

NEXT STEPS IN YOUR

# CAREER

APRIL 2021

NEXT STEPS - THE MOST  
FUN A JOB SEEKER  
COULD HAVE  
Plus a Next Stepper  
shares their experience

MOTIVATION  
TO SUCCEED

STRUGGLES OF  
INTERNATIONAL  
STUDENTS

A CAREER IN  
HUMAN RESOURCES



# CAREER

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**Editor**  
Bridget Hogg

**Design**  
Abbie Allen

**Contributors**  
Muanfan Chiengsaengthong  
Liz Razzano

**Next Steps in Your CAREER is published  
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HR Development at Work is an Australian based Human Resources and outplacement consulting service that has assisted hundreds of Australian job seekers to find work they want. HR Development at Work's services and programs are informed by best practice in positive psychology and psychological wellbeing research. HR Development at Work runs outplacement programs for retrenched workers of all ages and also runs the Next Steps Job Club - a positive psychology and NLP based program to help unemployed job seekers aged 50+ in Adelaide find work they want.

For all media and other enquiries please contact Bridget Hogg on 0403 941 222 or email [bridget@developmentatwork.com.au](mailto:bridget@developmentatwork.com.au)

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# WORD

## Our Editor's Message

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Having work we want is key to living a life we love.

At Next Steps in Your CAREER we are keen to help job seekers to thrive, we want to help you choose a career direction you are very happy with and we want to support you to pursue your career dreams. Our aim is to provide inspiration, personal development and a new perspective on finding work you want.

We are very pleased to share Issue 4 of the magazine with you. This is a short issue and focuses on: the success of the Next Steps Job Seeker Project; the Next Steps Job Club (starting in May for any job seeker aged 18+); careers in Human Resources; and what it's like for international students seeking work. We encourage anyone not in work to consider joining the Next Steps Job Club for group support and expert input.

If you are an Employment Services Provider, Job Active or DES – please check out the Next Steps Job Club for your job seekers – it costs just \$200 per job seeker to join in all 12 sessions. Its all on zoom on Monday mornings starting 3rd May 2021. See the advert inside this issue for the booking link and an outline of each session.

Email [support@developmentatwork.com](mailto:support@developmentatwork.com) with any questions or to request an electronic flyer.

### Awards and Cause for Celebration!

Over the last 2 years we've helped over 300 people find work they want and since our last issue we have won two awards including the Career Development Association of Australia's Award for Excellence (SA) 2020. If you would like to contribute an article for the next issue, or even be our cover model, please do let us know.

If you know someone in a dream job that we should interview for a future Issue of Next Steps in Your CAREER please send their details to our editor via [support@developmentatwork.com](mailto:support@developmentatwork.com) (you can also nominate dream jobs you'd like to hear about!).

We look forward to receiving your feedback about this magazine. We welcome suggestions and articles from contributors to support the magazine going forward, and your ideas about features you would love to see in future issues. We are also open to offers from a publishing house to turn this online magazine into a hardcopy glossy Careers magazine you can pop on your coffee table.

For all enquiries, including media enquiries, please contact Bridget Hogg, Editor, on [support@developmentatwork.com](mailto:support@developmentatwork.com) or call 0403 941 222.

**Bridget Hogg CAHRI.  
NLP Practitioner. Professional Member of the CDAA. Winner - Career Development Association Award for Excellence (SA) 2020. FGLF.  
Editor - Next Steps in Your Career**





"Remember the game isn't about hitting a good shot, it's about imagining yourself hitting a good shot. If you stop trying to hit good shots and imagine yourself hitting good shots, you'll start hitting good shots"  
(William Whitecloud, The Magicians Way.) p41



# NEXT STEPS WAS THE MOST FUN A JOB SEEKER COULD HAVE

## WHY STRENGTHENING WELLBING MATTERS TO YOUR CAREER PLANNING

For many years I held tight to a dream – to run a free community wellbeings program.

Why? I saw that workplaces were running wellbeings programs but I wanted everyone to have access to the tools and techniques of wellbeing to enhance their life. After undertaking my own personal development journey (with psychology, counselling and NLP training, programs and workshops with Insight and Tony Robbins) I ended up thinking how much better my life would have been if I had known all this when I was younger. I wanted people to know about this magic as soon as possible.

