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# GLOBAL EMPLOYMENT CONNECTIONS

**SPRING 2008**

## *Family Member Employment in the Global Workforce*

### **GEI/SNAP in the Field**

Welcome to Global Employment Connections, the newsletter that brings you information on family member employment in the global workforce overseas.

The Global Employment Initiative/SNAP has been actively expanding its operations overseas. The program is pleased to announce new offices in Kyiv and Madrid, opened this April, as well as the upcoming openings of offices in Maputo and Tel Aviv. As part of the effort to extend services to a greater number of family members worldwide, the program has also initiated virtual support services to 26 additional posts. Finally, congratulations to the program pilots in Panama and Vienna which will continue under ICASS funding!

This edition of the Global Employment Connections takes an in-depth look at GEI/SNAP operations overseas. This collection of articles, submitted by Global Employment Advisors (GEAs) and family members, reports on a number of program activities and services taking place worldwide.

From career counseling to job search assistance, GEAs reach out to multiple sources to address family member employment needs, including introducing local contacts, providing workshops, coordinating with GEAs and CLOs at other posts, and communicating with offices of the State Department and other U.S. government agencies.

### **Athens to Rome: GEAs Collaborate with Artist Martin Terry**

*By Loretta Dusini (GEA Rome) and Martha Hathaway (GEA Athens)*

Global Employment Advisors (GEAs) represent the Global Employment Initiative/SNAP overseas, assisting family members worldwide who are seeking employment on the local economy in a wide variety of sectors. While some family members focus on more traditional fields, there are also many creative family members in the “Arts”



*Martin Terry (third from left) with tour group in Athens*

world. We wanted to share the experience of one family member who worked with GEI/SNAP at the U.S. Embassy in Athens and Rome to pursue his career in art. As GEAs, we are highlighting this success story to illustrate what we and our fellow GEAs can do for you at your next post and, if we are contacted ahead of time, perhaps even have something lined up for you before your arrival.

“In the best of environments it is very difficult to market my skills as a visual artist. Being in a foreign country multiplies the difficulty,” says Martin Terry who accompanied his spouse to post in Athens and now Rome.

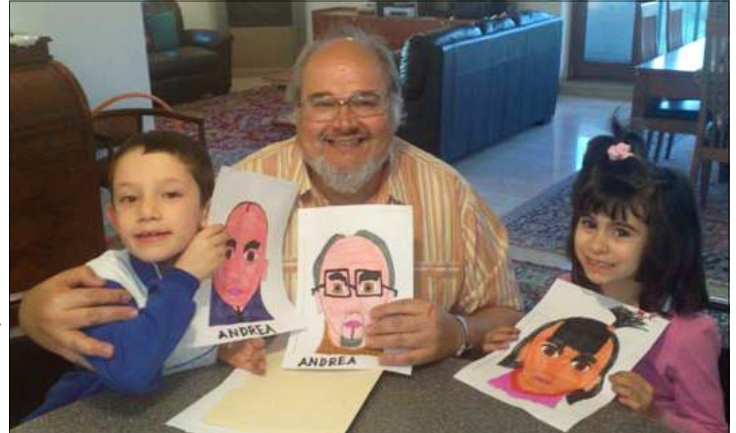
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“GEI/SNAP came to the rescue with enthusiasm, creativity and valuable local knowledge. The energetic whirlwind, Martha Hathaway, who runs the GEI/SNAP office here in Athens, Greece, was instrumental in connecting me with art lovers in the embassy community. Martha coordinated a tour of a local art exhibit held at a prominent museum for an English speaking audience. She advertised the tour, acted as the liaison with the museum and handled the participant list. I had to learn much about the art and the exhibition in order to confidently share information. On a busy museum day, the talk that I gave attracted a full crowd of people, including the local visitors to the museum. This generated income for me as well as adding to my experience, self confidence, and art knowledge. This was a very positive experience for me and made me feel more connected to the Embassy and especially to the host country.”

When Martin Terry learned his wife was going to be transferred to Rome, he quickly let his GEA in Athens know. Martha Hathaway contacted Loretta Dusini, the GEA in Rome. She sent Loretta relevant information about Martin, his website, and his current employment in Athens. Loretta was then able to consult with her contacts in the arts field, to see if there were any opportunities in Rome. When Martin arrived at post, he immediately met someone that was interested in art lessons for her children, which led to a weekly art session. He was also introduced to the Cultural Attaché at the Embassy, who provided him with a list of Galleries



*Martin Terry with young art students in Rome*

in Rome he could contact to potentially exhibit his work. Loretta then introduced him to the son of Norman Rockwell, himself a renowned sculptor, to seek his advice after his 30 plus years of living in Rome. She also put him in contact with a photographer/artist who was seeking an assistant.

