



REENTRY PACKET

National Web-based Reentry Resource Center

www.fairshake.net

PO Box 63, Westby, WI 54667

The willingness to accept responsibility for one's own life is the source from which self-respect springs.

~ Joan Didion

We cannot think of being acceptable to others until we have first proven acceptable to ourselves.

~ Malcolm X

The curious paradox is that when I accept myself just as I am, then I can change.

~ Carl Rogers

THANK YOU!

Fair Shake is grateful for donations of expertise, time and financial support in the creation of this publication. Several notable professionals have donated materials to share freely with the incarcerated community and the stakeholders who support them. Many eyes have read the content and shared their critiques and suggestions. (I hope you will feel comfortable sharing yours.) Thanks to our donors (many of whom are incarcerated!) who have made it possible for us to put this Reentry Packet into your hands.

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Fair Shake Website and Software Home Page



Be kind; everyone you meet is
fighting a hard battle.

- John Watson



Sign In | Member Menu ▾

search our site...

Reentry
Resources

Information
Center

Member
Menu

About
Fair Shake

Sign up for our
E-news!

Support Us

Donate!

We are a 501(c)(3) charity and
all donations are tax deductible.
Thanks Supporters!



Are you ready to
get a Fair Shake?

START HERE!

Please print our
Quick Start Guide
to help you find everything we offer



Fair Shake Reentry Tool Kit

- Resource Directory
- Reentry Packet
- Ownership Manual
- Building Computer Skills
- Find a Job
- Become a Member!
- Educate Yourself!

For Formerly and Currently Incarcerated People

You have big hurdles. We have powerful
tools to help you get beyond them!

For Property Managers

Successful reentry is not possible without
a place to live.

For Corrections / Reentry Professionals

We have a number of tools for you to help
incarcerated people prepare to return to the
community.

For Family and Friends

Special support for special relationships

For Employers

We have tools to support you in making
informed, careful hiring decisions.

For Community

Neighbors, Students, Advocates.
We all play an important role in reentry.

Reentry News

- Bureau of Prisons Commits to Prison Reform
Click on the link to find a summary of the most significant
reforms at the BOP, starting from arrival and continuing
until the return home. And call this toll-free reentry hotline
for resources and support! 877-895-9196
- The Baltimore Sun: Port Covington should commit to
hiring ex-offenders
What can be done to keep people from cycling back into
the system? Let's start with jobs. Sustainable
employment may be our single best opportunity to
significantly reduce recidivism.
- CA Voters Choice: End Death Penalty, or Speed It Up
Voters will decide between Prop 67 which would end the

More news in our archives



Videos



Damon Horowitz - Philosophy in Prison
Damon Horowitz teaches philosophy through
the Prison University Project.

3:51



Benefits of Fair Shake Membership
Fair Shake has created several FREE tools
exclusively for those coming home.

3:41



Victor Frankl - Why to Believe in Others
Victor Frankl, author of Man's Search for
Meaning shares his perspective on having
faith in humanity.

Are You Ready For A Fair Shake?

Hi. I'm Sue Kastensen and I'm the founder and director of Fair Shake, a resource center for everyone involved in supporting successful reentry. (Which includes everyone.)

I understand that those coming home from prison have a huge hurdle to overcome in making a successful transition to life-after-prison. We have created unique tools for you and also for those who support you. I believe we have something for everyone.

Just a few of Fair Shake's FREE tools:

- The nation's largest reentry Resource Directory, with over 14,500 entries and 300+ reentry guides
- Employment tools for both formerly incarcerated people *and* employers
- An Educate Yourself! section with links to many free web-based education resources
- FREE Member-only tools: incl. document storage, email account and a Personal Web Page

Finding your specific resources while you are incarcerated:

I cannot do this for you; I'm busy driving all over the country! I created Fair Shake to be a self-service reentry center so anyone can access the Resource Directory, print a Reentry Packet, check out the employment and employer page (bonding, tax incentives, ban the box info), and much more. Create a 'wish list' for a family member, a friend, a mentor, your case manager or other support person to find resources for you on our website. (Find out more on the Resource Directory pages in this packet.) They can access the directory for free! And then they simply click on the resources, save them, print them and mail them (or hand them) to you. They can print the state and local reentry guides as well.

The entire website is available offline in a Software Application

Several institutions are now utilizing our free software application so incarcerated individuals can look through the website and Resource Directory for themselves. In addition to searching through the Resource Directory, users can learn to use a computer and understand how to find information on large, informational websites. The software application can be used on any stand-alone computer and is often accessed on computers within a library, the reentry office, Career Resource Center or computer lab. We hope you will share this information with educators, reentry clerks, etc.

Fair Shake is not for everyone.

Getting a fair shake does not come without effort. Fair Shake is for doers, builders, busybodies, thinkers and planners! It's like a huge reentry hardware store with a wide variety of information. At Fair Shake, you design and construct your reentry project!

Reentry is not a one-size-fits-all uniform transition. 'What Works' is different for each unique individual.

It will take time to get through the options in our website so it's like a gift that keeps on giving. And when you're ready, you can give back to Fair Shake - which will be a gift to everyone else - by sharing your prerelease reentry studies and preparation, your resources (and reviews!), and your post-release joys, challenges, tips or ideas from your transition for those coming behind you. We can create our own reentry safety net, best practices and evidence...and we need YOU to make it possible.

Please continue to revisit Fair Shake for information for as long as you like. You might need employment support or temporary housing right away. You might wish to store documents on our server. Once the excitement of the transition is over you might want to look at the *Working Through Depression* document again. And in 6 months you might be ready to check out the Educate Yourself! area. We're here for you.

We are all given different opportunities and challenges throughout our lives. Through awareness, desire, willingness and support we can increase our opportunities and decrease our challenges. The transition won't be easy, but nothing worthwhile ever is. A fair shake is not given to us, it's something we must create. So let's create it together! Ubuntu!

To Our Successful Transitions,

Sue Kastensen
Founder and Director



SUE KASTENSEN'S BIO:

This is the information I submit to various organizations before I present Fair Shake.



Sue is the founder and director of Fair Shake, a web-based prisoner reentry resource center. She holds a bachelor's degree in Individualized Learning from Viterbo University in La Crosse, WI, which she received 26 years after graduating from Walden III, an alternative high school in Racine, WI. She is currently a student in the Masters of Education program at Rutgers University in New Brunswick, NJ.



Sue created Sue's Amazing Lip Stuff and Sun Dog Hemp Body Care in 1993 which she sold to Dr. Bronner's Magic Soaps in 2005. She founded of Fair World Project in 2008 and formally organized Fair Shake in 2009. Sue is the former board chair of the Domestic Fair Trade Association, the Viroqua Food Coop and the Midwest Organic Services Association. In 2015, Sue received the Correctional Education Association's Ralph Kaplan Award for Technological Advancement in Correctional Education Setting. In 2014, she was recognized by the White House Office of Science and Technology Policy for using technology in a prison setting, and recognized again by the White House in 2016 as a Champion of Change for Fair Chance Opportunities.

QUALIFICATIONS FOR REENTRY WORK: This is my history before and moving into the above. My history has made me who I am today and has given me my unique qualifications to create Fair Shake.

June 3rd, 1963: Born in Milwaukee, WI. Given up for adoption by 19 year old parents.

Late Sept. 1963: Adopted by family in Racine, WI. K - 3 Attended public school

Age 10: Grade 4 - Switched to Catholic school. Age 12: Started running away, first group home.

Age 13: Entered 'the system'. 1976 - 1981 spent in group homes, foster homes, jail, reform school, and running away. Graduated from Walden III H.S. and released from the system on my 18th birthday.

1983: took Native American Ethnobotany in college; started making many things including lip balm.

1986: Moved to mountains in CO with my young family

1987 - 1994 Snowmaker in winter. Lived without running water, cooked and heated wood, amateur competitor snowboarder in the halfpipe.

1993 - Started lip balm company and made DARE to Think bumper stickers; sold both on Grateful Dead tour.



1999: Sue's Amazing Lip Stuff / Sun Dog in full swing. An employee asked if I would consider hiring a friend coming home from prison soon. Over the next 5 years I educated myself anew about the criminal justice system that I vowed as a child to never again be a part of.

During the 6 formative years that I spent involved in the juvenile justice system I did a great deal of raising myself alongside my young 'delinquent' peers. With little or no family support, sent far away from friends and familiar surroundings, we shaped our identities, determined our boundaries and became responsible for our actions and aspirations. By the time I ran away at 16, I felt like I should have been an emancipated adult. By the time I started having kids - at 19 - I felt like I was 25. (Fortunately the 'age-extending' stopped in my mid-30's and I have managed to continue to feel like I'm in my mid-30's ever since. ~ :)

The life I've lived, the choices I've made, and the things I've committed myself to learning have given me great tools for starting Fair Shake, building the Reentry Packet, and coming into prisons to talk about reentry. Since I had to 'be myself' as I moved through all of those environments, I became comfortable being uncomfortable. I believe it is this particular characteristic that gives me a space to look at myself and know that I don't have it all 'together'- and that's okay. I believe this is true for everyone. We have enough contributions and questions to move forward and that's all we need. We become more capable as we go. We're never complete. Count on me to keep trying, building, improving, problem-solving, learning and connecting to construct the lasting change we all seek. I hope you will join me!

Fair Shake Reentry Community Center

We often receive letters and email messages from people expressing gratitude for what we offer here through Fair Shake. We want you to know that we are grateful for what you contribute to Fair Shake, too! We can only solve this reentry puzzle - and reduce the 76.6% recidivism rate - together. The stronger we become, the stronger our society becomes. We need your help to educate our citizens - our neighbors, families, educators, business leaders, and especially the next generation - about people like you who are rejoining society ready for a fair chance!

What do you think they need - or want - to see to get a 'fair understanding' of people coming home? What attributes demonstrate prosocial intentions?

In the past year we have seen significant growth in our BOP Trulincs readership and also in our communications with people incarcerated in state institutions. We have added many new pages to the website and the Reentry Packet in response to requests and ideas. Many thanks to those who share our information with others, and also to those who share information with us!

We would like to think of a way to regularly and freely (as in: no cost, if possible) engage with people in state facilities who are interested in joining a conversation about reentry ideas. Hopefully this paragraph will inspire creative readers to start working on this problem right away. I'll keep thinking on it, too!

We need to remember that diverse groups of people working towards a common goal is not an easy task under any circumstances. We often have to sort through individual agendas and barriers created within a community. As we grow our commitment to improving reentry outcomes, so must we grow in our abilities to listen to each other and think as creatively and constructively as we possibly can. After all, as Einstein reminded us: "We cannot solve our problems using the same thinking we used when we created them".

