Shifts**
  - For many people, losing their jobs was something they never expected would happen. Many people expected that they were going to be able to retire from their last employer. So what do you do when “reality” is shattered? This handout explains what happens when our perception of reality is shattered and what to do about it.

## SETTING GOALS

Many people may find they are either new to job searching, and/or they just don't know how to set effective goals. The following handouts can help you with the goal-setting process.

- **Setting Effective Goals**
  - Effective goal setting involves three elements: Brainstorming, Aligning long-term and short-term goals, and using the S.M.A.R.T. process.
- **Dream Chaser's & Goal Setter's Journey**
  - This document gives a visual image of what affects your success at achieving your dreams. There are three major elements: The individual and what affects you; the process for achieving your dreams, and the dream itself.
- **Reaching Career Goals**
  - This document has three major themes: To Change careers is a two-step process. There are four types of jobs: Survival, Entry-Level, Transition, and Dream Job. It is important to make sure you have a good Missions/Values Fit with your employer
- **Maslow's Hierarchy of Needs**
  - Sometimes individuals can become overwhelmed by having to deal with multiple simultaneous needs. Understanding and applying Maslow's Hierarchy of Needs to what you are dealing with can help you know how to prioritize those multiple needs.
- **Priorities**
  - Individuals who are unemployed are often challenged with having to address multiple, conflicting priorities. These documents can help you identify what is important and what is not, and what is worth keeping vs. what is something you would be willing to give up.

## INFORMATION (*Meeting Your Needs*)

### MEETING YOUR NEEDS

When we lose our jobs, it can be a challenge just to meet needs such as paying rent/house payment, buying food, getting a haircut for interviews, child care, taking care of our emotional health, etc. When we suddenly lose our income, medical insurance and other benefits from a job, meeting those kinds of needs can be a challenge. Following is information on how to get these kinds of needs met.

**Your OC One-Stop Center offers the following workshops designed to help you get a job:**

Check the monthly calendar to identify when these workshops are offered.

<http://www.oconestop.com/calendar/>

### **Developing Coping and Life Skills for Success**

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- **Financial Strategies**
- **Conflict Management in the Workplace**

Additional optional workshops are available. (Contact the workshop coordinator to request the following topics):

### Developing Coping and Life Skills for Success

- **Generational Differences**
  - *Four Generations -- Worlds Apart on Perspective, Values, Priorities, Lifestyle, and Use of Technology*
- **Help - Asking, Giving, and Receiving**
  - *Solving Problems Without Ruining Relationships*
- **Managing Conflicting Priorities**
  - *Work, School, Personal Life? (Making Decisions About What is Important and What is Not and What can Wait and What Can't)*
- **Meeting Financial Responsibilities:**
  - *Meeting Your Needs By Not "Putting All Your Eggs into One Basket"*
- **Managing Life's Transitions**
  - *Personal, Relationships, Societal, Education, Work, and Military*

The following two documents can also be downloaded. These were created to help individuals find creative ways to get their needs met.

- **Meeting Financial Responsibilities**
  - This is a booklet (also a workshop) written by the presenter and is a result of lessons learned the hard way on how to get your needs met. Topics discussed are:
    - Change Your Perspective
    - Establishing a Source of Income
    - Lowering Your Financial Obligations
    - Strategies and Tips for Reducing Expenses
    - Solutions for Emergency Situations
- **Unemployed Resources**
  - This document was created as a supplement to the Meeting Finances document and is designed to help individuals meet their needs through alternative resources:
    - *Federal, state, county, and city governments, non-profit, faith-based and others*

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## RESOURCES

One of the reasons unemployment is so stressful is because in today's world, we have become dependent on our predictable paycheck to meet all of our physical needs in life: If we have a problem, a solution can often be found – for a price. However, when we don't have money coming in, we can't buy those solutions. So, what should we do now? Fortunately there is an alternative: Find other ways to get your needs met. There are a lot of resources available for meeting various needs. This section is intended to let you know where to find many resources.