Eight year later – the dream has become reality for hundreds of local people. Next Steps was a job seeker program born from the dream of a wellbeings program. Next Steps ran for 2 years across Southern, Western and Northern Adelaide. It ended on 31st March this year with the Grand Finale celebration. Over 300 people found work they wanted in all sorts of jobs. The Grand Finale was a wonderful celebration of how many people worked together to make the dream a reality.

Next Steps was run by: a great team of Coaches and Peer Mentors who worked together to help boost Next Steppers morale and job outcomes; several counsellors and many digital literacy mentors; and myself – who you would have seen up front running the 108 Next Steps workshops.

Next Steps was free and incorporated a lot of wellbeing tools and techniques including NLP coaching. The tools strengthen the elements of wellbeing and resilience that research has shown are key. Next Steps was based on The Wellbeings Triad which shows the key elements of wellbeing mapped against Tony Robbins' Triad Model. The second level of the Wellbeings Triad then shows which tools and techniques will strengthen which aspects of wellbeing. I base my work with job seekers and in organisations on the Wellbeings Triad and use it in my outplacement work with retrenched workers too. It really helps people manage their mindset.

I'd run 10 programs for job seekers and retrenched workers between 2004 and 2018 and one thing I'd noticed was that the more wellbeing content I included – the better the job outcome results. Next Steps was no doubt impacted by Covid-19. The economic impact of the virus probably impacted job seekers more than most. Still, over 300 people found paid work (out of the 555 enrolled Next Steppers), 37 others commenced volunteering – many with the view to that leading to paid work - and 55 Next Steppers commenced or completed training opportunities to help them be more able to find work they wanted. We conducted some research soon after the virus struck, to see how our Next Steppers were faring emotionally and I was pleasantly surprised to see they were mainly positive and confident.





"I think our wellbeing focus, giving Next Steppers access to tools and techniques they could use at home, helped.

Feedback from participants shows that they had many insights at Next Steps workshops and in Next Steps coaching and counselling. Big transformations happened as people found their confidence, strengthened their wellbeing and had lightbulb moments. Some told us we "literally saved" their life!

Next Steps was fun – we had: Equine Assisted Learning; 1:1's at the Moseley Beach Club; face to face and zoom events; networking with employers over gourmet treats; two conferences for employment service providers; many digital learning experiences; and a huge celebration party at the end where people received gifts of "We must find a way or make one" mugs and "The best way to predict your future is to create it" T-shirts. We also won several awards including the HCBA Professional and Business Services Award (2019), an Australia Government Volunteer Award (2019) the Career Development Association of Australia SA Award for Excellence (2020), and "Learning Provider of the Year 2020" from the Asia Pacific Institute of Learning and Performance.

### So, what's next?

Thinking of all we've done and all the wonderful people I've worked with and we've helped – I am sad Next Steps has finished. It was a dream project. I will be focusing now on public speaking on my keynote topic "Make One" (as in "we must find a way or make one"). I will be helping create happier organisations in Adelaide – and helping retrenched workers find their next happy workplace. We will continue to talk to politicians to advocate that Next Steps (which was a pilot program and very successful) is now considered for rollout across Australia.

In the meantime, the mini cousin of Next Steps starts on 3rd May – Next Steps Job Club!

Next Steps Job Club is for job seekers aged 18+. It starts 3rd May and will be run over zoom for 12 sessions on Monday mornings (9.30am – 11am Adelaide time). We encourage you to book in if you're seeking work and would like supportive group support and expert input. Tell your friends too.

You can book in here [Next Steps Job Club - All 12 Sessions Tickets, Mon, May 3, 2021 at 9:30 AM | Eventbrite](#) – the fee is \$200 for all 12 sessions (which is a discount of \$40) or contact Bridget on [support@developmentatwork.com](mailto:support@developmentatwork.com) for a flyer and details of how to book in session by session for \$20 a session. Each session includes group sharing and expert input and will have time for questions. Next Steps Job Club is relaxed and supportive, it's a chance to find caring group support while you strengthen your wellbeing and seek work you want. Suitable for any job seeker aged 18+ and we welcome people who want to focus on developing their personal wellbeing and enjoying the group support, rather than getting a job too.