As we engage in conversations around creating ways to demonstrate prosocial intentions, we hope to shine the light of intentional and engaged thinking into the darkness of hesitation, fear, reluctance and confusion. We must create - even in the tiniest increments - positive change. Please let us know what's working and what's not. What helps people feel strong, engaged, valued, thoughtful and intentional? What seems to bring people down about reentry planning? And then how can we get or do more of the first and less of the second?

ONLY YOU CAN CREATE - AND PROVIDE - THE EVIDENCE FOR 'WHAT WORKS'.

We can collaboratively craft a powerful cultural shift around successful reentry on the inside that can carry over and be well understood by those on the outside.

Our goal is to find ways to prove pro-social behaviors and intentions while people are incarcerated so they have the proof they need for society ready when they come home. I think we can figure it out, but it will take working together...which will take time.

Peer learning through discussion groups and workshops could facilitate ideas, make great strides toward 'proving pro-social' intentions, and also perhaps provide a way to communicate with larger national reentry conversations. What do you think? I'm just brainstorming; but this seems a decent place to start.

I encourage you to reflect, philosophize, share ideas, ask questions and build this community! Ubuntu!

There is absolutely no inevitability as long as there is a willingness to contemplate what is happening.

~ Marshall McLuhan

Building the Reentry Community Center There are many ways to engage ~

Volunteer!

While incarcerated:

- Please share your resources with us to build our directory for everyone!
- Also, please share your experiences contacting resources so we can keep our Directory current and accurate. (Returned letter? Great / lousy experience?)
- What kind of 'best practices' are going on that we could learn from and share with others? Are you involved in reentry studies or groups?
- If Fair Shake has not been to your facility, or if our software is not there currently, would you share our information with educators and/or reentry coordinators?

After incarceration:

- Please share your reviews of the resources/organizations you've encountered.
- Share additional resources, and volunteer to locate more resources for the packet.
- Write your thoughts, advice, how things weren't like you'd expected them to be and how they were...or were even better than you expected?
- Make a list of 'What Worked' with your Reentry Preparation
- What do we need to add to the packet? To our software? To our website?

Join The Conversation!

While in the BOP:

We send out a newsy email at least once per month and we often ask our readers to share their opinions so we can share with the group and all learn more together. Our readership - as of Jan 2017 - is around 370 and our readers are located in every area of the country.

Connect with us through Trulincs at: [**outreach@fairshake.net**](mailto:outreach@fairshake.net)

Sign us up as Fair Shake (instead of a person's name)

While in a State or Private Facility:

We receive letters from peer facilitators, adult educators and reentry study groups hoping to get involved but we have not yet figured out how to communicate with state people on a monthly or bi-weekly basis. But we want to!

We've been asked to communicate with individuals who have JPay. I'm not sure what I will do with this query just yet, either. Does JPay allow for 'newsletters'?

Please help us think through this one: how can we share 'best practices' or even 'trial and success/error' practices, reentry study ideas and personal development ideas with people in state facilities?

We hope you will share your 'Best Practices' and ideas for reengaging with your family, friends and neighbors ~

Please support us so we can support you! *Donate individually or as a group.*

Fair Shake exists because of you. We receive 100% of our funding through donations. We must remain free for all incarcerated people, and their supporters, to create paths for successful reentry. Money cannot be a barrier to access the packet or resources.

It is important that we remain **FREE TO:**

- Maintain America's largest resource data base - FREE FOR EVERYONE TO USE - without 'referrals', 'contracts', partners' or other 'strings'
- Mail our Reentry Packet to anyone who asks for one
- Provide computer learning opportunities to acclimate people to technology
- Be a national Community Center for ideas originating in prisons around the country
- Listen and respond to the needs, questions and suggestions of the incarcerated
- Support confidence-, strength- and capability-building while deconstructing institutionalization
- Bring reentry stakeholders together to unify a vision of successful reentry
- Construct **What Works** with those who will provide the PROOF (you).
- Debunk the Myths *They All Come Out The Same* and *They Only Become Better Criminals*
- Present Fair Shake LIVE in institutions around the country.

And

FREE FROM:

- Data mining, counting heads or claiming your success as our success. (see Conflicts above)
- Advertising
- Conformity, Homogenization
- Political or Religious Agendas; Fair Shake is Inclusive.
- Conflicts of Interest
- Becoming Marketers and Sales People instead of listeners and community builders

THANK YOU, DONORS, FOR KEEPING FAIR SHAKE GOING!

What are all of Fair Shake's services and tools worth to you?

\$1 per month? \$10 for a year? \$25 for you and the person with no money or family?

The only way we can stay free to be creative, free from outside control, free of advertisements is through YOUR SUPPORT. Check this out:

If everyone going home this year: 600,000 people

donated 1 MP3 song: x \$2

Fair Shake's income: \$1,200,000...could last for more than 6 years!

We need to keep everything FREE so that anyone who is looking for support, resources, information or even advice, can find it in our community. Charging for services excludes people. It also turns those who are serving the community into Sales People instead of Community Service Providers. We want to be FREE to hear your requests and ideas! Let's discuss ways to fuel Fair Shake. Like all aspects of Reentry, we can do this better together!

Please send checks of any size (we receive stamps sometimes, too!) to:

Fair Shake PO Box 63 Westby, WI 54667

We also accept credit card donations through our website: **www.fairshake.net**

Fair Shake is a 501(c)(3) non-profit. All donations are tax deductible.

Building Our Community

I drive around the country to introduce Fair Shake in prisons and to have reentry conversations with those inside. I have a 'Bubble Truck' which basically means I wear my heart on my sleeve: I do what pleases me and over the past decade I've found out it pleases others, too. Since I have people's attention with my unique design, I thought I would push the envelope a little to engage them in what I'm doing, too! My camper says: *Ubuntu. I am because we are.* on all four sides.



On the back of the truck, next to the Fair Shake logo and website address, I have written:

Our Criminal Justice System is Broken. Who Can We Trust To Fix It? We ALL Deserve A Fair Shake.

What do you think?

I want people all over the country to check us out on their gizmos (phone, tablet, etc) and become familiar with the concept of reentry to help us ALL stop the 'revolving door'. (The most recent BJS study (2010) showed a shocking 76.6% recidivism rate within 5 years of release.)

New Pages on our Website:

Incarcerated and Formerly Incarcerated Authors

We created an Incarcerated and Formerly Incarcerated Authors page on our website/software to showcase the literary accomplishments of incarcerated people. It is no easy feat to write a book in prison! We want our website visitors and all stakeholders to have access to these works as we learn about them and have the opportunity to review them. We hope that by listing the books, the public will learn more about the skills and creativity found in our prisons, and we also hope to inspire more writers!

Our criteria for listing book listed is as follows:

- The author must be currently or formerly incarcerated.
- The titles we list must have been written during incarceration.
- The book must have a positive message over all
- The book must be purchasable through Amazon or other DOC/BOP approved sellers.

Other pages include:

- Greif, Gratitude, Ubuntu, Cognitive Biases, Belief (we will add these to the next packet!)
- Veterans Page
- LBGTQIA Page
- Entrepreneurship Programs
- Sex Offense Reentry Support
- Plus huge additions to the Formerly and Currently Incarcerated Page!
- Several pages on managing your health: Diabetes, Heart Condition, High Blood pressure, etc
- Self-Study and Peer Learning Reentry Packet Study Guide

Pages to Add (to the website and the packet!)

We hope you will share your ideas about what should go on these pages.




- Native People's Page
- Women's page
- Youth page

And many more to come! What pages do you think we should add?

WELCOME TO FAIR SHAKE!

Fair Shake is loaded with all kinds of reentry information. It's like a hardware store for reentry that includes resources, information and even tools and materials for building bridges of transformation and trust. You can find everything you are looking for from the home page; this guide will show you how!

Three important items for you to remember:

1. If you ever get lost on our website, click on our logo →  **FairShake**
REENTRY RESOURCE CENTER (upper left corner) and you will return to the home page.
2. All words in blue are links! Click on them to look at pages on our website, to visit other valuable websites or read documents that you can also print. > **Resource Directory**
> **Resource Directory**
3. Icon Key:  available offline and online
 available online only



documents to read or print from the Fair Shake website

Now, what are you looking for?

In this document:

1. Reentry Resources
State and Local Reentry Guides
2. Employment Support
3. Building Computer Skills
4. Educate Yourself!
5. Finding Specific Pages

1. REENTRY RESOURCES:



...for job training, staffing agencies, felony-friendly employers, housing, family support, medical and dental health care, food, financial literacy, mental health support, voting and licensing information, opportunities to volunteer and much more!

1. Below the photo, under the words **Fair Shake Reentry Tool Kit**, click on the words **Resource Directory**
2. In the search form, enter your state and city – or your zip code – and the distance you are willing to travel to find resources (5 – 100 miles) and click on **Search Resources**
3. Below the search area you will now see the cities, state and national resources we have identified in your search area. The resources are inside the folders you see on the page.
4. Click on a folder and it will open to show you resources in that category. If you would like to save a resource to print - or save for later - click on **+ save**.



Fair Shake Reentry Tool Kit

- > Resource Directory
- > **Reentry Packet**
- > Ownership Manual
- > Building Computer Skills
- > Preparing for Work
- > Become a Member!

5. Continue to open all of the files that interest you...in the state and national listings too.
The resources in the state and national folders are available in your area!
6. When you've saved all the resources you want to follow up on, go to the top of the page to see the tabs above the search area. Click on the tab that says 
7. Review the resources you have saved. If you selected resources you no longer want to keep, click on **Delete** (on the right side of the page) and remove it from your list.
8. When you are ready to Print or Save selected resources, click on  (Print or Save Resources) on the upper right. You can then save the page to your computer or print your resources to carry with you.

STATE AND LOCAL REENTRY GUIDES:

1. On the **Resource Directory** page, directly below the search form, you can see the words **STATE AND LOCAL REENTRY GUIDES**
2. Click on the box that says 'all' to select your state or
3. Scroll down the page to get to your state and see what other guides have to offer too!

2. EMPLOYMENT SUPPORT:

If you've come to Fair Shake to build your resume, prepare for an interview, get bonding and tax incentive information that you can offer employers, and utilize some super-great FREE tools available only to formerly incarcerated people, this is the page for you.

1. Below the photo, under the words **Fair Shake Reentry Tool Kit**, click on **Preparing for Work**
2. Scroll down the page to find what all types of employment related documents, website links, videos and more. **ALL OF THE BLUE WORDS ARE LINKS TO PAGES, DOCUMENTS, WEBSITES and VIDEOS.**
3. Create a Personal Web Page profile to share details about your skills and characteristics which will supplement your resume and job applications.
4. If you'd like to improve your computer skills, scroll down the middle of the page to find the **New to Computers?** link on the right side of the page.
5. Please remember that job training, staffing agencies, felony-friendly employers, workforce development and more are found in our **Resource Directory** (see above)



Fair Shake Reentry Tool Kit

- > Resource Directory
- > Reentry Packet
- > Ownership Manual
- > Building Computer Skills
- > **Preparing for Work**
- > Become a Member!