“In just a few short months here in Rome, my art studio is up and running, I already have students, I have made art world connections, I am focusing on an appropriate gallery without having to search ‘off the map’, and I am getting ready for my first exhibition in Italy. It was a ‘SNAP’ thanks in large part to the amazing abilities of Loretta Dusini and her seemingly endless energy, ideas, and enthusiasm. With her help, I feel a heavy weight lifted off on my shoulders.” ♦

## Impacting the Community

*By Ulrike Patzl (GEA Vienna)*

When Pamela Moore heard from her husband that they would be assigned to Vienna, Austria she was enthusiastically looking forward to savoring new experiences and meeting new people. Pam had traveled overseas but she had never lived overseas before. Although she could look back at a very successful career as a major donor fundraiser she did not expect to work in Vienna. This was mainly because she thought that, at her age, it might not be appropriate any more to get engaged and she also wanted to try out retirement.

However, very soon she missed the challenges of her everyday working life. After all, at the time she had left Washington she was the director of a foundation for a healthcare association and had been used to long

working days. She wanted to get back to her career, but also knew that Austria was not very well known for its fundraising campaigns. And, of course, there was the concern about not speaking German. Pam had heard about GEI/SNAP and came to its Vienna office for advice. I certainly encouraged her to go forward with her job search. After a couple of weeks we were able to secure two offers: one from a famous Viennese Museum and one from the American International School (AIS), both in the field of fundraising. Pam took the offer from AIS. Initially, she was hired to conduct a feasibility study. After she concluded that the environment at AIS and in Vienna was conducive to fundraising campaigns, she was given a one year contract to become the Director for Development at AIS.

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Pam's new role at AIS did not end there. The new Director of AIS really appreciated her work for the school. Pam successfully encouraged the director to develop a completely new office, the Office of External Affairs, of which Pam became the first informal director. In this capacity she was involved in the hiring of the Director of Alumni Affairs, a Marketing Specialist, an intern, and, in the near future, a Writer/Editor. Pam appreciated the assistance she received from GEI/SNAP Vienna and now, whenever she is looking for someone new to add to her team, she comes to GEI/SNAP to help her meet her employment needs. Recently she was instrumental in getting one of our family members hired as the Marketing Specialist.

Pam's remarkable experience illustrates the impact a family member can make on an organization as well as the shared gains of GEI/SNAP clients with other family members in the community. AIS was at a cross roads

when Pam was hired and the school was not sure if they should continue with a development department. Austria's culture was previously considered unfavorable for fundraising, but in her feasibility study and fundraising programs, Pam showed that the culture has actually begun to change. In



AIS Vienna

addition, based on her 30 years of experience and great working relationship with the Director of AIS, she spurred the development of a whole department aimed at building the school's relationship with its many constituencies, which in turn gave her the opportunity to help hire more family members. ♦

## Toronto: CLO and GEA Employment Services

By Martha Keaveny (CLO Toronto)

The CLO-GEA partnership is a great new initiative. For Toronto, Janet Hart, our Global Employment Advisor (GEA), is resident in Ottawa, but she serves us as one of her own. Constituent posts are sometimes given second tier status, but not in this situation. CLO and GEA work together to bring the Global Employment Initiative to EFMs in Toronto on an equal footing with Embassy EFMs. We try to schedule visits with the GEA often to promote the program and offer services to the Consulate community.

When a family member at post, or coming to post, queries CLO about employment opportunities, I brief them on the employment environment in Canada and specifically in Toronto. Early in the conversation I mention how fortunate we are to have a GEA in Ottawa who is well versed in the Toronto job scene,



having lived here herself at one point, and who continues to maintain contacts and resources in Toronto. I give them the details and usually send an email to Janet and copy the EFM on the referral. Janet then works with the EFM and keeps me informed on the process. If requested, I will assist them with on-the-spot

resources in Toronto. Janet can help with the employment specifics and I can help with the logistical aspects (area of town, subway access, etc.) From time to time, we talk about who is still looking for work and their progress. When EFMs come to me with employment concerns, I listen and offer advice and, if appropriate, remind them that Janet is also there to help if needed. That usually prompts them to reconnect with Janet. And conversely, from time to time, Janet will ask me whether a particular individual has started working, and that will give me an opportunity to follow-up with the EFM.

Another area where we work together is programming for employment issues. Since many family members can be in various stages of unemployment, Janet also provides services to the non-job seeker. We have put together programs in Toronto to offer Strong Interest Tests, Meyers Briggs Personality inventories, resume writing, and interviewing skills workshops. We have done this by combining my assessment of the needs of the community in regard to possible skills training with Janet's resources and ability to administer the programs. We try to put a program together every four or five months.