### What did I learn?

1. A dream project's tough moments are manageable – especially when you work with awesome people supporting you
2. I can find a way or make one to bring dream projects alive
3. I can find a way or make one to do anything that's important to me – and so can you.





# A NEXT STEPPER'S EXPERIENCE

Shirley Schilder, our gorgeous cover model for this issue, was without work for a year before a friend told her about Next Steps. When she joined Next Steps in 2019 she was at a low point, her confidence was completely shattered, she'd been recently bereaved and was wondering if she was too old and didn't have a lot of value to offer. She says "the way I saw myself - I was in a hopeless place". Now Shirley is enjoying her role as the Reservations and Customer Service Manager for Australian Luxury Stays, a luxury property management company.



## What made the difference?

Through Next Steps coaching and workshops, Shirley saw that others saw great things in her - leadership qualities, for one. The positive words of the coaches combined with the "no excuses you're not a victim" approach worked its magic. Shirley overcame her mental blocks and limiting beliefs with coaching, improved her resume and started to see she had so much to offer once again.

Shirley applied for jobs and won interviews but, at first, they weren't the right roles for her. She says she "had to keep pushing to apply for jobs" and finally she applied to an agency one Friday. By Tuesday they called to ask if she was interested in a role and 2 days later they interviewed her and offered her the role (although just 20 hours a week initially). After observing her skills in the role the employer saw she could add value and she was offered the job on a fulltime basis.

Shirley says "I'm a different person to the one who joined Next Steps. Next Steps gave me a good foundation and ignited my belief in me, your input into my life has been transformational... I've found a job, changed who I am as a person and all round and I'm just so incredibly grateful. It's been life changing...finding out what my "why" is and seeing (in that exercise) what my life will be like if nothing changes and what my life will be like if I'm successful at getting a job I like. That was a turning point for me. I saw, if I give up, I'll be in poverty and its just not an option so I need to keep going. It was tough but I knew I didn't have the luxury of checking out. You ladies gave me so much. Thank you."





THE BEST WAY TO PREDICT YOUR FUTURE  
IS TO CREATE IT



**Want a job?**  
**Next Steps Job Club on Zoom could help**  
**Information, conversation, support.**

**Real help for job seekers of all ages.**

**Next Steps Job Club will help you:**

Strengthen wellbeing, think differently.

Build a successful mindset that helps you create your future

Create an awesome resume

Shine at interview

Find the hidden jobs

Identify your strengths and your barriers to finding or creating work

Find work you want

**Starting May 3rd 2021 | Weekly 90 Minute Sessions**

Includes key information on job search and conversations with participants  
to help you fast track your personal job search.

Use the link below to book your sessions with a card

- or ask your Job Active if they will pay for you!

12 zoom sessions in the course. \$20 each (or \$200 for the lot, save \$40).

<https://wellbeingsfoundation.eventbrite.com.au/>

# MOTIVATION TO SUCCEED

WRITTEN BY MUANFAN CHIENGSANGTHONG

Edited by Bridget Hogg



When you make your career choices – what's important to you?

Do you want to make a difference? Do you want to contribute to improvements in the world?

Whatever career path you choose its important that you find the reason why you do it – for yourself. THIS is what will motivate you. Find the motivation to succeed, know your “Why” (as Simon Sinek would say).

Roy T. Bennett once said “Success is not how high you have climbed, but how you make a positive difference in the world” - which is the moral that Peter Arbon used to grow his local business, Sabai Café. In 2006, Peter and his wife opened up a takeaway Thai Restaurant in Glenelg South, and with his background in carpentry he always had projects to upgrade. A few years down the track, he and his wife slowly improved their business and Sabai Café is now one of the Top 15 Café/ Restaurants in Glenelg South.

Many people would question how does owning a restaurant make a positive difference in the world? Well, before the world can be positive, it has to start from an individual. What Pete and his wife wanted to achieve was to make people feel happy and fulfilled after their meal/s. As Hippocrates said, “The wise man should consider that health is the greatest of human blessings. Let food be your medicine and medicine be your food”.

The couple are passionate about food and happiness, they are motivated to make food be like medicine for a happy and healthy life.