3. TO LEARN HOW TO USE COMPUTERS:

Fair Shake has created a self-paced interactive computer tutorial to prepare learners to use a mouse and a keyboard, learn needed skills to take the GED online, and also create and store documents and files for employment.

Once you understand the basics, Fair Shake has more information as you move into the next level of using your computer. We offer information on organizing data, keyboard shortcuts, protecting yourself online and tutorials for our member tools such as using email, data storage and creating a personal web page.



Fair Shake Reentry Tool Kit

> Resource Directory

> Reentry Packet

> Ownership Manual

> **Building Computer Skills**

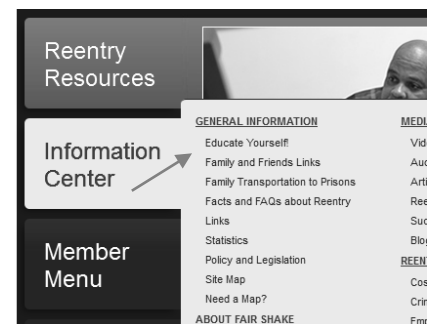
> Preparing for Work

> Become a Member!

1. Below the photo, under the words **Fair Shake Reentry Tool Kit**, click on the **Building Computer Skills** page.
2. For beginners or newer users, click on the **Computer Basics tutorial**
3. For more experienced users, scroll down the page to see what we have found or created to share with you.

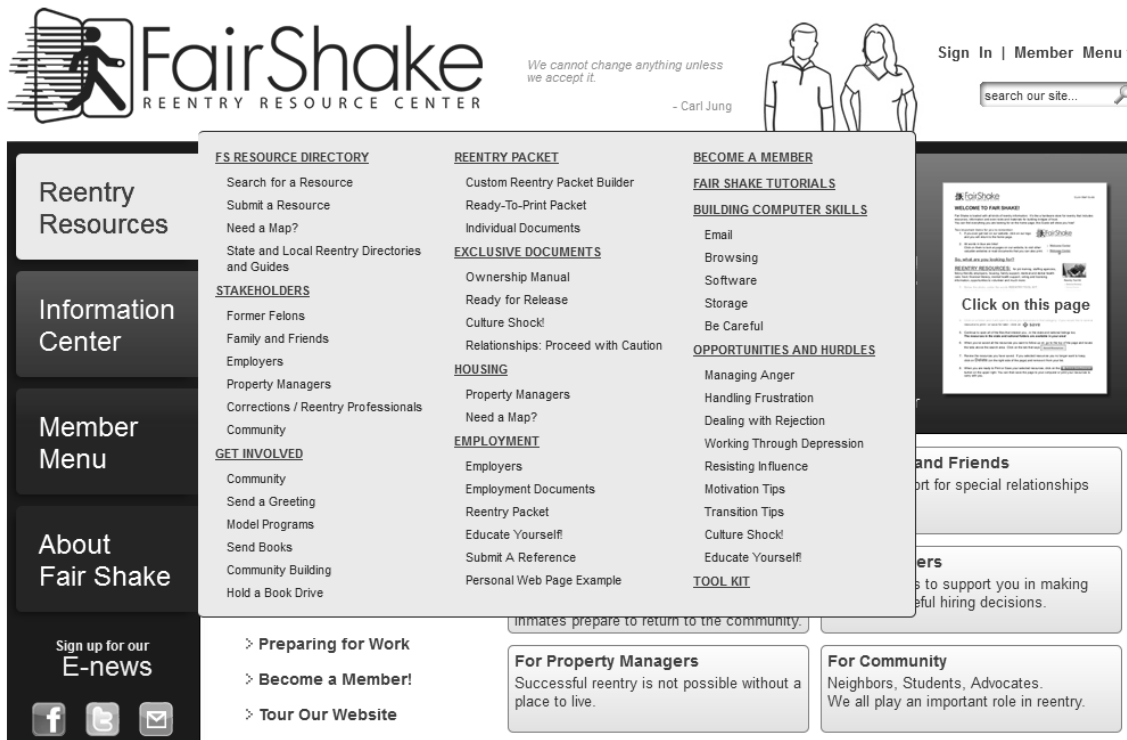
4. FREE EDUCATION OPPORTUNITIES:

The internet has a wealth of information for those seeking to educate themselves. The Khan Academy offers lessons for the absolute beginner and for the aspiring astronomer, Code Academy offers many self-directed lessons that can lead to employment in computer-related jobs, and the Education Portal offers a huge variety of information for fun and for credit. Many more opportunities await you on this page!



1. On the right side of the home page you'll see 4 purple tabs. Hover your mouse (don't click!) over the tab / words **Information Center**. When you see the menu open, click your cursor on the words **Educate Yourself**
1. Here you can choose which type of education area you are interested in: **Traditional** (material used from Kindergarten through College) or **Non-traditional** (life skills such as cooking, managing time, financial literacy; free online books, employment skills)
2. Click on one of the green buttons (Education Basics, Higher Education, Life Skills, Employment Skills) to check out the resources we have listed.

5. FIND ANY PAGE:



You can find all the pages on our website - from almost any location on our website - by hovering over the four menu tabs on the left side of our home page. Here's how:

1. Look to the left side of any page and you will see a dark purple column. Do you see the words: **Reentry Resources**, **Information Center**, **Member Menu** and **About Fair Shake**?
2. Move your mouse cursor (don't click) over the words **Reentry Resources** at the top of the column. The Menu Title will change to light-purple and the Menu will appear to the right.
3. Next move your cursor (don't click) over the words in the menu. Both the light blue words in the headings and the darker blue words under the headings are links. Hover over any of the titles and the color will change to orange and a line will be added underneath. This is your indicator that you have found a link! (this is true everywhere on our website)
4. Click on any link and you will go to that page on our website.

Note: If you are ever unsure of where you are, here are three options to guide you:

- a. Click on the logo (upper left corner) to go back to the home page
- b. Click the left-pointing arrow next to the address bar to go back one page
- c. Hover over the menu again and click on the page you want to visit

5. You can also find all of our pages listed on one page by scrolling to the bottom of any page and clicking on the words **Site Map**, located near the center of the page.

The Fair Shake Resource Directory

The Resource Directory is an easy-to-use information clearing house! We gather and maintain links and addresses to services for all 50 states. Just enter your state, city and/or zip code, and distance you are able to travel. The search tool will find information at the national, state and local level.

If you are incarcerated in an institution that does not utilize the free Fair Shake software, please ask a friend, family member, case manager, housing unit support staff, reentry coordinator, church support group, mentor or advocate to use our **FREE DIRECTORY** to locate your resources! Be sure to also let them know they should check the Reentry Guides below the form, too!

Our Resource Directory contains more than 14,500 entries and more than 300 Reentry Guides

Search

Build a printable document by **+Save-**ing resources!

State: <input type="text"/> City or Zip Code: <input type="text"/> Within: 5 Miles <input type="button" value="v"/> <input type="button" value="Search Resources"/> <input type="button" value="Reset"/>	Guide to our Resource Directory: Click here to see the list of categories. Click here to find out where resources can be found. <small>(Under the local, state or national heading)</small> Resource Directory Tutorial Click to see State and Local Reentry Guides
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Categories and Sub-Categories found in the Resource Directory

Citizenship

- Birth Certificate
- Community Development
- Community Involvement
- Consumer Services
- Expungement
- Dept. Of Motor Vehicles
- Licensing Information
- Legal Assistance
- Protection from Discrimination
- Voting Rights

Clothing

- Free Clothing
- Thrift Stores
- Interview and Career Clothing

Employment

- Employment Services
- Second Chance Employers
- Job Training
- Licensing Information
- Employment Programs
- Temp and Permanent Staffing Agency
- Department of Labor
- Workforce Development

Family

- Family Services
- Child Care
- Child Support
- Mentoring
- Dept. of Human Services
- Parenting

Food

- Food Pantry
- Food Stamps
- Free Meals
- Soup Kitchens

Free

- Free Stuff

Health

- Addiction Recovery
- American Red Cross
- Counseling Services
- Mental Health Services
- Mental Health Support
- Rehabilitation Center
- Free/Sliding Scale Clinic
- Free/Sliding Scale Dental
- HIV/AIDS Services
- Homeless Health Care
- Dept. of Human Services
- Substance Abuse

Money

- Finances / Budgeting

Reentry Resources

- Reentry Resources
- Reentry Programs
- Multiple Resources Available

Shelter

- Energy Assistance
- Homelessness Assistance
- Homeless Shelter
- Low-Income Housing
- Shelters for Specific Groups
- Transitional Housing

Special Considerations

- Disability Support
- Veterans
- Youth
- Elders
- Sex Offense Reentry

Volunteer

- Volunteer Opportunities

Your Leisure Time

- Leisure Activities

National, State and Local Reentry Guides and Other Useful Information

Search for a Resource

Please note: Services and organizations listed in our directory may change at any time.

Resource Directory | Print Saved Resources | Recent Searches | Map Directions | Submit a Resource

Search for Resources Print Saved Resources

State:
City or Zip Code:
Within: 5 Miles

Guide to our Resource Directory:

- Click here to see the list of categories.
- Click here to find out where resources can be found. (Under the local, state or national heading)
- Resource Directory Tutorial
- Click to see State and Local Reentry Guides

Help us build this powerful resource tool! Please share your resources with us to reach people outside and inside prison.

National, State and Local Reentry Guides

Choose Your State

National

2-1-1 Reentry

Phone: 211. Reentry is committed to supporting all members of the community, including people coming out of correctional drug treatment, and mental health facilities. Their reentry portal is designed to help you successfully establish personal stability within your community. Help with housing, employment, getting a GED, child care, staying drug and alcohol-free, wellness programs, education, or any other aspect of reentry. 2-1-1 is a free and confidential service that helps people across America find the local resources they need. Available 24 hours per day, 7 days per week.

Web: <http://www.211.org/>

BOP Manual de Reinserción en la Comunidad

Si tiene dudas generales o si necesita ayuda para obtener sus registros personales - Oficina Federal de Prisiones Llamada 9196. Si necesita ayuda confidencial y gratuita para obtener alimento, vivienda, cuidados de la salud, empleo, asesoramiento. Llame al 2-1-1.

File: [bop-manual-de-reinsercion-en-la-comunidad.pdf](#)

BOP: Reentering Your Community handbook

Reentry can be a complicated process; others have felt the same way. But many of them were able to overcome this in finding work, supporting themselves and their families, and more. We want you to achieve the same. Reentering your life more manageable when you are aware of services and resources available to help.

Web: https://www.bop.gov/resources/lex_offender_resources.jsp

File: [bop-reentry-handbook.pdf](#)

Career Onestop License Finder

Find information about licenses required for hundreds of different occupations. License requirements vary by state. Web site for an occupation or job title, a license name, or a state agency that oversees licensing.