## RESOURCES (Work)

The unemployed often need resources for:

- Job Search Skills (*Resumes, Interviewing, etc.*)
- Career Decision Making

Your OC One-Stop Center offers the following workshops designed to help you get a job:

- **Training:**
  - Job Search Skills
  - Computer Skills
  - Job Skills (*certain professions*)
- **Services for Specific Populations**
  - Veterans
  - Persons with disabilities
  - Unemployed
  - Youth
  - Older workers
- **Job Search Tools**
  - Computer Lab
  - Databases for transferable skills, certificate finders, labor market info, etc.
  - Job Fairs
  - Job Listings
  - Copy machines and phones
  - Starting your own business
- **Referrals**

For Resources that the one-stop center does not offer:

  - City, County, State, Federal Government
  - Community/Non-Profit/For-Profit organizations, Faith-based organizations

## RESOURCES (Education)

The unemployed often also need resources for making education decisions

- Guidance (Options available)
- What classes to take and in what order
- Academic Success

If your journey involves education, most colleges offer the following resources to help you:

- **CAREER CENTER**
  - One-On-One Career Counseling
  - Career Assessments (*Personality, Interests, Values, Skills, etc.*)
  - Workshops (*Resumes, Interviewing, Studying, Success, etc.*)
  - Handouts (*Labor Market Trends, Goal Setting, Choosing Majors, etc.*)
  - Career Research Resources (*Online programs, books, etc.*)
  - Computer Lab
- **COUNSELING DEPARTMENT:**
  - One-On-One Counseling

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- Counseling Classes (for academic/career success)
- **DISABLED STUDENT SERVICES**
  - Vocational Counseling, Accommodations, Resources, Support
- **TRANSFER CENTER:**
  - Help/Information for Transfer Planning (future school research)
- **SEE “UNEMPLOYED RESOURCES” FOR MORE**

## MOST COLLEGE CAMPUSES

If your journey includes formal education, be sure to take the time to find out what resources are offered by your campus. These resources are usually provided at no cost, or minimal costs. Most colleges will offer the following support services to their officially-enrolled students because it is in their best interest to help their students succeed.

### CAREER CENTER

Career Centers are usually designed to offer their students resources and support in helping their students identify short-term and long-range career goals, and the help you achieve those goals.

Resources often offered at most career centers:

- One-On-One Career Counseling
- Career Assessments (*Personality, Interests, Values, Skills, etc.*)
- Workshops (*Resumes, Interviewing, Studying, Success, etc.*)
- Handouts (*Labor Market Trends, Goal Setting, Choosing Majors, etc.*)
- Career Research Resources (*Online programs, books, etc.*)
- Computer Lab for doing research, writing resumes, etc.
- Job Boards (*Most career centers [or Job Placement offices] offer a list of local jobs which would be appropriate for their students and alumni*)

### COUNSELING DEPARTMENT

Most schools have people who are designated as counselors and/or academic advisors. These people are there to help the students set and achieve appropriate educational goals. These are also the people you go to when you have questions about selecting appropriate classes for your goals. Generally speaking, in the community colleges, this function is housed within the Counseling Department. However in other schools, such as universities, the “academic advising” function is often handled by the academic department itself. If in doubt about where to turn for help, contact the school and ask where you should go for academic advising.

- One-On-One Counseling
- Counseling Classes (*for academic/career success*).
- Help choosing classes
- Registration assistance

### DISABLED STUDENT SERVICES

These resources are generally available for students who have verified learning and/or physical disabilities which interfere with their academic success. Resources usually offered typically include Vocational Counseling, Accommodations, Resources, and Support.

## **TRANSFER CENTER**

Most community colleges will have a Transfer Center which can help you research potential future schools. They can help you know what to do, and provide information for transfer planning and identifying appropriate schools for your educational goals.

## **LOCAL “ONE-STOP CENTERS”**

If your priority is to obtain gainful employment as soon as possible, then perhaps your best resource will be your local One-Stop Center. Sign up with your Local “One-Stop” Center, which partners with the state Employment Development Office (unemployment insurance). Their objective is to get you back to work as soon as possible.

They usually offer computers, internet, phones, faxes, job boards, job counselors, workshops, and unemployment office representatives. These offices will vary significantly in the resources they offer based on their funding and community support. See “Unemployed Resources” for the website to find your regional one-stop center.

If this one-stop center is not near where you live, or if you live in another county, then you may want to find the local one-stop that serves your area.

<http://www.careeronestop.org/LocalHelp/service-locator.aspx>

## **RESOURCES (Needs)**

Your OC One-Stop Center offers the following resource referrals designed to address barriers that interfere with your job search journey: <http://www.oconestop.com/partners.cfm.html>

- Housing
- Transportation
- Interview clothing
- Mental Health Counseling
- Ex-Offender Programs
- Food

Note: You can contact some of these referrals directly, and some may need a referral from your case manager.

