

WOMEN IN OPERATIONS 2021 ROUNDTABLE

LA COUNTY PROBATION DEPARTMENT, UPS, AND EAST LA COLLEGE HOST THEIR SECOND VIRTUAL SESSION

On March 4, 2021, The Los Angeles County Probation Department, Probation Education Services, United Parcel Service (UPS), and East Los Angeles College collaborated to host their second session of the "Women in Operations 2021 Roundtable". The series continues to encourage detained young ladies to explore career opportunities in the field of logistics. Youth from the Department's juvenile halls and camps attentively engaged in the hour-long virtual event.

Dr. Jesus Corral, Senior Director of Education Services, again facilitated the roundtable. The goal of the session is to provide the youth with guidance on presenting themselves in professional environments, and the second session focused on sharpening their interview skills. East Los Angeles College Professor Leo Medina and UPS Vice President of Operations, Ms. Trina Norman, served as co-presenters for the workshop.

Ms. Norman started the workshop with a focus on dressing for success and zoom etiquette. "Professional image is everything. How you present yourself in the first interview is very important," explained Ms. Norman. She presented a very informative workshop on professional image, providing the ladies with tips on staying interview-ready by always having staple wardrobe items in their closets. Ms. Norman also suggested using economic retailers such as TJ Maxx and Ross.

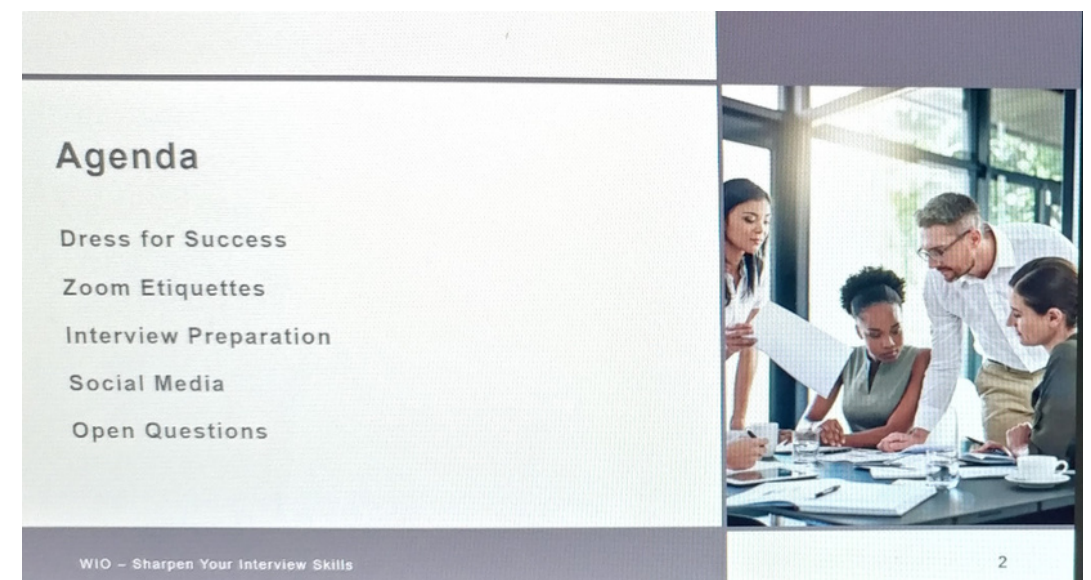
Ms. Norman spoke briefly on Zoom etiquette providing the youth with the following tips:

1. Always arrive early.
2. Sit up straight and look into the camera.
3. Be present, engaged, and focused.
4. Clear your background of clutter or anything that may distract the interviewer.
5. Ask Questions.

The youth took notes as she offered insight into what most recruiters look for when interviewing and scouting new employees.



UPS Vice President of Operations, Ms. Trina Norman,



WOMEN IN OPERATIONS 2021 ROUNDTABLE (CONT)

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East Los Angeles College Professor Leo Medina

"60% of employers search your social media page. Make sure you represent your best self." – Trina Norman

Professor Medina continued the roundtable by sharing one of his first interview experiences. The young ladies chuckled as he spoke candidly about going on his first interviews dressed in a white T-shirt, sneakers, and a baseball cap. He shared the story of a receptionist teaching him about appropriate interview attire, a lesson that he never forgot. He explained that it was at that moment that he realized that the clothing he wore in his neighborhood was not appropriate to wear to a job interview. "I'll never forget how that lady educated me from head to toe on how to dress for a job." Professor Medina encouraged the young ladies to always wear a smile, be thankful to the interviewer for the opportunity, and never let their attire say the opposite.

With 18 years of Human Resource experience, Professor Medina provided the ladies with various pointers on interview preparation. He advised, "Show up to the interview prepared. Research, the company. Let them know why you want to be a part of where the company is going." He finished this portion of the workshop by providing them with an excellent interview end statement. He recommended, "I want to build my career in a company that is growing, a company that has a great history, a company where I can be a part of its legacy. I want to help to advance your mission. That is why I want to work here."

The event concluded with both presenters focusing on social media pitfalls. This area proved to be a hot topic. "60% of employers search your social media page. Make sure you represent your best self," stated Ms. Norman. The youth were stunned to learn that potential employers search social media to find additional information on job applicants. The presenters challenged the ladies to always think about their professional image before posting. The young ladies posed numerous questions during this section of the roundtable. It was evident that this new revelation made an impact. "Make sure that your professional image represents what you want to be in the future. Think about that when you're posting on social media." Professor Medina shared, "Don't display a negative image of yourself. It can come back and haunt you."

The workshop ended with the presenters providing the young ladies with their direct contact information. They encouraged them to create profiles on the UPS website and to start exploring employment possibilities. The high school seniors were also instructed to fill out an employment application.

The youth extended gratitude to the event presenters. A couple of young ladies took the initiative to stay logged on after the official session ended. They were very poised, chatted with the presenters, thanked them, and hopefully made a positive and memorable impression. Within the last year, UPS has hired 15 Probation youth at entry-level positions.