Web: <https://www.careeronestop.org/toolkit/training/find-licenses.aspx>

Collateral Consequences of a Criminal Conviction

The collateral consequences of a criminal conviction - legal sanctions and restrictions imposed upon people because of a conviction, often without their knowledge. This is an interesting and valuable tool created by Congress, the National Institute of Justice and the ABA Criminal Justice Section.

Web: <http://www.abacollateralconsequences.org/>

Directory of Programs Serving Children and Families of the Incarcerated

Programs in States from ALABAMA - MISSISSIPPI (Maintained on the Rutgers University website.)

Web: <http://nrcf.cj.camden.rutgers.edu/resources/directory/states-al-mo/>

Directory of Programs Serving Children and Families of the Incarcerated

Programs in States from MONTANA - WYOMING. (Maintained on the Rutgers University website.)

Web: <http://nrcf.cj.camden.rutgers.edu/resources/directory/states-mt-wy/>

Directory of Programs Serving Children and Families of the Incarcerated

Programs that offer NATIONAL SERVICES. (Maintained on the Rutgers University website.)

Web: <http://nrcf.cj.camden.rutgers.edu/resources/directory/national-programs/>

Essential Reentry Sourcebook

Created by the Ray Brook Reentry Initiative in Ray Brook, NY (a collaboration between Federal Bureau of Prisons and the Ray Brook Reentry Initiative). Dedicated to reentry skills enhancement on a local, state and national level. Released Feb. 2016. Over 2500 resources. Very comprehensive!

File: [essential-reentry-sourcebook-final-rbri.pdf](#)

Federal Citizen Information Center Catalog

The Consumer Information Catalog lists approximately 200 free and low-cost publications. The publications cover education, employment, small business, housing, money, travel, federal programs, and food. Federal Citizen Information Center, Pueblo, CO 81009

Web: <http://www.publications.usa.gov/USAPubs.php>

File: [free-consumer-information-catalog.pdf](#)

Food Pantries, Food Banks and Soup Kitchens

Find emergency food resources nearest to you.

Web: <http://www.homelesshelterdirectory.org/foodbanks/index.html>

Homeless Accommodation Directory

This is a state by state guide to safe sleeping accommodation for those who need a little help. Every individual needs some assistance. Below you will find a list of shelters for every state as well as information regarding the requirements needed to seek shelter at each accommodation provider. If you know of a reliable and safe shelter for the homeless and disadvantaged that is not listed here, please send details including name, address, telephone number, and email to HelptheHomeless@SleepCupid.com.

Web: <https://www.sleepcupid.com/places-to-sleep/>

Homeless Shelters and Service Organizations.

National list of homeless shelters and other services.

Web: <http://www.homelesshelterdirectory.org/>

How To Write a Business Plan

Free publication from the Federal Citizen Information Center. Receive your own copy by requesting "How To Write a Business Plan." Publication #173. Pueblo, CO 81009

Web: <http://www.publications.usa.gov/USAPubs.php?PubID=173>

Fair Shake lists more than 300 local, regional, state and national Reentry Guides!

Many cities, counties, regions and states have reentry guide books. Many resource books are available for the entire country. Some are documents, available in the software; and some are links, only available on the internet.

National, State and Local Reentry Guides

Choose Your State

Texas

Inside Books Project

Sends free reading material to inmates in Texas. One request every three months. Inside Books Project also publishes a handy Resource Guide. Inside Books Project works to promote reading, literacy, and education among incarcerated individuals and to educate the general public on issues of incarceration. Inside Books Project c/o 12th Street Books 827 W. 12th St Austin, TX 78701

Web: <http://insidebooksproject.org/>

File: [inside-books-project-resource-guide-2015.pdf](#)

Locked Out

A Texas legal guide to reentry.

Web: [http://www.texasajc.org/sites/default/files/uploads/TRLA REENTRY GUIDE 2012.pdf](http://www.texasajc.org/sites/default/files/uploads/TRLA%20REENTRY%20GUIDE%202012.pdf)

File: [trla-reentry-guide-2012.pdf](#)

Veterans Reentry Guide

Incarcerated Veterans Re-entry Guides contain information on resources and how to plan a successful reentry.

Web: http://www.va.gov/homeless/reentry_guides.asp

File: [09_tx.pdf](#)

Texas CareerOneStop Centers

Locations all around the state!

File: [tx.pdf](#)

Texas: Reentry Resources by County - Interactive Map

To find local reentry and justice resources for adults within your county, simply click on your county on the Texas map.

Web: <http://countyresources.texasajc.org/>

A New Start Reentry Guide

We want to help those of you who are re-entering individuals seeking to live successfully in your communities. You can use this information to find community groups and agencies that will assist you in improving your lives and those of your families. Please know that we are here for you during these efforts. Texas Criminal Justice Coalition 510 S. Congress Avenue, Suite 104 Austin, Texas 78704 Tel: (512) 441-78123

Web: [http://www.texasajc.org/sites/default/files/uploads/A New Start - Reentry Guide for TX \(July 2010\).pdf](http://www.texasajc.org/sites/default/files/uploads/A%20New%20Start%20Reentry%20Guide%20for%20TX%20(July%202010).pdf)

Travis County Reentry Success Guide - 2014

The Guide was created for the benefit of those in need of information regarding resources that may be available to former offenders and their families during the reentry process after incarceration. Not all local services are listed in the guide. Providers of basic needs services may have significant waiting periods for services or they may have closed. Please be aware that there are costs associated with some resources listed in this guide. Travis County Justice and Public Safety Division: Criminal Justice Planning Department P.O. Box 1748 Austin, Texas 78767

Web: [http://countyresources.texasajc.org/sites/default/files/Travis County Reentry Success Guide July 2014.pdf](http://countyresources.texasajc.org/sites/default/files/Travis%20County%20Reentry%20Success%20Guide%20July%202014.pdf)

File: [travis-county-reentry-success-guide-july-2014.pdf](#)

2-1-1 Texas or 877-541-7905

No matter where you live in Texas, you can dial 2-1-1, or (877) 541-7905, and find information about resources in your local community. Whether you need help finding food or housing, child care, crisis counseling or substance abuse treatment, one number is all you need to know.

Web: <http://www.211texas.org/>

Fort Worth

Tarrant County Reentry Coalition Resource Directory

Comprehensive list of a multitude of resources among a wide variety of categories for services and resources throughout the county.

Web: <http://tarrant.tx.networkofcare.org/pr/services/index.aspx>

File: [tarrant-county-resource-guide.pdf](#)

Fort Worth

Tarrant County Reentry Coalition

Since 2013, the Tarrant County Reentry Coalition has been bringing together stakeholders and citizens to address the challenges of prisoner reentry. Our community-wide collaboration includes over 35 organizations and agencies, partnering for a long-range strategy aimed at breaking the devastating cycle of criminal recidivism in tangible ways. We meet the third Friday of each month, from 9:30 to 11:00 a.m. at Cornerstone Assistance Network in Fort Worth. All are welcome. Reentry First Stop Center: 2300 Circle Drive, Suite 2301, Fort Worth, TX 76104 (no appointment needed) Monday through Thursday - 9:00 a.m. to 5:00 p.m.

Web: <http://www.tcreentry.org/>

File: [purposeful-neighboring-book-2013-rev01.pdf](#)

National Reentry Resources

National Reentry Hotline

The Federal Bureau of Prisons Hotline offers a variety of information concerning many areas of reentry. The only requirement to call is to be formerly incarcerated.

Hours of Operation:

7:30 a.m. - 4 p.m. eastern time

Federal Bureau of Prisons
Reentry Hotline
1-877-895-9196

2-1-1 or www.211.org *Dial 211 or visit the website!*

Run by United Way, 2-1-1 is available throughout the U.S. (and in many parts of Canada) 24 hours a day by phone, text or through the internet. A toll-free call to 2-1-1 connects you to a community resource specialist in your area who can help find services and resources that are available to you locally. You'll find information about:

- Supplemental food
- Shelter, housing and utilities
- Emergency info / disaster relief
- Employment opportunities
- Education opportunities
- Veterans services
- Health care
- Rehab and addiction services
- Reentry for formerly incarcerated
- Support groups
- Safe path out of abusive situations

2-1-1 is committed to being the first, most essential resource for anyone who needs help.

Homeless Accomodation Directory

www.sleepcupid.com/places-to-sleep

Homeless Shelters and Service Organizations

www.homelessshelterdirectory.org

Food Pantries, Food Banks and Soup Kitchens

www.homelessshelterdirectory.org/foodbanks

Veterans Reentry Guides (state by state)

https://www.va.gov/homeless/reentry_guides.asp

Fair Shake Technology Tools

Bridges to working and networking in today's electronic world.

Do you need to learn to use a computer? Or just brush up on your skills?

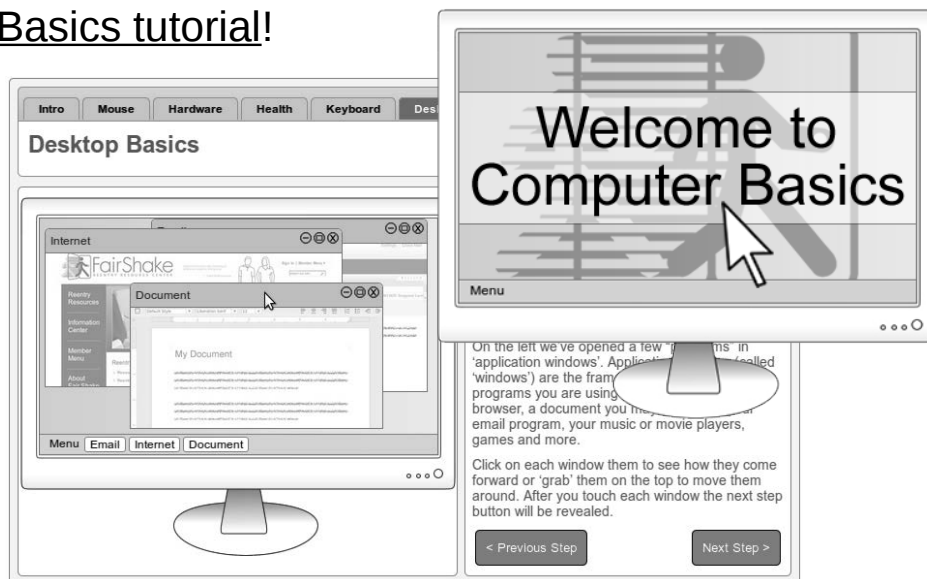
Check out our Computer Basics tutorial!

