

I N D I V I D U A L Success Stories

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- Mary Landers, Team Leader

"I learned how to network, did things I had only previously dreamed about, and found happiness in my job again. I couldn't have done that without the Messenger group's encouragement."

- Don Schalk, President & CEO, Columbia Petroleum

"The initial seminar was invaluable. I left it with hope, and some fledgling job hunting skills, a plan of attack, confidence, and a professional-looking resume."

- Anne Richter, Associate, Christ the King Retreat House

1. Financial Executive Rides Plan to Top Spot

A 40-year-old public broadcasting financial executive seeking the presidency of a PBS station needs help strategizing and presenting himself to the board's selection committee. Messenger Associates works with him to update his resume, prepare and refine a conceptual business plan for the station and prepare for the job interview. He obtains a position as President of a PBS affiliate.

2. Senior HR Executive Coached and Moves Up

A senior HR executive, told that he didn't have a strategic outlook and approach to his position, seeks coaching to better understand his responsibilities and relationship to his boss, the company president. Messenger Associates provides six months of active coaching, resulting in a personal development plan and a strategy for managing the boss. The individual obtains his MBA and is promoted to broader responsibilities.

3. Insurance Executive Gives Back in New Role

A 50-year-old successful insurance executive, subject to corporate downsizing, decides to take early retirement and seek a new career which will utilize his management and people skills. Financial considerations in the new career are secondary to his desire to "give something back." With a resume prepared and job search strategy established, the individual finds

a position with a local non-profit agency working with hard-to-serve disadvantaged families.

4. Manufacturing Executive Shifts to Insurance

An executive and CPA working as V.P. of Corporate Strategic Planning is subject of corporate realignment and downsizing. Wanting to stay in the local area and continue in strategic planning functions, she finds limited opportunities in the manufacturing sector in the Central New York area. Messenger Associates helps her prepare a functional resume to highlight her generic professional experience and downplay manufacturing experience. She obtains a position with a local health insurance provider in 90 days.

5. Travel Manager Changes to Health Care

A corporate travel agency manager in her early 40's finds limited opportunities to duplicate compensation in the travel industry. After researching the job market, she decides to pursue a career in the medical field. Messenger Associates utilizes her record of strong management, organizational and people skills to help her write an effective resume. With a career plan and strategy established, she volunteers in a doctor's office on part-time basis to build her experience. Within 3 months she is offered a permanent management position in the same office.

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6. Engineer Stays Local to Teach

A mid-40s, high-tech engineer with a Ph.D. finds limited opportunities in the engineering field in his Southern Tier NY location. A veteran with considerable teaching experience in the Navy and corporate world, he decides to seek employment as a high school teacher, yet is not NYS certified. Messenger Associates helps him first prepare a resume that captures his prior training and teaching experiences, then formulate a plan to contact local school superintendents to introduce himself and inquire about employment opportunities. He lands a position in the science department of local high school with provisional certification.

7. Insurance Executive Stays at Top

A 52-year-old insurance executive separates from his company through mutual agreement. He has 25 years of successful insurance experience as manager and executive and is able to relocate, but prefers to stay local due to family commitments. With help from Messenger Associates he updates his resume and formulates a plan on how to proceed. A strong networking program results in industry contacts. Result: 3 job offers received including presidency of a NYS mutual insurance company. He accepts a VP position with a New England-based general agency, with responsibility for business development in Upstate NY, not requiring relocation and at a salary equal to prior position.

8. "Making Half as Much - but Twice as Happy"

A long time employee of a major non-profit organization seeks to change careers after an organizational downsizing. Working with her consultant, she examines her personal and professional goals and writes a resume. Through a contact from Messenger Associates' network, she is able to interview and secure a position with a local retreat house. She is now "making half as much - but twice as happy."

9. From Banker to Entrepreneur

A VP of Retail Sales with 21 years experience in banking loses her job as a result of restructuring. With the help of her career consultant, she considers her personal and professional goals and decides to start her own company offering personal administrative services. Using Messenger Associates' tools and tips, she is now running her new company.

10. Upping the Ante in Negotiations

An insurance professional looking to relocate to Florida after a local job elimination receives training and coaching on interviewing and negotiating from Messenger Associates. He is able to successfully negotiate a job offer, including a signing bonus from the new company that was not in the original offer.

