

## NOVA understands our business

'Smiling, and good under pressure,' is how Danielle's supervisor, Saarah, describes the way Danielle works at Sefton Childcare Centre.

Saarah also says that NOVA itself is willing and flexible. 'Even if we're not happy with something, they help us,' she says. 'They seem to understand our business and respect us.'



It's this attitude that makes NOVA a perfect employer partner for all types of businesses around Sydney and the Southern Highlands. As NOVA Engadine Manager, Anita Longworth, explained in the November edition of this ezine, NOVA helps businesses with much more than recruitment.

Like many <u>NOVA Transition</u> trainees, Danielle got the job through her work-experience placement, which turned out to be a perfect fit. She loved the work, was patient with the kids and willing to learn. With employment history prior to NOVA, she wasn't overly surprised when she was offered the job, but is really pleased that it's a full-time traineeship with staff, parents and children that she enjoys.

Danielle's father, Paul, is proud and pleased with her transition into a career that suits her skills and interests, and he enjoys her coming home with lots of, 'Clever and silly songs that she sings with the kids'.

In their home suburb of Liverpool, there were a number of Disability Employment Services to choose from and they're glad they chose NOVA for Danielle's transition to work from school. Paul says NOVA was, 'Friendly and supportive and provided Danielle with useful information along the way.'

Watch this interview with Danielle and Paul to learn more.



'Aiming high' benefits us all

For years I've believed in and promoted the concept of 'aiming high' on behalf of job seekers with disability. But setting high expectations of job seekers is vital for our potential employers as well. It's probably why employers come back to us again and again for their recruitment needs.

Setting high expectations of our job seekers makes for solid candidates, who:

- Appreciate the job offer
- Understand employer requirements and how to meet them
- Respect their peers and colleagues
- Know that hard work and initiative is welcomed by employers
- Are willing to learn.

High expectations benefit everyone. If we at NOVA suddenly drop the quality of our own service, we'd expect to get a kick up the butt. And no one wants one of those! So we keep striving to provide good employees to sound businesses who want to strengthen their workforce through diversity.

Martin Wren CEO NOVA Employment

## **SORTED!**

## Not masters of everything

Last month we talked strengths. Now it's time to talk weaknesses. Yes, those pesky things!

If we don't identify weaknesses, we can't do anything about them. Once we've identified what they are, we have choices about what to do. For example, we can:

- Work on them so that they're not such big gaps
- Develop them into strengths
- Delegate to someone who knows how to do it (or does it better than us)
- Buy in the knowledge
- Ignore them.

OK, that last point is not an option! It's not a case of ignore it and it'll go away. We all know weaknesses eventually come back to bite.



In business as in life, the first step is to realise that we are not masters of everything. The second step is to re-frame the weakness into 'something I need to work on'.

It's useful to step back and ponder: What do I need to do to take on this challenge? It might be: engage a bookkeeper, remove a product that's not selling or, even, make time to reflect on our

Whatever you come up with, break the larger goal into tiny, achievable chunks. Otherwise it won't get done. It's also wise to share your thoughts with a confidante, perhaps a mentor, who can act as an honest sounding board and provide thoughtful feedback. Your issue will be somewhat unique to you, but other people's experience may help.

Anita Longworth Outlet Manager NOVA Engadine