We cover these topics:

- Mouse
- Keyboard
- Hardware
- Computers and Your Health
- Desktop Environment

And you will learn these skills:

- Mouse Articulation
- Keyboard Hand Placement
- Creating Files and Folders
- Storing Data
- Healthy Computer Use



Ready to expand on the basics? We offer more information in these areas:

Using computers: Desktop, Program Menus, Recycle/Trash, Keyboard Short cuts and Printer information

Internet / Storage:

Internet: Web Browsers, Internet Connection, Fair Shake Technical Tools

Storage: Hard Drive, Internet Storage, Flash Drive

Software: Software, Word Processor Programs (to write documents), Spreadsheet Editors (for making a calendar, schedule, budget), In The Clouds Programs, Email Software (including our Shake web mail)

Be Careful: Save Your Work, Internet, Downloading, Updating and Uploading

Understanding Word Processing and Email Tool Icons

FREE Office in the Clouds for members...including tutorials!

Personal Web Page



Help Employers and Property Managers get to know you.

Webmail



An easy to use email that comes with a tutorial.

Data Manager



100 MB Free Storage!

Personal Resource Directory

Build your own directory from our database of 14,000 resources... and help us add more!



Photos / Documents



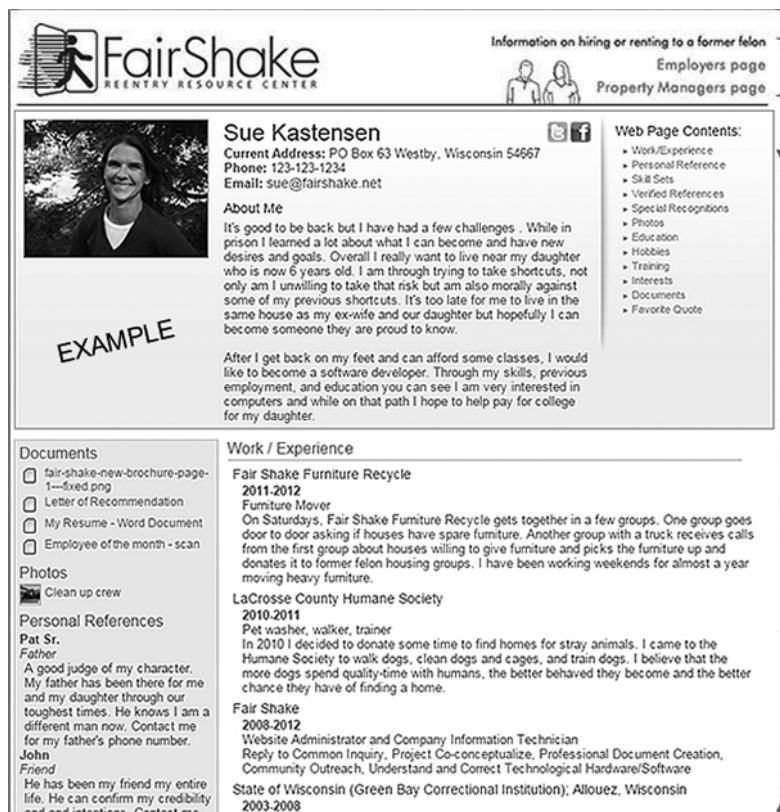
Display Photos
Share Documents
Access Anywhere

Introducing the **FREE Personal Web Page** and Member Card!

When a former felon arrives at an interview with a Fair Shake Member Card, employers and property managers can see that s/he has taken additional measures to demonstrate a commitment to successful reentry. The interviewer may then be able to see beyond the 'felon' stereotype to take a deeper look at the applicant through their Personal Web Page.

Personal Web Page benefits:

- ✓ Members differentiate themselves from other applicants!
- ✓ Members share information easily. No need to carry documents; they are stored in their account.
- ✓ Shows dedication to reentry success and provides a place to demonstrate interest in taking a proactive approach by sharing skills, character traits, and intentions.
- ✓ Employers and property managers can get to know members comfortably, reducing likelihood of auto-dismissal based on criminal history.
- ✓ Fair Shake Member Card provides member information, url and password to the member's page.
- ✓ Member Web Page password is changeable! Access only given to current password holders.
- ✓ Fair Shake can verify references, even for volunteer work.



The screenshot shows a member's profile for Sue Kastensen. It includes a photo, contact information, an 'About Me' section, a 'Web Page Contents' list, and sections for 'Documents', 'Photos', 'Personal References', and 'Work / Experience'.

EXAMPLE

Sue Kastensen
 Current Address: PO Box 63 Westby, Wisconsin 54667
 Phone: 123-123-1234
 Email: sue@fairshake.net

About Me
 It's good to be back but I have had a few challenges. While in prison I learned a lot about what I can become and have new desires and goals. Overall I really want to live near my daughter who is now 6 years old. I am through trying to take shortcuts, not only am I unwilling to take that risk but am also morally against some of my previous shortcuts. It's too late for me to live in the same house as my ex-wife and our daughter but hopefully I can become someone they are proud to know.

After I get back on my feet and can afford some classes, I would like to become a software developer. Through my skills, previous employment, and education you can see I am very interested in computers and while on that path I hope to help pay for college for my daughter.

Web Page Contents:

- Work/Experience
- Personal Reference
- Skill Sets
- Verified References
- Special Recognitions
- Photos
- Education
- Hobbies
- Training
- Interests
- Documents
- Favorite Quote

Documents

- ☐ fair-shake-new-brochure-page-1--dxd.png
- ☐ Letter of Recommendation
- ☐ My Resume - Word Document
- ☐ Employee of the month - scan

Photos

- ☒ Clean up crew

Personal References

Pat Sr.
 Father
 A good judge of my character. My father has been there for me and my daughter through our toughest times. He knows I am a different man now. Contact me for my father's phone number.

John
 Friend
 He has been my friend my entire life. He can confirm my credibility and intentions. Contact me.

Work / Experience

Fair Shake Furniture Recycle
 2011-2012
 Furniture Mover
 On Saturdays, Fair Shake Furniture Recycle gets together in a few groups. One group goes door to door asking if houses have spare furniture. Another group with a truck receives calls from the first group about houses willing to give furniture and picks the furniture up and donates it to former felon housing groups. I have been working weekends for almost a year moving heavy furniture.

LaCrosse County Humane Society
 2010-2011
 Pet washer, walker, trainer
 In 2010 I decided to donate some time to find homes for stray animals. I came to the Humane Society to walk dogs, clean dogs and cages, and train dogs. I believe that the more dogs spend quality-time with humans, the better behaved they become and the better chance they have of finding a home.

Fair Shake
 2008-2012
 Website Administrator and Company Information Technician
 Reply to Common Inquiry, Project Co-conceptualize, Professional Document Creation, Community Outreach, Understand and Correct Technological Hardware/Software

State of Wisconsin (Green Bay Correctional Institution); Allouez, Wisconsin
 2003-2008

Fair Shake supports employers and property managers directly through stakeholder pages that provide links to bonding programs, tax incentives, vouchers and more.



Member Card

FairShake
 Supporting Successful Reentry

Fair Shake Member
Sue Kastensen
 Phone: 123-123-1234
 sue@fairshake.net

Personal Web Page
 fairshake.net/member/suekastensen
 Password: free

For details about the Personal Web Page, please see other side

Questions from the Personal Web Page

Fair Shake members can create their own web page at www.fairshake.net! Membership is FREE for anyone who has spent time in prison or jail.

Personal Information

About Me
Interests
Hobbies
Favorite Quotation

Work/Experience - Add as many as you wish

Work Experience: Can include employment (paid or not), work you volunteered to do in the prison, or anywhere you committed time and effort to something that includes service to others. Include the name of the organization, your position, time you worked with the organization and a description of the work you did while with them.

Skill Sets: Include what you can do! Include types of skills and specific skills learned. For instance, if you want to work on a computer and you have the skills, list Computer Skills under type of skill and the programs you are familiar with in the specific skills section.

Special Recognition: Use this section to list (efforts) where you have been recognized, such as Employee of the Month, Safety Certificate, Most Dedicated, etc. Share any public recognition you are proud of! Please include a description of the recognition.

Education - Add as many as you wish

Education: Includes traditional schools, non-traditional schools, workshops and other learning opportunities. Please list type of education, organization where you had the learning experience, time spent in program and also describe what you learned.

Training: This includes time spent learning a trade or skill from a knowledgeable person. Include type of training, time spent in learning, and describe what you learned.

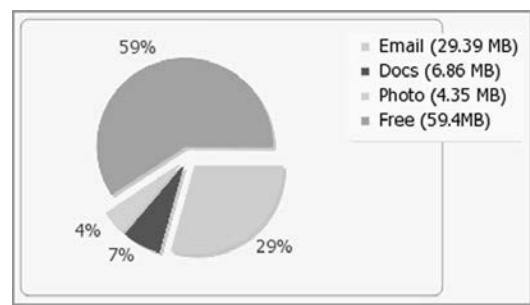
Photos and Documents

Greet visitors to your page with a smile! Share a photo of you spending time with your family or enjoying your favorite hobby. Adding photos to your Personal Web Page is perhaps the most personable aspect of the member area.

Fair Shake members receive 100 MB of storage in their free account. Members can upload as many photos or documents as they please, but the space is shared with email as well.

Data Manager

We have created this unique tool for you to manage your account. You can see what areas take up valuable space and consider removing unnecessary files or emails to make more room. We also teach image- and file-size reduction techniques in our tutorials for space conservation.



Benefits of Fair Shake Membership

Bridges to working and networking in today's electronic world

The Member area of the website is exclusively for former felons and exists to provide access to and training in useful technological tools that can build opportunities for a Fair Shake participant.

The Fair Shake Member-Only section includes online tools such as a free email address, a Personal Web Page, data storage area, Personal Resource Directory and several tutorials to learn more about all of the above. Soon you will be able to access the Areas of Study program from here as well.

We recommend you engage in every way possible to demonstrate skills and knowledge you have acquired before, during and after incarceration.

We believe that if you embrace this section of the website you will be able to put your best foot forward to demonstrate your intentions, organizational skills, pride in your work, and diligence to the course you are now taking. We also believe that by utilizing these tools you can help other folks succeed! Not only will your success story be an inspiration but you can also contribute to the newsletter and the Resource Directory, as well as help us fine-tune our program to make Fair Shake a better system. Fair Shake offers the following FREE Benefits:

- **Email:** To be successful you need to communicate well and our email is the fast, inexpensive and waste-free (and ad free!) voice we provide. In the Fair Shake Web Mail you can create messages, read and respond to messages, attach job applications and other documents, and access your address book from any public computer.

Our web mail is most likely an introduction to email for many of our members. Read our tutorial and discover how easy it is to use email as a communication tool, organize your messages and protect your 100 MB account from receiving a lot of junk mail.

There are many other free web mail services available and several offer much larger storage. We suggest that you obtain an email address through another service as well so you have an address to use when you make purchases and/or create other accounts. Reserve your Fair Shake member email for important business and close personal communications.

Please remember that hateful, negative, and criminal emailing will not be tolerated and will result in membership termination.

A user@fairshake.net address shows your commitment to the purpose of Fair Shake – successful reentry - and can be interpreted as such in the eyes of an employer or other business relations. We hope you find Fair Shake Web Mail helpful to support your transition.