11. Recent College Grad Wins Banking Job

A recent college graduate, unsure of what to do next, taps into Messenger Associates' help in assessing her strengths and skills. Coached on networking and exploring job leads, she also uses her consultant to review interviews and offers. She lands a position in a management training program with a local financial institution.

12. Process Operator Sharpens Job Search Skills, Lands Job

A senior process operator with long experience in a major pharmaceutical company needs to sharpen his networking and interviewing skills and produce a current, results-driven resume. Within two months, through training at Messenger Associates, he uses follow-up techniques to secure an interview and eventual job offer from a local company.

O R G A N I Z A T I O N S

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"They spent a lot of time helping me clarify what I was looking for from them. They are very astute, they know what they're doing and they can relate to people."

- Ann Sedore, R.N., MS, Ph.D., Chief Nursing Officer and Chief Operating Officer, University Hospital

"I just wanted to let you know that one of my Customer Service Reps came in my office and told me she felt she was answering the phones so much better today; that she was paying attention to giving her name, the tone of her voice and just being extra helpful; that the training really had an impact on her."

- Diana Cahill, Vice President Claims Services, POMCO

1. Hospital Considers Closing Beds Due to Nursing Shortage - Messenger Associates conducts assessment of nurse recruitment function and retention and facilitates 12 focus groups assessing employee satisfaction and other issues affecting recruitment. Results include reorganization of department, hiring of new staff, changing recruitment strategies and instituting a process for continuous evaluation of cultural issues affecting employment.

2. Major Health Care Administrator Losing Bids for Federal Contracts - Messenger Associates conducts assessment of skill and credential readiness to identify gaps. It prioritizes training needs, provides facilitation of in-house training and positions HR to implement corrective actions for meeting RFP requirements going forward.

3. 75-Employee Manufacturer Lacks Up-to-Date HR Systems - Messenger Associates assesses HR procedures to provide president with comprehensive report on compliance with employment regulations and good business practices. The firm evaluates new hire orientation and training programs and provides recommendations for effective staff/management development programs. It reviews the company's performance appraisal program and makes recommendations for improving its effectiveness.

4. Major High Tech Corporation Plans Large Reduction in Force - Within a five week window, Messenger Associates designs and opens a full service career center for over 400 individuals. On the day of notification, the firm organizes and implements small

group meetings for the 400+ employees, covering 3 shifts and multiple sites and providing individualized attention to each employee. The career center provides six months of professional outplacement services for an eventual 500+ individuals ranging from factory to technical to management personnel.

5. Non-Profit Organization Struggles with Intra-Agency Communications - Messenger Associates completes project to provide agency's senior management team with action plan for establishing effective staff/management working relationships. Work includes facilitating large group session with non-management staff members, organizing feedback for presentation to senior management team and facilitating senior management meetings to advise group in development of action plan.

6. Municipality Seeks Up-to-Date Job Performance Management System - Messenger Associates develops wage/salary administration program and customizes performance appraisal process to provide tools for assessing general areas of performance, department-specific technical skills and goal-setting. It facilitates management seminar in conducting effective performance appraisals.

7. CPA Firm Enhances Image Through Business Etiquette Training - Responding to principals' concern that employees lack appreciation for the key role that etiquette plays in the company's

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professional image, Messenger Associates customizes training in business etiquette and facilitates a full-day seminar for the firm's 60+ employees. Training is now part of annual new employee orientation.

8. Small Manufacturer Loses Key HR Player

Messenger Associates conducts an HR Assessment to identify each functional area for compliance and good business practices, then develops an action plan to enable president to maintain exceptional HR practices during the interim.

9. Small Manufacturer Needs to Develop & Institute HR Policies - Messenger Associates develops standard operating procedures and employee handbook to achieve comprehensive and consistent resource

for all department heads. Company institutes supervisory and management training as part of on-going organizational development.

10. Insurance Company Asks Help with Downsizing Plan & Communications

- Messenger Associates works with human resources and management on best practices communications plan for delivering downsizing news to affected and remaining employees. Process includes planning, scripting, notification day mechanics, design of handouts, discussion of potential legal issues for company and stress reduction strategies.

From the Team Leader:

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