When planning a visit, it is a collaborative effort to address the current needs of the community. For

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example, last spring we had quite a few teenagers getting ready to look for summer jobs. Janet came to Toronto and administered the "Strong Interest Skills Survey" for teens and college students to help them channel their search into the areas in which they were most interested.

Another example was earlier this year when the current monetary exchange rate situation in Canada had precipitated more spouses wanting to work in the local economy. We put together a meeting with Manpower Canada to explain their program to the EFMs. Manpower offers an opportunity for people to move quickly into temporary positions, as EFMs often do not want to mislead prospective employers about their ability to commit to a permanent position. Twenty people attended the meeting.

And finally, Janet and I help each other out. If Janet

sees something of employment interest that she thinks may be interesting to our community members, she lets me know about it. In the case of workshops or meetings, I will attend, send interested EFMs, or get the word out to the EFMs in the Consulate community. Last fall I attended a Job Fair of general interest with a MOH at post, and last winter, we sent job searchers to a Starbucks job fair.

Family Member Employment is a major issue for many Foreign Service families, and it has been a real asset to have Janet as the GEA to help facilitate the program in Toronto.

In summary I would like to say that the Toronto CLO-GEA relationship is truly synergistic, with each of us drawing on the other's strengths and working together for the betterment of the family members community. ♦

*Originally published in FLO-CLO Connection April 2008*

## Manpower in Brussels

*U.S. Tri-Missions Brussels Press Release*

On Wednesday, January 3<sup>rd</sup>, 2008, Manpower and the U.S. Tri-Missions Global Employment Advisor (GEA), Steve Kotlarchuk, co-hosted an employment seminar for a group of family members interested in finding employment on the local economy. In May 2005, the Department of State, through the Family Liaison Office (FLO), entered into a no-cost, global partnership with Manpower Inc. which provides on-the-ground support, training, and job search assistance to Eligible Family Members (EFMs) seeking professional career opportunities while accompanying their spouses abroad.

In Brussels, Manpower and the local GEA have been working hard over the past few months to re-invigorate their relationship and this seminar was the culmination of their efforts. While Steve is able to provide eligible family members with a host of job-hunting assistance in Brussels, he stated, "Manpower is truly the local expert with regard to the local market. It would be foolish not to have both Manpower *and* me working on behalf of family members." He continues, "They have the employers, the networks, contacts, and knowledge that my clients can use to their advantage for fruitful job-hunting in Belgium."

Manpower representatives Marc Vandeleene and Jan Stiers conducted an excellent presentation on the ever-



*Jan Stiers (Manpower Key Accounts), Steve Kotlarchuk (Brussels GEA), and Marc Vandeleene (Manpower PR & Communications Manager)*

changing workplace with a world-wide perspective, employer-employee expectations, and detailed the extensive services Manpower is able to provide. If the number of EFMs who signed-up with Manpower after the presentation is anything to go by, the day was a success. "By the end of the afternoon I had half of all my clients registered with Manpower and I expect in the next week or so the number will be more like 75 per cent," Steve predicted. The new relationship between the Brussels GEA and the Manpower office truly kicks the door open for EFMs considering local employment. ♦

*Learn more about Manpower's Services for family members at <http://www.state.gov/m/dghr/flo/>*



## Planning Ahead with Your GEA

By Loretta Dusini (GEA Rome) and  
Jennifer Gosnell (EFM Rome)

Typically family members will begin working with a Global Employment Advisor (GEA) to begin exploring employment opportunities after arriving at post. However, family member Jennifer Gosnell decided to reach out to the U.S. Embassy in Rome in search of employment several months before her arrival at post.



U.S. Embassy in Rome

After contacting the CLO at post, I was referred to the GEA in Rome, Loretta Dusini, to provide guidance on employment outside the mission. I contacted Loretta by email, sending my resume and inquiring about positions on the local economy that would be available upon my arrival in Rome. I received a prompt response in which Loretta provided an explanation of her specific duties as well as that of the GEI/SNAP office in general. In her following email, Loretta informed me that she already had a job in mind but would like to further clarify my interests and abilities by having me complete a 'Skills Assessment Form.' Within days, Loretta was able to identify an 'Investigative Assistant' position which matched perfectly with my past experience. She quickly

introduced me via email to a senior officer in the RSO at the Embassy in Rome. The officer also felt that I had the necessary qualifications for the position, so Loretta introduced me to the Diplomatic Security contact in D.C. who was in charge of the overseas investigative positions. I was called to interview in D.C. before my overseas departure to Rome. I was quickly informed that I met all the qualifications and thus was offered the job. I was so excited and actually in disbelief. I thought it was too good to be true. I actually got a job before arriving at post! If I had already been in Rome, the process would have been much more difficult because the interviewing and paperwork is all done in D.C. The job is perfect. It interlaces my investigative skills with my knowledge of the government, the hours are flexible, and I am able to work the majority of the time from home. I could not be happier with the job that the GEA helped to find me. Loretta also kept in constant contact with me during the hiring process with status checks and continued to do so for the first month after I started working.