- **Personal Web Page:** Your Personal Web Page is a comfortable environment to disclose the information you would like to share with people you permit to visit. Here you can introduce yourself, list your skills, your education and work history, show your photograph, link to your documents and provide relevant and important information not requested in many job applications.

Some people assume the worst when they hear you are a former felon and make incorrect judgments. Your Personal Web Page lets others learn about you at their leisure and provides an opportunity to make a personal connection in a non-threatening way.

Personal Web Page (continued):

This Fair Shake benefit is available to those moving in a positive direction. Profanity, nudity, or negative crime references will not be tolerated and will result in membership termination. If material is questionable we will communicate with you, but if something is obvious then access will be denied.

Your page is password protected; you decide who has permission to visit. You can change the password at any time to control the amount of people that can view your page or have access to your documents such as your resume, identification, and certificates in education or specific skills. If you are involved in our Areas of Study certification program, your real-time progress can be displayed here as well.

- **Data Management:** On the Data Management page you can upload documents for storage and review which aspects of your account are taking the most of your allotted space. This is useful for making your documents available on your web page, uploading pictures and storing attachments you may have received in email or wish to upload for safe-keeping. Fair Shake provides you with 100MB of storage space. Between your Fair Shake Email, your Personal Web Page and your Personal Resource Directory, this is a very important place.

As with our other benefits, this area is not to be used for anything unrelated to moving your life forward, uploading anything for criminal activity or pornography. Any of these activities will automatically terminate Fair Shake membership.

- **Personal Resource Directory:** The Resource Directory is available to everyone, but when you are signed in to your Fair Shake account you can save resources to your own account, and thus create your own Personal Resource Directory. All the contacts you have saved and searches you have performed are here for your quick and easy reference. From this page you can review, delete and print. Printing makes these resources available to you while you are away from your Fair Shake account.
- **Tutorials:** If only the world had a user's manual! This area is full of tutorials that will help you understand how to use your newly discovered electronic tools. Tutorials we have written explain using all of the tools we give you within Fair Shake, and we also provide links to other tutorials on popular programs you may have access to.

There are tutorials here to walk you through creating all kinds of documents using popular programs, which may already be installed on the computer you are using.

Member Testimonial:

Fair Shake helped me to land the job I currently have. My boss was highly impressed with the array of resources I had at my disposal.

What I like best about Fair Shake is that the member tools are restricted solely to inmates released from prison.

Potential employers see the information collected and displayed by and through your site and it gives them just enough pause to consider us as people. And for people like me, that was all I needed. I now have my own place to live, my own job, and I'm getting along just fine. Your site definitely played an integral part in this process.

~ Cody R. Wyoming

Educate Yourself!

The Internet can be used as a powerful tool for growth; you can teach and learn many things by yourself! Education serves many purposes, among them: to help us understand things and also to understand ourselves, to help us make connections and decisions, to show others we are capable; to name but a few.

Basic academic education is not the key to knowledge. Knowledge involves many facets to learning: academic, experience, learning about yourself and your values, listening, learning to live in society, and more. The key to knowledge works when we integrate all of the aspects to make decisions and set goals.

Fair Shake brings together many free, online self-directed education resources for you to engage in education!

Knowledge is power. Information is liberating. Education is the premise of progress, in every society, in every family. ~ Kofi Annan

Traditional Education

Education Basics

Free support for learners through High School or GED

Higher Education

Free university level or professional development resources.

Non-Traditional

Life Skills

Tools for daily living, including finances, cooking, and creativity!

Employment Skills

Support from resume' building to professional development

Khan Academy: offers a library of over 3,500 videos which covers K-12 math, biology, chemistry, physics, the humanities, finance and history. Each video is approximately 10 minutes long. All materials and resources are free.



GCF Learn Free: Provides quality, innovative online learning opportunities to anyone who wants to be successful in both work and life. They believe there's freedom in the ability to learn what you want, when you want, regardless of your circumstances



Massachusetts Institute of Technology's free courses include materials from more than 2,000 courses, presenting virtually the entire curriculum of the Institute.



Coursera is an education platform that partners with top universities and organizations worldwide, to offer courses online for anyone to take, for free.



Academic Earth provides access to a world-class education and includes curated links to over 750 online courses and 8,500 individual online lectures, giving students of all ages unparalleled access to college courses they may otherwise never experience.



Codecademy is a great place to get started with programming! The lessons are very rewarding as your progress can encourage you with medals or allow you to post your progress on social media websites. The lessons are free; tests that offer certificates are available for purchase.



Acámica es el futuro de la educación superior en línea. A través de lo que llamamos microaprendizaje ramificado, ofrecemos cursos de calidad, accesibles, dinámicos e interactivos, que pueden ser tomados en cualquier lugar, en cualquier momento.



CLEP offers 33 Internet-Based Testing exams in five subject areas at over 1,800 college test centers, covering material taught in courses that you may generally take in your first two years of college. By passing a CLEP exam, you can earn 3 to 12 college credits. Exams cost \$80. There are text exams for you to use to prepare.



List of CLEP Exams: Match with OpenCourseWare Classes!

American Literature	Western Civilization I: Ancient Near East to 1648
Analyzing and Interpreting Literature	Western Civilization II: 1648 to the Present
College Composition and Modular English Literature	Science and Mathematics
Humanities Foreign Languages	Biology
French Language (Levels 1 and 2)	Calculus
German Language (Levels 1 and 2)	Chemistry
Spanish Language (Levels 1 and 2)	College Algebra
History and Social Sciences	College Mathematics
American Government	Natural Sciences
Human Growth and Development	Pre-calculus
Intro to Educational Psychology	Business
Introduction to Psychology	Financial Accounting
Introduction to Sociology	Introductory Business Law
Principles of Macroeconomics	Information Systems and Computer Applications
Principles of Microeconomics	Principles of Management
Social Sciences and History	Principles of Marketing
History of the United States I: Early Colonization to 1877	
History of the United States II: 1865 to the Present	

Nobody gives you an education. If you want one, you have to take it.

~ John Taylor Gatto

What is The Purpose of Education?

What should we learn?

We are always learning, but some of us pursue intentional education to understand our lives, or to build a career, or learn about the world or just out of curiosity. What do you want from education? What do you think education should provide? What do you think all citizens should know?

These are questions I've been pondering for many years; ever since I had the great fortune of attending an alternative public high school from 1979 through 1981. At that time the term 'alternative' did not mean disciplinary; it simply referred to a very different method of engagement with our classmates and our instructors (many of whom were students, much like peer learning).

My education took a 180 degree turn at that school and I believe it's made me a more curious, creative and engaged citizen. I believe that many of the lessons I was able to learn about myself at that school are concepts that employers, property managers, judges, et al. would like to know about formerly incarcerated people as 'proof' of pro-social knowledge. Things like: Can I make quality, well-thought out decisions? What do I have to contribute? How do all of my studies connect to each other and to my life and future?

But the most important thing I learned at Walden III was about myself: about being okay being myself, about allowing other people to be their unique selves (and we had some unique students!), about my possibilities and limitations, and that diversity was way more fun than homogeneity (sameness).

Know Yourself. It's been one of the most important considerations for a healthy life for over 2500 years, yet we do not learn about ourselves in school. Or other human beings. Or how to live well together.

These are areas I would like to explore myself and also bring to adult education in prisons. I believe these studies will greatly support successful reentry.

Certification in these areas is what actually motivated me to take on this huge Fair Shake project in 2003. (Including selling my lip balm company!) I'm in school now, studying Adult and Continuing Education, so we can communicate and create a meaningful curriculum for reentry. These are considerations I'd like to explore and offer a Certification Of Understanding for. What do you think?

- how to understand our deep human needs and drives so that we can address them effectively
- how to see, develop, change, etc. values and beliefs to be able to live a satisfying life
- how to listen to others, and also how to say 'no', and how to hear 'no'.
- how to build a stronger or more cohesive, joyful or successful society
- why and how to respect others (and their stuff) and also how to elicit respect from others
- how to defend ourselves against persuaders of all shapes and sizes: human and electronic
- Think For Yourself! (to be a critical and intentional thinker who makes high-quality decisions)

Fair Shake brings a unique perspective to reentry. We've been asked by incarcerated people to offer certification; proof of understanding of the concepts we've been presenting. What do you think? Can we create a curriculum that demonstrates *proof* of prosocial intentions?

I'm still a few years away from building and offering a curriculum which gives us plenty of time to debate and develop ideas. I've included some thoughts about education below and on the following pages. I'm looking forward to hearing yours. Please send your ideas to PO Box 63, Westby, WI 54667

Once you have learned to ask questions - relevant and appropriate and substantial questions – you have learned how to learn and no one can keep you from learning whatever you want or need to know. ~ Neil Postman

Neil Postman

Schooling can be about how to make a life, which is quite different from how to make a living.

In plain, what passes for a curriculum in today's schools is little else than a strategy of distraction.... It is largely defined to keep students from knowing themselves and their environment in any realistic sense.

In the development of intelligence nothing can be more "basic" than learning how to ask productive questions.

What is it that students do in the classroom? Well, mostly they sit and listen to the teacher. Mostly, they are required to believe in authorities, or at least pretend to such belief when they take tests. Mostly they are required to remember. They are almost never required to make observations, formulate definitions, or perform any intellectual operations that go beyond repeating what someone else says is true.

There is no way to help a learner to be disciplined, active, and thoroughly engaged unless he perceives a problem to be a problem or whatever is to-be-learned as worth learning, and unless he plays an active role in determining the process of solution.

The making of adaptable, curious, open, questioning people has nothing to do with vocational training and everything to do with humanistic and scientific studies.

The question is not, Does or doesn't public schooling create a public? The question is, What kind of public does it create? A conglomerate of self-indulgent consumers? Angry, soulless, directionless masses? Indifferent, confused citizens? Or a public imbued with confidence, a sense of purpose, a respect for learning, and tolerance?

Television is altering the meaning of 'being informed' by creating a species of information that might properly be called disinformation. Disinformation does not mean false information. It means misleading information - misplaced, irrelevant, fragmented or superficial information - information that creates the illusion of knowing something, but which in fact leads one away from knowing.

AUW`a`L

You can't legislate good will - that comes through education.

Without education, you are not going anywhere in this world.

Jack Mezirow

Transformative learning is a process for adults to learn to think for themselves, through true emancipation from sometimes mindless or unquestioning acceptance of what we have to come to know through our life experience, especially those things that our culture, religions, and personalities may predispose us towards, without our active engagement and questioning of how we know what we know.

Ken Robinson

What you're doing now, or have done in the past, need not determine what you can do next and in the future.

We don't grow into creativity, we grow out of it. Or rather, we get educated out of it.

Many highly talented, brilliant, creative people think they're not - because the thing they were good at at school wasn't valued, or was actually stigmatized.

