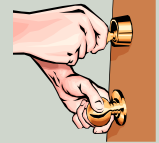


THE KEY

Open the door to all your employment needs



WorkOne Has Resources and Services That Can Help Build a High-Quality Workforce for Your Business

Inside this issue:

WorkOne Has Resources and Services To Help Build a High-Quality Workforce for Your Business

1

I See Dumb People

2

I See Dumb People (Continued)

3

Partnering Businesses

4

Whether you need to fill one position or quickly expand your workforce, partner with WorkOne to get convenient access to thousands of job seekers, plus candidates screening, job fairs and other recruiting services. Most services are available at no cost.

Free Job Postings: Take advantage of Indiana's largest database of job seekers through the no cost job posting service. Use the on-line form, mail, fax or e-mail your job listing.

WorkKeys Job Profiling: A free service offered to employers to identify the skills needed for a candidate to be successful on the job.

WorkKeys Assessments: Once the WorkKeys skill levels have been identified through the job profiling process, WorkOne offers the assessments at no cost to the employer or the job seeker.

Key Train: A computerized system that helps individuals prepare for the WorkKeys assessments and assists the individual in reaching their desired skill levels. Provided at no cost to the individual.

Labor Market Information: Labor Market Analyst housed in the facility.

Training Grant Opportunities: Learn about grants and incentives from state and federal sources.

Employer Seminars: Held the first Thursday of each month in Evansville, second Thursday in Vincennes and fourth Thursday in Jasper. Refreshments provided. CEU's may be available at a minimal charge.

Who to Contact:

WorkKeys Profilers

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I See Dumb People

More and more you hear about the “dumbing-down” of America, and how dumb people today seem. So I decided this might be an interesting thing to write about in the newsletter.

The other day I decided I would pop into one of those yellow-themed fast food places due do a sudden desire for a soft serve ice cream cone: total cost \$1.00. Definitely the price was within my budget. However, I paid much more than that in terms of time and effort. Let me describe the experience. The line was not long and so it was with great satisfaction the I expected this ice cream to reach me quickly. The cashier asked “May I take your order?” “Yes” I answered, “I would like an ice cream cone.” “Large or small?” replied the very serious young lady at the counter. “Oh” I said “I didn’t realize there was a choice. How big is the large and how much does it cost?” (I was really feeling like splurging, regardless of calories). The cashier looked at the menu board and said “Sorry, we only have one size.” Somewhat taken aback by not having the ice cream cone extravaganza that I now anticipated, I said that the standard size was OK. She then asked “Vanilla or chocolate?” Now I was really excited, because up until that moment, I thought they only sold vanilla. “I didn’t know you guys had added that flavor. I’ll take the chocolate.” “Actually”, she said, “we don’t have that flavor right now. But we are hoping to get it eventually. All we have is vanilla.” At this point I felt I had to be on Candid Camera or some other “bloopers” show. The patrons behind me began to laugh out loud. “I guess I have to take the vanilla” I sighed loudly. She responded “Uh, do you want that for here or to go?”

Now, I don’t want to characterize this lady as dumb (I mean intellectually challenged), but the entire conversation certainly seemed to be lacking. As I left the place with my lop-sided ice cream cone, I began to ponder the whole question of whether or not this was just a case of poor employee training, bad customer service, or an example of the average employee in our society. In my experience working with employers for the past 30 years, they all seem to say the same thing: they cannot find dependable employees who seem to have “common sense”. Actually, common sense basically means that you can size up a situation and respond to it without consulting a manual or committee or a long list of directions. In other words, you respond in an intelligent and practical way. Is that really so hard?

Evidently it is. For example, how many times have you sat in the left turn lane unable to move because the oncoming traffic is turning right and they jam up the intersection so that your light changes several times before you can move an inch? Or how about those people at the bank drive-through who have ten transactions, then drop the pen and have to get out of the car to pick it up? Meanwhile, your lunch period is almost over and you still haven’t reached the window with your transaction.

Ever go to the customer service counter, happy to be the first in line, only to find no one there to help you? Meanwhile, after waiting a significant amount of time, you set out in search of someone, only to find 30 minutes later that an individual has miraculously appeared and there are people in line ahead of you. I once went to an automotive service center for maintenance on my car when all of the repair technicians quit at once, while my car was still up in the air on one of those hydraulic things. That was an interesting experience, but not as interesting as trying to get a layaway out of T.J. Maxx in Louisville. After a 45 minute odyssey, the manager could not find my merchandise. Upon requesting my initial payment be refunded for a 4th time, the manager walked silently away. Desperate to get my money back, I dialed 911 to request a police presence to encourage the store to refund my payment. Only after doing so was I reluctantly given my money. Here I am thinking it is just common sense to apologize when you provide poor customer service, and that you should gladly return money when you no longer have the customer’s merchandise. How dumb of me.

