



# WORKING *together*

## PERFECT (JOB) MATCH

### *You can teach skills, but you can't teach personality*

'We interviewed Simon. I loved him; the Franchisees loved him,' says Chris Kallas, consultant for Jamaica Blue. 'He was very enthusiastic in the interview and that has continued into his daily work.'

So many employers partnering with NOVA say that our candidates have the right attitude and that their contribution to workplace culture is so significant that they quickly become a valued member. This is music to our ears, because we're all about happy customers in long-term jobs.

'We started Simon in the kitchen, the position we interviewed him for, but his bubbly personality meant that, on the first day, we moved him to front of house.' As customer-service person, Simon's duties include serving food, communicating with the barista and liaising with the people on the register. 'You can't teach personality,' Chris says.

Chris describes the entire hiring process as smooth. Simon's NOVA Employment Consultant was with him through the induction process and again on his first couple of shifts. 'It was a load off our shoulders,' says Chris. 'We didn't have to be watching him like we have to do with other new employees. I check in with the his managers every couple of days and they only say positive things about Simon.'

'I've got a few more stores opening up. I'll definitely be coming back to NOVA for some candidates. If they have the right person for the job, that would be awesome.'



## A WORD FROM MARTIN

### *Build up ...*

Just as Sydney's temperature and humidity rises so does the excitement at NOVA Employment. Each year, on the closest Wednesday to International Day for people with disability, we celebrate our Transition-to-work graduates passing their Certificate 1 in Work Education.

Fresh out of school two years previous the young people who came to us didn't think they could find work, but were willing to further their skills and try. On 6th December this year, they, their parents and carers, NOVA staff and their past teachers couldn't be more proud of their growth and maturity. More than 85 per cent of the people who started the two-year program already have award-wage work or are doing further study in their chosen field. Many graduates have apprenticeships or traineeships. Some graduates had positions created for them based on their performance during work experience.

Our approach is to expect great things and we are rarely disappointed.

Martin Wren, CEO NOVA Employment  
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## SORTED!

### *Play to your strengths*



To play to our strengths, we first of all need to identify those strengths. This makes sense, but how often do we over-focus on negative feedback and forget that much of our feedback is positive? It's called 'negativity bias' and is useful in that it keeps us protected, but it never helps us grow.

And growth is exactly what we need if we're running viable, sustainable businesses.

Playing to strengths is essentially the same process as 'knowing your abilities.' At NOVA, we help job seekers understand their strengths through a tool we call a job-match profile. It's a process of asking about goals, interests, existing transferable skills and previous experience. Combined, the responses form a snapshot that helps us focus the job seeking.



Years ago, I completed a workshop that ascertained my own strengths, and I haven't looked back. As part of the course, I did a self-assessment and asked two colleagues and a family member to assess my strengths. I looked at all aspects of my life, not just my working life. During this process, I discovered that I'm a Super Woo! This means I'm good at winning others over, not in some sneaky manipulative way, but through listening and genuinely engaging with people.

As I mentioned last month, engaging NOVA Employment

for recruitment often provides employers with benefits previously not considered. Contact us to learn more about how we can play to your strengths.

Anita Longworth

## NOVA NOVEMBER

**Congratulations to Border Express Pty Ltd, who made the smart move to employ four people via NOVA in November.**

Border Express has won two tickets to the cricket on 11 January 2018 at Spotless Stadium. Slip, slop, slap, and have fun!