Another local man who is motivated by helping is Peter Habel. Peter runs the jobs café in Norwood and sends out lists of local jobs vacancies to others, including to the NextStepsinAdelaide fb group for job seekers <https://www.facebook.com/groups/NextStepsinAdelaide> where you can view the vacancies he sends weekly.



## So where does motivation come from?

Katrina of Katrina Schilling Naturopathy in Mt Barker says motivation comes from accountability and planning – and that both of these require a healthy mind.

Katrina says “The keys to a healthy mind are holistic health and nutrition, which involves looking after your serotonin (happy hormones). As over half of it is made in the gut, therefore, eating good food, taking exercise, having adequate sleep and some relaxation time is very important. There is nothing stopping your soul staying motivated to achieve your goals.”

## Discover Your Career Motivators

- 1) Discover your character strengths (also known as Values in Action) free by doing this quiz.<https://www.viacharacter.org/> Research has shown that people who use their VIA strengths in their work are happier in their work than those who can't.
- 2) Discover your Why – Read “Start with Why” by Simon Sinek (google it to download a free book summary and watch his TED talks). When you know your why you will be better able to choose roles that suit you – and explain your passion to others, including interviewers.



# A CAREER IN HUMAN RESOURCES

**Are you thinking about what job will suit you? Or reflecting on a career change? Have you thought about working in Human Resources?**

Human Resources (often called "HR") is the department of an organisation that looks after employees in balance with the organisation. Human Resources generalists are usually able to provide services in many different areas of HR including, but not limited to: attraction and retention; payroll; work health and safety; training and development; interpretation of award provisions; IR/ER matters - to name but a few! There are lots of different opportunities in HR and will depend on the industry and size of the organisation. You can be a specialist in a particular area such as Learning and Development or Recruitment or can you may choose to be a generalist HR professional.

## **How to get into HR**

There are many different ways that you can get started in a HR career. Some get into HR directly, some from HR administration roles or recruitment roles, others by opportunity because of their qualification, interest or experience (training offered in HR includes the Certificate IV in Human Resources, Diplomas, Bachelor degrees, Postgraduate degrees or a Master's degree).

## **Working your way up in Human Resources**

Executive Manager HR, Liz Razzano shares some of her career experiences - Liz started her career as a Personal Assistant. At that time HR wasn't developed.

Through her interest in wanting to help people, and ensure employers treated people better, she soon discovered HR, which has evolved over time.

Liz started learning about the different areas of HR through her eagerness to learn and desire to provide a balanced view of people management. While studying her first qualification in HR, Liz left her secretarial role and got into a more HR driven role at the basic level. Once she completed her TAFE qualification, it enabled her to gain a higher position with broader responsibilities. This experience was then used to reach the next level or responsibility and so on across a number of different industries, including Local Government, NFP, private industry etc.

Now with more than 25 years of experience and being part of the HR journey, Liz's last role was as an Executive Manager of HR with Centacare. During Liz's journey, while working in HR in different industries, raising a family and continuing to work full-time throughout her career, Liz continued to study, attaining her Master's degree in Human Resources. As Executive Manager of HR, Liz managed the employees' employment life cycle. Liz says "Industrial Relations is the basis of all good HR practices" and she believes that for retention to be successful, you have to know the system the employee will experience well.

Human Resources also includes managing change, redundancy and organising outplacement services - sometimes it's hard and sad. Human resources also has responsibility for HR policies and procedures.



**Liz Razzano, Executive Manager HR**

These are used as a foundation to guide employees and they are also referred to when resolving issues.

Liz loves working in Human Resources - especially when people are appreciative of the advice she provides. They demonstrate this by the respect they show. She says her motivation is the outcome. "I enjoy the appreciation that the staff and management give to me when I've been able to resolve an issue and prevent a potentially difficult outcome"

## **Does an Executive Manager HR get time to rest?**

Similar to any other position or industry, health and well-being are very important. Liz looks after her well-being by taking regular breaks, going for walks and getting regular exercise throughout the week. Liz stated she often had team meetings with the team while walking (just as well it was a small team)! A great sense of humour and some resilience is also important.



## Tips to get into HR

(SHRM Executive Network, 2012 HR Career Brochure).