I am very thankful that I was given GEI/SNAP information as soon as my husband knew where we were going to be posted. I also researched information on GEI/SNAP on the intranet site. I am forever grateful that I received a quick and courteous response. Having GEI/SNAP at post and the resources that are available to that office is a definite benefit to all of the spouses and working age family members in the Embassy communities overseas.

Before Italy, I never knew this office existed! Since my revelation, I have mentioned it to several family members who are looking for work overseas where their sponsoring FSO is posted. Thank you for everything! ♦

## Embarking on a New Career in Finland

By Peppi Härme (GEA Helsinki)

When Anna Durmus arrived in Helsinki August 2007, she had already decided that she was not going sit back and wait for things to happen. Once she had settled in her house and her son started school, she headed out to build her own network. Anna was pleased to hear that a Global Employment Advisor (GEA) was going to be based at the Embassy and that she was going to be able to explore job opportunities with her.

From the first moment on, Anna's determination to get a job was evident. Anna attended the first introduction meeting with me and was able to produce her C.V. immediately and, above all, was very open and flexible about the kind of work she could do. Together Anna and the I revised Anna's C.V. so it would be attractive to Finnish employers. Anna had a background in construction related projects and administration, fluency in Russian and Turkish, and a degree in English

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literature. We discussed Anna's career plans in the long term, considering a career opportunity in Finland that Anna could carry on to her next destination. Taking into account Anna's additional experience as a university professor of English I suggested combining Anna's business knowledge with her language and teaching skills.

At first Anna was self-employed, teaching English out of her home to clients she had met since her arrival in Helsinki. I then told her about an opportunity to work for an international research firm doing market research in Helsinki. Within minutes of hearing about the opportunity, Anna quickly submitted her application and succeeded in getting the job. Later, Anna was invited to interview for a position as a business language teacher for an employer I had introduced to her. The interview was successful and she was offered the job teaching business Russian and Turkish to Finnish business consultants. While Anna was waiting for her paperwork

to come through, the same employer called and offered her business English classes as well!

Anna is now teaching a number of classes based at various Finnish companies and thoroughly enjoying herself. She is also gaining excellent work experience and contacts in a career that can easily be transferred to another location. "This job gives me a great opportunity to meet Finns, learn more about the Finnish economy and businesses, and make new contacts. At the same time I am developing my own skills", says Anna.

Throughout this job search process Anna was incredibly active. As soon as I sent her a link of an open vacancy or a contact person's name at a recruitment agency, she did not waste any time and sent in her application immediately. Because of her active and determined approach together with the contacts I was able to offer her, Anna was not only able to find employment, but embark on a new career. This was truly a great team effort! ♦

*The Family Liaison Office's Global Employment Initiative/Strategic Networking Assistance Program (GEI/SNAP) is designed to help family members with career development and identification of employment opportunities. GEI/SNAP establishes global partnerships with multinational corporations, organizations, and NGOs to provide U.S. Department of State and other Foreign Service agency family members with the contacts necessary to develop and sustain their career ambitions while living abroad.*

*Since its inception in 2002, GEI/SNAP has continued to expand its field operations overseas. A team of Global Employment Advisors (GEAs), country-specific employment experts working out of U.S. Missions, represent the program on local, regional and virtual levels overseas. Global Employment Advisors assist family members in identifying employment on the local economy by building networks of potential local employers and providing coaching, workshops and other career development services.*

Learn more about GEI/SNAP at [www.state.gov/m/dghr/flo/c21627.htm](http://www.state.gov/m/dghr/flo/c21627.htm)



**EMPLOYMENT PROGRAM**

### **Global Employment Connections**

*Family Member Employment in the Global Workforce*

#### **Global Employment Initiative Strategic Networking Assistance Program**

Editor: Veronique Anderson

Phone: (202) 647-1076

Fax: (202) 647-1670

Email: [FLOAskEmployment@state.gov](mailto:FLOAskEmployment@state.gov)

Internet:

[www.state.gov/m/dghr/flo](http://www.state.gov/m/dghr/flo)

Intranet:

[hrweb.hr.state.gov/prd/hrweb/flo/index.cfm](http://hrweb.hr.state.gov/prd/hrweb/flo/index.cfm)