Whether or not you discover your talents and passions is partly a matter of opportunity. If you've never been sailing, or picked up an instrument, or tried to teach or to write fiction, how would you know if you had a talent for these things?

American education can be stifling...it does not emphasize diversity or individuality; it's not about awakening the student, it's about compliance; and it has a very linear view of life, which is simply not the case with life at all.

Nobody else can make anybody else learn anything. You cannot make them. Any more than if you are a gardener you can make flowers grow, you don't make the flowers grow. You don't sit there and stick the petals on and put the leaves on and paint it. You don't do that. The flower grows itself. Your job, if you are any good at it, is to provide the optimum conditions for it to do that, to allow it to grow itself.

John Taylor Gatto (New York City Teacher of the Year among many awards for teaching excellence)

Nobody gives you an education. If you want one, you have to take it.

You either learn your way towards writing your own script in life, or you unwittingly become an actor in someone else's script.

The primary goal of real education is not to deliver facts but to guide students to the truths that will allow them to take responsibility for their lives.

The lesson of report cards, grades, and tests is that children should not trust themselves or their parents but should instead rely on the evaluation of certified officials. People need to be told what they are worth.

The truth is that schools don't really teach anything except how to obey orders. Grades don't measure anything other than your relevant obedience to a manager.

I began to realize that the bells and the confinement, the crazy sequences, the age-segregation, the lack of privacy, the constant surveillance, and all the rest of the national curriculum of schooling were designed exactly as if someone had set out to prevent children from learning how to think and act, to coax them into addiction and dependent behavior.

What's gotten in the way of education in the United States is a theory of social engineering that says there is ONE RIGHT WAY to proceed with growing up.

Genius is an exceedingly common human quality, probably natural to most of us. I've concluded that genius is as common as dirt. We suppress genius because we haven't yet figured out how to manage a population of educated men and women. The solution, I think, is simple and glorious. Let them manage themselves.

Self-knowledge is the only basis of true knowledge.

Our cultural dilemma has nothing to do with children who don't read very well. It lies instead in the difficulty of finding a way to restore meaning and purpose to modern life.

Whatever an education is, it should make you a unique individual, not a conformist; it should furnish you with an original spirit with which to tackle the big challenges; it should allow you to find values which will be your roadmap through life; it should make you spiritually rich, a person who loves whatever you are doing, wherever you are, whomever you are with; it should teach you what is important, how to live and how to die.

CHOOSE YOUR PERSPECTIVE DETERMINE YOUR FUTURE

Our life is as meaningful, as full and as wonderful as we choose to make it.

~ Richard Dawkins

The trick is in what one emphasizes. We either make ourselves miserable, or we make ourselves happy. The amount of work is the same.

~ Carlos Castaneda

No matter who you are, no matter what you did, no matter where you've come from, you can always change, become a better version of yourself

~ Madonna

The element of self-determination makes clear the uniqueness and irreplaceable value of every human being.

You create yourself - your own person, your own character, your own world, your own values - with and through the exercise of your free will.

~ Peter Kastenbaum and Peter Block
from *Freedom and Accountability at Work*

Ownership Manual



Locus of Control - Do you see that you create your life or do you feel that fate is in control? If you want to be the master of your experiences and success, you will not be able to play the role of victim. Create your luck and design your success; you (and only you) can do it!

"The only way to predict the future is to have power to shape the future." – Eric Hoffer

Self Motivation - While managers continue to try to find ways to motivate people from the outside, the best way to get things done is simply by wanting to do them! The more we align ourselves with our goals, the more easily we can find the necessary motivation to carry out our tasks.

"Whether you think you can or whether you think you can't, you're right." – Henry Ford

"He is able who thinks he is able." – The Buddha



Change - We cannot change change; we must change with change. Change we invite is exciting and change we have pressed upon us is challenging. We are always changing, whether we initiate the change or fight against it. Even when we cannot change a situation, we can still change the way we look at it.

"The only constant is change." – Heraclites

"Life is change. Growth is optional. Choose wisely." – Karen Kaiser Clark

"They say that time changes things, but you actually have to change them yourself." – Andy Warhol

Satisfaction - Reduce stress and physical illness by achieving satisfaction in your life! When you take responsibility for your own satisfaction at home and on the job, you will cease to blame and start to create the life you desire. With all relationships, be yourself and state your boundaries. Remember this when it's time to interview! By interviewing your interviewer you ensure your own satisfaction at work.

100%
SATISFACTION

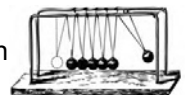
"One day your life will flash before your eyes. Make sure its worth watching." – Soren Kierkegaard



Fear - Fear is a healthy emotion for threatening situations. We also use fear to hide behind when we are challenged, which keeps us from learning, growing and trying new things. Fear can be physically and emotionally paralyzing. To break the chains that keep you from realizing your dreams, you must confront your fears. You will learn and grow, which cannot happen without taking action.

"Courage is resistance to fear, mastery of fear - not absence of fear." -Mark Twain

Cause and Effect - Every action and intention has an effect – on ourselves as well as others. Through negative feelings we radiate negativity, and in this way the negative energy grows. When we choose to feel great we radiate love and positivity. When we offer encouraging vibes we receive them...and the positive energy grows! Smile!



"Everything you are against weakens you. Everything you are for empowers you." – Dr. Wayne Dyer



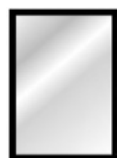
Freedom - What is your definition of freedom? At Fair Shake, we define freedom by exercising the rights and responsibilities of being a world citizen. You are free to make decisions that influence your relationship to all beings. You are free to make decisions that make your life miserable and you are free to make decisions that make your life wonderful and successful. We are free to be human and make mistakes; and we are also free to forgive others, and to ask for forgiveness.

"While we are free to choose our actions, we are not free to choose the consequences of our actions."

– Stephen Covey

Accept Yourself - First you must see yourself for who you really are. Only then you can accept yourself with all your virtues and your weaknesses and see yourself as worthy of success, a good life, and quality relationships. When you acknowledge and accept yourself, you are free to make the necessary changes in your life that will get you on the path to your dreams.

"Growth begins when we start to accept our own weakness." – Jean Vanier





Work - Evaluate your skills, assess the careers that are best suited to your talents, critique your communication style and then set a course to create the work life you desire! Career development is in your hands. Often we must do work we do not favor as we gain the experience we need to find or create the career we want. Sometimes we find that it is not a particular job we are after but an environment we want to work in, tasks we like to do or experiences we want to gain. "Find something you love to do and you'll never have to work a day in your life." – Harvey MacKay

Boundaries - Do you say "yes" when you want to say "no"? Do you refuse to take "no" for an answer? To reduce stress, burnout and conflict, we need to establish boundaries early in any relationship. When you speak from clear boundaries you simply state "what is". Setting healthy boundaries gives you a sense of control and power in your life, which means you know yourself and the things that are good or bad for you. "Those who stand for nothing fall for anything." – Alexander Hamilton.



Degree of Agreeability - Do you find you get along with people in social situations (family, friends, work, sports) or do you feel you are often "at odds" or not quite fitting in? You have the power to make relationships wonderful, exciting and fun! Take a minute to consider: do you try to really listen and understand others? What do you contribute to make situations enjoyable? Do you make it easy for others to work with or communicate with you?

"Those people who are uncomfortable in themselves are disagreeable to others." – William Hazlitt

Equality - As Americans, we agree that all people are equal. Still, we find we sometimes feel less valuable than others, confusing superiority with authority. This can happen with professionals such as professors, lawyers or doctors; and sometimes we even feel like we are worth less than people with great material wealth. We need to remember that, while some folks can have authority in an area where they have great knowledge or expertise, they are still equals with similar goals, desires and struggles. "No one can make you feel inferior without your consent." – Eleanor Roosevelt



Communication - Using accurate terminology and body language to illustrate our ideas is only half of the communication equation. We must also interpret words and body language of others as they are offered to us. We must try to resist letting our own personal history decipher their meaning so we can truly listen.

"Listening to both sides of a story will convince you that there is more to a story than both sides." – Frank Tyger

O.A.R.S. - Careful communication is critical in situations of conflict or opposing points of view. Remember these tools to find ways to work through problems: ask Open-ended questions, offer Affirmations, participate in Reflective Listening and provide Support. This can be difficult in tense situations, but will reap priceless benefits.



"When you find yourself in deep water, use your OARS." – Ron Schafer

Open-ended questions: What do you think? *Affirmations:* I can make this situation better.

Reflective listening: What I hear you say is.... *Support:* It is important to me that we sort this out.



Value - Value and worth are relative to the degree of importance something has in our life. Our perception of value affects our desires, our morals, and our possessions. How do you value things? Based on money? Based on importance or sentiment? How about people? Do you share things with others, preferring to strengthen relationships; or do you keep things to yourself to keep them close and in good shape? We protect that which we value, and we must understand and honor that each of us values objects, people, commitments, and life in general differently.

"Every man stamps his value on himself... man is made great or small by his own will." – J.C.F. von Schiller

Relationships - We often think of family or romantic involvement when we discuss relationships, but we are actually relating whenever we interact with others. From the neighbor that bangs on the wall when we play the music too loud to the homeless person that we give a meal to, we share space and affect one another. Long-lasting relationships are the most valuable to us because in them we learn a great deal about ourselves and others. A commitment to long-term relationships shows our character, integrity, tenacity and worth.



"The value of a relationship is in direct proportion to the time that you invest in the relationship." – Brian Track



Dependency - Unhealthy dependencies come in many forms; the most obvious is substance abuse. Other, more subtle dependencies include: people, gambling, cigarettes, treatment, television and video games. If you hide behind any dependency you will not be able to realize freedom. When you can see that you encourage a dependency, you have the power to master it.

"There is no dependence that can be sure but a dependence upon one's self." – John Gay

Tenacity - Stick to it!! Hard work pays off. Learning this discipline is challenging, but will be a valuable attribute all of your life. Tenacity is one of the essential ingredients to success.

"Let me tell you the secret that has led me to my goal: my strength lies solely in my tenacity."

– Louis Pasteur



Denial - Denial is an unconscious defense mechanism characterized by refusal to acknowledge painful realities, thoughts, or feelings. It is hard to recognize when we are in denial. If we listen to others when they tell us we are daydreaming, or when they say we should look at some aspect of ourselves they see as inconsistent with who we say we are, sometimes we can see that we have been covering up a challenge or justifying our behavior to suit our wishes.

"More people would learn from their mistakes if they weren't so busy denying them." – Harold J. Smith

Commitment - We are often afraid of committing, yet we appreciate a commitment from others. Commitment does not have to be frightening! Start by making a pledge that you will take care of yourself as well as you possibly can. Once you are comfortable with this, commit to small things and then grow into larger and longer- term commitments, very much like trust.