1. Always have a current resume – clearly outline your experience, skills and background.
2. Be able to freely and confidently articulate your human resource skill set – what relevant experience is there in your work history?
3. Work on your network – it’s important to build your HR network. It is likely that someone you know can give you good advice, share a course or training opportunity that helped them, refer you to someone who may have an opportunity even if it is initially a voluntary opportunity or may even consider you for a role.
4. Become an Expert – go the extra mile. Even though you may not have all the skills required for a position, if you go the extra mile and are more than willing to learn new tasks and responsibilities you will be looked on favourably by employers.
5. Have an open mind – look for opportunities, they won’t come to you, you have to seek them out.



# THE STRUGGLES OF INTERNATIONAL STUDENTS

BY MUANFAN CHIENGAENGTHONG  
– A PERSONAL PERSPECTIVE

As someone who is from overseas and has a different name to the “norm” it can be hard to fit in. Most people are more interested in your life background more than your ability to study or work.

Some would say that, if you have the skills and the experience, then the names and background does not matter. However, most International students are not able to gain suitable work experience in Australia, due to visa limitations. This applies even more so to those who are studying in the Finance Industry, you are very limited and miss the opportunity with the big four banks because you are not a permanent resident.

Most businesses would prefer not to hire or give International Students a go because of the language barrier. Even though it may not be true, the individual could very well be good at communicating and writing English, but because of their name/s the potential employer is more likely to be reluctant.

Even those who were born in Australia still get asked about where they are from. Alisa Chan, who is Eurasian (Caucasian and Asian - her father was born in Malaysia and grew up in Australia) mentioned that she has not experienced discrimination in either the workplace or educational facilities, but she is frequently asked if she's an International Student.

It is hard to conclude that International students struggle to get a job or even get to the interview stage because of their name, race, or background. But we can conclude that International Students struggle to gain experience in the field of their study due to Visa limitations, and for most feel like they can't fit into a workplace or society because of language and culture barriers.



**Alisa Chan**

## To overcome the Issue

A good way to overcome this issue is to stay motivated and keep positive.

A team member in the Careers Service in Flinders University stated that “it is hard for International Students to get a job because they don't know where to search or which company to go to... there are listed companies that will not accept any international applicants, but there is also a list of companies that will take onboard International students to give them the experience they need.”

The best thing about International Students is all the support that is available by Flinders University and other Universities. The Careers team assist with resume writing, mock interviews and find businesses/companies who more willing to give International Students a good go and train them to the standard that is required for the Industry.



# Moving Forward > From Redundancy

## Are you a HR Manager, GM or CEO considering redundancies?

### Do you want to provide appropriate support for the people directly impacted?

Some managers have to give the news of redundancy to their staff when they are ill prepared. Best practice says you brief them on what's about to happen, help them understand how people are likely to react to news of redundancies and what they should do, support them to take their part and de-brief them afterwards.

Some peoples roles are retrenched and they are marched out of the door with no outplacement support. This leaves them angry and confused and does little for the employer's brand. Staff who "dodged the bullet" often feel conflicted and resign voluntarily soon afterwards - even though the organisation wanted to retain them.

Don't let this happen to your people. Development at Work Australia provides expert, skilled care, support and advice to those directly impacted by redundancy.

Workshops and individual support from outplacement consultants trained in psychology, NLP and strategic intervention can help those whose positions were retrenched to feel cared for, supported and able to manage their mindset to take their next steps.

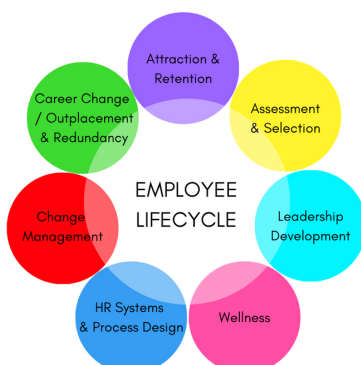
Support for those who remain can help balance the shock of what happened, thus avoiding disengagement and resignations.

Is there a local provider of outplacement support and change management consultancy?

Development at Work Australia is a multi award winning local business that can provide the help and support you need.

**Contact Bridget on 0477 016966  
or [bridget@developmentatwork.com.au](mailto:bridget@developmentatwork.com.au)  
for information and a quote.**

**[www.developmentatwork.com.au](http://www.developmentatwork.com.au)**



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