I was at the airport checking in at the gate some time ago when an airport employee asked “Has anyone put anything in your baggage without your knowledge?” I responded that “if it was without my knowledge, how would I know to tell you?” He smiled knowingly and said “Exactly. That’s why we ask.” Reminds me of the time I asked for a card of self-stick stamps at the post office. The clerk said the post office “doesn’t drive cars.”

Never mind being smarter than a 5th grader, a new study shows that chimpanzees out perform college students on memory tests. (Primate Research Institute. Japan. 12/05/07). Speaking of schools, a Palm Bay Florida high school senior is accused of hitting a teacher on the head to win a \$10 “chicken” bet with another student (Newspaper, 9/13/06). “Bet” a lot of companies want to hire him. In 2002, a woman came home to find her husband in the kitchen shaking, with

Continued on next page

I See Dumb People continued from previous page

what looked like a wire running from his waist. Intending to knock him away from the deadly current, she whacked him with a plank of plywood that had been setting by the door, breaking his arm in two places. Until that moment, he had been happily listening to his Walkman. By 2006, Swedish business consultant Ulf Trolle labored 13 years on a book. He took the 250 page manuscript to be photocopied, only to have it changed into 50,000 little strips of paper when the copier service employee confused the shredder with the copier.

Or how about this? A company trying to continue it's five year perfect safety record showed it's workers a film aimed at encouraging the use of safety goggles while on the job. According to Industrial Safety News (2005), the film depiction of industrial accidents was so gory that 25 workers suffered minor injuries in a mass rush to leave the screening room. Thirteen fainted, and one man required seven stitches in his head when he fell off of his chair.

Actual Dumb Things Said and Done During An Interview

- A job applicant challenged an interviewer to an arm wrestle.
- Candidate announced she hadn't had lunch and pulled a cheeseburger from her purse.
- One job applicant was told to dress for an interview appropriate for work in a factory: he wore a pink dress and heels
- Balding candidate excused himself to the restroom and returned wearing a toupee.
- Applicant said if he was hired he would get a tattoo of the company logo.
- Candidate interrupted interviewer to call therapist for advice on how to answer questions.
- Candidate fell asleep during interview.
- Candidate brought glowing job reference from his mother.
- Another applicant asked "What is the company policy on concealed deadly weapons?"
- One person told the interviewer "I have no difficulty holding a bowel movement."

Actually Seen on a Resume

"I have Lurnt WorkPerfect 6.0 computer and spreadysheat pogroms."

"Wholly responsible for two failed financial institutions."

"It's best for my future employers that I not work with people."

"Let's meet so you can "ooh" and "aah" over my experience in person."

"Personal Interests: Donating blood. 14 gallons so far."

"Note: Please don't misinterpret my history of 14 jobs as job-hopping. I have never voluntarily left a job."

And so there you have it. It seems that "dumb" people are everywhere. Maybe you have seen some at your place of employment. I once heard someone say "This would be a great place to work if it weren't for the people who work here." Sounds dumb at first, but think about it. **So if your company is in the same old routine of advertising, screening, interviewing and hiring people who turn out to be kind of dumb, call WorkOne Southwest for information about TAG and WorkKeys and put an end to this epidemic of incompetence...now!**



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Partnering Businesses

Advanced Pain Care
ADM Milling, Mt. Vernon
American Electric Power
Azteca Milling, L.P.
B & W Company
Beach Mold and Tool
Barretts Minerals
Berry Plastics
Brake Supply
Counter Design
Covance GFI
Curtis-Maruyasu of America
Derr Heating and Air
Deaconess Hospital
Eagle Steel
Flair Plastics
G.F. Munich
GAF Materials Corp

General Electric
General Mills
Green Tree Plastics
Henry Fliegeltaub
Hitachi Cable Indiana
Infinity Molding
Interroll Automation
Intrametco Processing
Jeffboat
Lucent Polymers
Local 136 Plumber, Pipefitters and HVAC
Marine Builders
North American Green

Local 181 Operating Engineers
Osborne Funeral Home
Peyronnin Construction
Rexam Closure
Rockport Roll Shop
Rockport Maintenance
Roll Forming Corporation
St. Mary's Medical Center
SW Indiana Youth Village
Spencer Industries
Temple-Inland
TPO EverGuard
Uniseal
Vessel Trim
Warrick County Sheriff's Office
Westech Fence
Whirlpool Corp
Winkler's