



# One-Stop 'Workforce Connection'

By **Anthony Cronin**

Published on 2/3/2008 in [Home](#) » [Business](#) » [Business Columns](#)

Looking for a job? Career advice? Suggestions on improving your resume?

Then consider the CTWorks East centers scattered across eastern Connecticut, which are excellent sources of job-and-career advice — and membership to the centers in Norwich, New London, Danielson and Willimantic is free.

The centers, which dub themselves “Your Workforce Connection,” are run by a partnership that includes the state Department of Labor, the Eastern Connecticut Workforce Investment Board, Thames Valley Council for Community Action, Bureau of Rehabilitation Services and Quinebaug Valley Community College.

This past week, the Norwich center was a hub of activity, with numerous job applicants stopping by for information about possible employment with Lowe's distribution complex in eastern Connecticut. Nearby, other applicants worked online with the center's computers, filling in online applications or seeking information about job prospects in the region.

That's a pretty typical day at the center, explains Roger Mason, the amiable regional director for the CTWorks center in Norwich, tucked into the rear of the former Ames shopping center off Route 82. Mason says the centers offer an array of services for those seeking a job, a change in career, or just some good advice on workplace issues, such as learning how to write an effective resume.

Signing up as a member is easy, free and always confidential. The centers are open Monday through Friday from 8:30 a.m. to 4:30 p.m., and once registered, applicants can sign up for use of the centers' computers for up to two hours each day for job searches, cover letters, Internet job searches and online applications. The centers also offer limited telephone and fax use.

Career counseling opportunities at the centers can help assess and define a person's career goals, resume skills (including creating an eye-catching resume for employers) or plan a job or career search (which can be a daunting exercise, indeed).

The centers offer one-on-one appointments for such counseling, and if you're looking for work, it's well worth it to inquire about setting up such counseling.

For those interested in workshops, there are monthly calendars that are available at the various centers in this region or by looking online at [www.ct.gov/dol](http://www.ct.gov/dol), which is the state Labor Department's Web site. The seminars are varied, and helpful for everything from computer basics and resume critiques to interviewing techniques and money matters.

In short, these centers are a great resource for all things employment related, and they are definitely worth consideration if you're looking for work or simply want to learn how to add some topspin to your resume or reflect on your career or a possible career change.

Interested? If so, call one of the centers near you — Norwich, (860) 859-5777; New London, (860) 439-7670; Danielson, (860) 779-5850 or Willimantic, (860) 465-2120 — to find out more. It's worth the call.

*Anthony Cronin is The Day's business editor.  
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