

Career Edge

Volume 6, Issue 3 • Fall 2007

Experience and Preparedness Give You the Competitive Edge

UPS Earn and Learn Program

The Earn and Learn Program is a financial assistance package offered to students who work part-time at United Parcel Service. UPS gives its employees \$1,500 per semester, \$3,000 annually in free college money. There is no catch to it: The moment a student is hired he or she is eligible for the Earn and Learn Program.

Because College of DuPage has a partnership with UPS, students who work for UPS and go to school at C.O.D. do not have to pay any money up front when they enroll for classes. C.O.D. will directly bill UPS. However, in order to obtain the money for school, the students must pass all of their classes.



Here's what a few C.O.D. students have to say about the program ...

"I chose to work for UPS because Earn and Learn is a great benefit. It helps me cover the cost of school and it's so easy to pay for my classes."

Matt, Business Management major

"I like the fact that I don't have to pay for school; it gets covered completely. It works great for me. All I have to do is write down my name and where I work. It's a lot less paperwork than I had expected. If it weren't for UPS paying for school, I would owe my parents money. I don't like owing people anything and I didn't want to take out loans."

Abigail, Accounting major

"I like that UPS pays for school. Free money for college — it's pretty sweet like that. Plus, the weekly pay is great, too."

Andrew, English major

"College is expensive. The tuition assistance benefit was definitely a factor in my decision to work at UPS. It has helped me go to school."

Bradley, Business Science major

Inside This Issue

<i>UPS Earn and Learn Program</i>	1
<i>Emotional Intelligence ... Do You Have It?</i>	2
<i>Networking Apprehension</i>	3
<i>Contact Info</i>	4

Career Edge Staff

Judy McGah
Career Specialist

Sharon Spitzer
Career Specialist

Audrey Walker
Career Specialist

Janeen Paul
On-Campus Recruiter Specialist

Kathy Kotowski
Job Developer

Kathy Meisinger
Intern

Nancy Wajler
Manager

Emotional Intelligence ... Do You Have It?

The basics of emotional intelligence include:

- Knowing your feelings and using them to make life decisions you can live with.
- Being able to manage your emotional life without being hijacked by it; not being paralyzed by depression or worry, or swept away by anger or fear.
- Persisting in the face of setbacks and channeling your impulses in order to pursue your goals.
- Having empathy and reading others' emotions.
- Handling feelings in relationships with skill and harmony.

Emotional intelligence has its roots in the concept of "social intelligence." It is the ability to monitor one's own as well as others' emotions, to discriminate among them, and to use the information to guide one's thinking and actions. It involves five abilities:

Self-Awareness

Observing yourself and recognizing a feeling as it happens.

Managing Emotions

Handling feelings so that they are appropriate; realizing what is behind a feeling; and finding ways to handle fears and anxieties, anger and sadness.

Motivating Oneself

Channeling emotions in the service of a goal; emotional self control; delaying gratification and stifling impulses.

Empathy

Sensitivity to others' feelings and concerns and taking their perspective; appreciating the differences in how people feel.

Handling Relationships

Managing emotions in others; social competence and social skills.

Stop by the Career Services Center, Student Resource Center (SRC), Room 1490, or call (630) 942-2230 to get detailed information.



Networking Apprehension

Networking apprehension comes in many forms and styles. This section's objective is to highlight those apprehensions identified by job seekers as the top reasons they do not and have not engaged in active networking. The purpose is to de-mystify these apprehensions and engage in the wonderful art of networking!



Overcoming Fear

If we had no fear, no regrets, no guilt, and no sadness, we would be little more than unfeeling, uncaring robots! Fear is a necessary part of life, an instinct that protects us from both physical and psychological danger. As humans, however, we have an even more powerful ability to analyze and understand. We can step back from our fear and determine if it is worthy of the flight instinct.

One of the top fears an individual has today is public speaking. Right

up there with the fear of public speaking is the fear of mingling, or introducing oneself to a group of strangers. Since about 70 to 95 percent of jobs today are filled by word of mouth, a job seeker must come to the conclusion that overcoming this fear, or apprehension, is highly desirable.

Fear is what thrill seekers thrive on; it's the feeling of adventure. So, too, is networking an adventure. You never know where it will take you!

Here are some common fears that career coaches have reported hearing from their clients:

- I am no good at remembering someone's name.
- I am not a good conversationalist.
- I draw a complete blank and do not know what to say when I meet someone.
- What do I say to keep the conversation going?
- I hate talking about or selling myself to others.
- I will stick my foot in my mouth if I talk too much.
- When groups are formed, I feel awkward breaking into their conversation.
- I'm shy and an introvert.
- I don't have the stamina to be "on" for the whole event.
- Being "on" feels phony to me.
- Networking is boring.
- Strangers will think I am manipulating them or putting them on the spot when they find out I am looking for a job.
- It just plain scares me to death.

Introverts Can Network, Too

While it is true that extroverts have an extensive network of contacts and run an organized and efficient job search, introverts have many advantages in networking. They are much better

(Continued on page 4)



College of DuPage Career Services Center

425 Fawell Blvd.
Glen Ellyn, IL 60137-6599

(630) 942-2230
(630) 858-9394 (fax)
www.cod.edu

Experience and Preparedness Give You the Edge

listeners than extroverted networkers. Introverts can absorb and reflect on what they hear. They can be more caring, which makes the person with whom they are talking feel more comfortable. Introverts are usually creative and insightful, and can understand issues in depth.

Self-Promotion Apprehension

If you are the kind of person who hates the feeling of being a self-promoter at networking events, or who feels like you are begging for a job, then ask not what others can do for you, but what you can do for others! Most people like talking about themselves and their accomplishments. Listen to them and you will gain a relationship out of this networking experience and walk away uplifted from helping someone.

Communication Skills Apprehension

The main objective of effective communication is to establish yourself as a competent, trustworthy, likeable and poised person. People form first impressions that can last a long time and are difficult to change

once established. Credibility is vital to your style. People listen more respectfully to credible presenters who speak from both knowledge and experience. We all come from different backgrounds and need to be sensitive to differences of others. Here are a few items to consider:

- Gender Differences
- Cultural Differences
- Age Differences
- Generation Differences
- Value Differences

Body Language Awareness

Body language is another fear experienced by most networkers. Using good body language improves the impression you make. Sitting or standing straight, for example, leaves a more positive first impression, or establishing and maintaining good eye contact builds better rapport and trust with those to whom you are talking. It gives the impression that you are interested in other individuals and what they are saying.

Communication Style Differences

Unconsciously, we all want others to be like us, because when they are, we understand them better and are less threatened by them. To be effective with others, we need to understand their individual traits and speak their language so they will want to hear our message. People are different. We are different as communicators.