## **SUPPORT**

The secret to finding the support you really need is to understand a few things. 1) There are several places to turn for support. 2) If your needs are extensive, you should not try to get all your needs met by one source. 3) Different types of support givers tend to specialize; and consequently, are usually not able to support outside of their area of specialization. However, they may be able to provide referrals for needs they are not able to meet. 4) Gaining access to specialized support givers may require that you ‘jump through hoops’ and follow the protocol and procedures set up by the institution. (The institution usually has these procedures in place to make the best use of these specialists’ time.) 5) Your challenge is to recognize which source can

meet which needs, and to learn to ask the right questions. If you try to find support from the wrong source, you may find yourself frustrated and deal with institutional bureaucracies.

## **SUPPORT (Work)**

The OC One-stop center offers the following kinds of support for job seekers.

- **CASE MANAGER**  
*(Helps you navigate your journey)*  
*(Provide referrals and support for training options)*  
*(Can provide referrals for specialized support resources)*
- **WORKSHOP COORDINATOR**  
*(Helps you navigate one-stop office resources)*
- **MENTAL HEALTH COUNSELOR**  
*(Helps you deal with emotional challenges of journey)*  
*(See case manager for referral)*
- **COMMUNITY REFERRALS**  
*(Can address other needs that the one-stop office does not deal with: Financial, food, shelter, family care, etc.)*  
<http://www.oconestop.com/partners.cfm.html>

## **SUPPORT (Education)**

### **MOST COLLEGE CAMPUSES**

If your journey includes formal education, be sure to take the time to find out what forms of support are offered by your campus. These resources are usually provided at no cost, or minimal costs. Most colleges will offer the following support services to their officially-enrolled students.

- **CAREER COUNSELING** – Check with the Career Center
- **ACADEMIC COUNSELING** – Check with Counseling Department and/or Academic Advising Center
- **PSYCHOLOGICAL COUNSELING** – Check with the Student Health Center
- **DISABILITIES (Physical, Learning, Etc.) COUNSELING - Disabled Students Programs & Services**

### **VALIDATION OF YOUR JOURNEY**

The handouts mentioned earlier may be able help you understand many of the emotional challenges you may be dealing with and possibly offer information and resources for addressing those challenges.

- They often validate what individuals are experiencing
- The validation received often leads to healing of some unresolved past issues

### **“MEETING FINANCIAL RESPONSIBILITIES”**

“Managing Financial Responsibilities” gives more information about potential resources you can turn to get your financial and support needs met.

### **“UNEMPLOYED RESOURCES”**

“Unemployed Resources” gives more information about potential resources to help you find the emotional support and validation you may need.

### **YOUR OWN PERSONAL SUPPORT SYSTEM**

The handout, “Dream Chaser’s and Goal Setter’s Journey,” gives a visualization of the variables which will impact your journey. It will also reveal what support system from family, friends, community, and the government.

### **WISH TO FOLLOW UP WITH ME?**

Please ask me for my business card and contact me directly visit my website if you are interested in seeking my help as a personal consultant:

- <http://www.dreams-goals.com/index.html>

### **CONCLUSION**

You have been given a lot of information here. Hopefully this will answer many of your questions, and help you figure out what you should be doing next to deal with your unemployment situation. To help you to figure out your next step, take the time to answer the following questions:

What are your needs?

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Which of those needs are most pressing right now?

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Where are your priorities?

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Which resources presented today can help?

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What to do next?

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What needs and/or resource referrals should you discuss with your case manager?

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**REFLECT:**

**Ask yourself: “What is your ‘inner voice’ saying to you right now?”**

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## **UNEMPLOYED AND LOOKING FOR ANSWERS**

### ***Additional Handouts Available***

Thank you for attending the “*Unemployed and Looking for Answers*” workshop. We hope you received answers to your questions and received important information to help you achieve your goals.

#### **Handouts Provided At The Workshop:**

- Needs of the Unemployed
- Unemployed Resources

To follow up on what you learned today, we would like to encourage you download\* some of the additional materials which should be of interest to you:

#### **Recommended Additional Handouts:**

- Rapidly-Changing World
- Generational Values
- Decision-Making Variables
- So How Do You Find and Get Your Dream Job?
- Different Types of Counselors
- Discerning Seasons
- Paradigm Shifts
- The Journey
- Reaching Career Goals
- Maslow’s Hierarchy of Needs
- Purposeful Living
- Priorities (See: “*How to Manage Conflicting Priorities*” workshop handout)
- Job Search Tips (See: “*Job Search Tips for Unique Populations: Unemployed, Over 40, Over Qualified, Disabled, Not So Hot Past*” workshop handout)
- Lifelong Learning Options
- Setting Effective Goals
- “Tell Me About Yourself”

These additional handouts can be downloaded from the following website for a minimal cost:  
[www.Dreams-Goals.Com](http://www.Dreams-Goals.Com)