"Unless commitment is made, there are only promises and hopes; but no plans." – Peter F. Drucker



Time Control - Can you set a schedule and stick to it? We can get a lot of things done in a day if we make time to do them all. If we don't make time, the clock ticks while we watch TV, mope, look for excuses for why we can't or don't act. While it is hard to initiate the motions, once you are up and running, it's hard to stop! Remember: we need to make time to relax, too!!

"Lost time is never found again."

"You may delay, but time will not." – Benjamin Franklin

Reality check - How do you know you are being realistic? Do you have anyone to check in with? When making decisions, consider these three ideas: 1. Check in with a friend or family member 2. Can you see each step of the process from start to finish? 3. Is this goal / desire in line with your long-range goals and personal philosophy?

"How many legs does a dog have if you call the tail a leg? Four. Calling a tail a leg doesn't make it a leg"

– Abraham Lincoln



Education - What do you consider knowledge and how do you know what you know? What about when others know something that is different from what you know? If we remember that what we know is only true for us, it becomes easier to see how people have many different perspectives on any given subject. Through conversation we can learn to see things a new way and reinforce or increasingly appreciate our own beliefs.

"Education is what remains after one has forgotten everything one learned in school." – Albert Einstein

Point of View - Every situation can be viewed from several perspectives. Folks who want to see problems will certainly find and create them. Folks who want to feel good most of the time will create and be drawn to positive work and making positive situations.

"In the middle of every difficulty lies opportunity." – Albert Einstein



Understanding - When we understand that other people seek to satisfy the same needs as we do, we can see that often we have more in common with each other than differences. This is an important consideration whether we are in a managerial or a subordinate position.

"When you judge another, you do not define them, you define yourself." – Wayne Dyer

Permission - Sometimes we need permission to proceed, but many times we look for permission just to validate our wishes (like advice) or get out of an uncomfortable position. When permission is not required, why wait? Dare to Think for Yourself! Do you actually need permission, or are you really looking for approval?



"Care about people's approval and you will be their prisoner." – Tao Te Ching



Success - What is your definition of success? Happiness? Being a good parent? Financial gain? Possessions? Staying out of prison for 3 years? You must define this for yourself, and create your goals accordingly.

"No one can cheat you out of ultimate success but yourself." – Ralph Waldo Emerson

sWellness - Good physical and mental health are necessary for success. It is easier and less expensive to maintain good health than to treat disease. When we are in good health we think clearly and reduce our risk of disease. Eat well, exercise, get enough sleep, and keep negative stress to a minimum.



"You can set yourself up to be sick, or you can choose to stay well." – Wayne Dyer



Stress - Not all stress is bad! There is good stress (excited for the future) and bad stress (worry). We all handle good and bad stress differently. Some people embrace change, problems and conflict and some prefer to keep life safe, predictable and amiable. Regardless of our choice, however, we will all experience stress, and the bad side of stress can manifest itself in physically damaging ways. When we identify our stress causers and learn about our stress tolerance, we can become more comfortable in a variety of situations and reduce, eliminate or accept reasonable levels of stress in our lives.

"You don't get ulcers from what you eat. You get them from what's eating you." – Vicki Baum

Anger - Conflict is neither good nor bad. Like stress, it can be useful if engaged in appropriately, and it can damage us if handled poorly. One out of control outburst can cost you your job. When you feel anger building, remember to take a breath, own your feelings and remember to identify your Trigger (what upset you?) your Feeling (how does that make you feel?) and Reason (what is the best way to resolve this?)



"Flying off the handle sometimes causes hammers and humans to lose their heads, as well as their effectiveness." – William Arthur Ward



Diet - Although you may be on a constricted diet due to limited funds, fresh foods such as fruit and vegetables are relatively inexpensive and are the best source of nutrition for your money. While they may appear cheap on the shelf, foods with extensive processing, that are full of sugars (including corn syrup) and preservatives, can do more harm than good in the long run and cost you a great deal more later – in medical expenses. Our bodies are between 55% and 75% water, so be sure to drink between ½ and 1 gallon of water every day!

"Did you ever stop to taste a carrot? Not just eat it, but taste it? You can't taste the beauty and energy of the earth in a Twinkie." – Astrid Alauda

Exercise - As important as food, exercise keeps vital nutrients circulating to the places that need them most. Exercise is also important for mental clarity, keeping our vital organs in good working order and helping to reduce blood pressure. Physical activity can improve flexibility, build muscular strength and increase endurance.



"Movement is a medicine for creating change in a person's physical, emotional, and mental states."

– Carol Welch



Flexibility - Often it takes great flexibility to keep our desires and commitments under control. Sometimes the burden is too heavy and we have to put some of it down. Sometimes we have to expand our capabilities temporarily, which is when we find out we can handle more than we ever thought possible. Life is unpredictable and we have to be ready for everything!

"If one does not wish bonds broken, one should make them elastic and thereby strengthen them."

– Ardant du Picq

I've heard incarcerated people say they have become free while 'doing time'. That they freed themselves from many limitations and expectations through changes in their perception, by understanding choices and accepting responsibility for their satisfaction in life. They've also said they recognize that people are often prisoners of ideologies that include chasing money, stuff, addictions, media, approval and fear.

What does freedom mean to you?

I believe freedom includes being able to be your unique and creative self; worthy of respect and giving respect. It also includes having the opportunity to do what needs to be done, like creating Fair Shake. And being able to say what we feel needs to be said, and allowing others to say what they think needs to be said; so that many thoughts, feelings and ideas can be shared and discussed to help us figure out how to live together better.

I have had this note on my desk for two decades: "Speak your truth and pay the price." I express my uniqueness. I push others to consider things from different angles. This quote comforts me when I feel the pain of 'the price'. After hearing a powerful speaker inside Marion Correctional Institution in Ohio talk about a life of not speaking up, I realized that when you don't speak your truth, you also pay a price.

Americans love freedom. Freedom includes choice, which is important to us. We want to feel like we are in control of our lives (all humans do) and we like to think our choices prove that we are. After all, our choices demonstrate our identity, don't they? We choose our music, our haircut, our brand of jeans...and they all contribute to our expression of ourselves.

We often fail to recognize, however, that we have more choices than those that are offered to us. Many of the choices we make are 'false dichotomies': Are you with us or against us? Do you want the red pill or the blue pill? Do you have an Android or the iPhone? when we actually have many more choices: for instance we can get a flip phone, we can share a phone and we can decide to not have a cell phone at all.

Many times we feel we have little or no choice in certain groups or situations, however we can always decide to live within our boundaries and participate only in activities that are consistent with our values. But there will be a price: with any decision that differs from that of popular opinion, we could be confronted with people who will take offense by our decision to think for ourselves.

When I was 13 years old, in a girl's reform school far from home, "freedom" was my only goal. I wanted to be free from control! Free to be myself! Free to do whatever I wanted to do! So I ran away. I found that I could be myself but that I wasn't free after all. I was free from safety and security, I was free from the comfort of a place to live, and I was free to hide and be hungry and to not trust anyone.

I do not have a goal in creating this document presently except to explore the concept of freedom with you. Freedom from? Freedom to? The idea has been debated for centuries and is always important. I hope you will explore concepts of freedom...whether in groups or individually...and share your thoughts with me so I can share them in the next edition of the Reentry Packet.

THOUGHTS ON FREEDOM:

For to be free is not merely to cast off one's chains, but to live in a way that respects and enhances the freedom of others.
~ Nelson Mandela

Anxiety is the dizziness of freedom.

~ Søren Kierkegaard

Human freedom is not optional. Freedom is unlimited...there is no limit, no end, to the responsibility of having to choose a response to every situation. Freedom is unlimited because the obligation to choose is unrelenting.

~ Gary Cox

If you don't make the choices in your own life then someone else is going to end up making them for you and it won't be good.

~ James Altucher

The truth will set you free, but first it will piss you off.

~ Joe Klaas,

Most people do not really want freedom, because freedom involves responsibility, and most people are frightened of responsibility.

~ Sigmund Freud

As long as we believe that our freedom and well-being are dependent on the absence of problems, on our economic situation, and on the actions of those we work for and live with, we are in trouble.

~ Peter Block and Peter Koestenbaum

Man is condemned to be free; because once thrown into the world, he is responsible for everything he does. Freedom is the freedom of choosing but not the freedom of not choosing. Not to choose is, in fact, to choose not to choose.

~ Jean-Paul Sartre

Erich Fromm (Quotes from his book *Escape From Freedom*)

The automatization of the individual in modern society has increased the helplessness and insecurity of the average individual. Thus, he is ready to submit to new authorities which offer him security and relief from doubt.

In order to overcome the panic resulting from such loss of identity, he is compelled to conform, to seek his identity by continuous approval and recognition by others.

Man's nature, his passions, and anxieties are a cultural product...

Modern man lives under the illusion that he knows what he wants, while he actually wants what he is supposed to want.

A great number of our decisions are not really our own but are suggested to us from the outside; we have succeeded in persuading ourselves that it is we who have made the decision, whereas we have actually conformed with expectations of others, driven by the fear of isolation and by more direct threats to our life, freedom and comfort.

We can know, if we want to, what is poisonous for mental life. We know that poverty, intimidation, isolation, are directed against life; that everything that serves freedom and furthers the courage and strength to be oneself is for life.

Positive freedom is identical with the full realization of the individual's potentialities, together with his ability to live actively and spontaneously.

Culture Shock!

We expect formerly incarcerated people to get right back into the swing of things when they are released. We assume they are ready, that just serving time is enough to consider the impact of their crime and make plans for reentry success.

But do those of us outside of prison really understand the challenges of prison life, and the difficulties faced in adjusting from being incarcerated to rejoining society? Life in prison, in many ways, functions opposite to life on the outside.

When we return home after spending time in another culture our own customs can feel a little strange. Although we cannot fully grasp what prison culture is like here, when we picture living for several years on a confined piece of land surrounded by fences and in buildings made of cement, we get quite a different perspective of daily life. Inside prisons there usually aren't any potted plants, pictures on the walls, or carpets on the floors to absorb sound. Everyone is tense and on their guard at all times. Quarters are very small, made smaller by the addition of a toilet and sink, and most likely a cell mate. Alternate sleeping accommodations can be found in large dormitories with dozens of bunk beds and little privacy or quiet.

People do adjust to these conditions in time, but it changes them; they become institutionalized and find it difficult to set schedules and make decisions upon release because prison administrators have done this for them for so long. We now begin to see why the transition from incarceration to independence can be quite difficult.

To appreciate some of the cultural challenges a newly released prisoner has, consider the following lifestyle differences:

Persona

IN PRISON: Survival in prison requires a tough appearance. Gentle and kind people are often perceived to be weak and can be taken advantage of mentally, physically, or both. Suspicion, toughness, and keeping your thoughts to yourself are crucial tools for success in prison.

OUT OF PRISON: Friendliness, smiles, and engaging conversations show others we are open to interaction. These sociable attributes are critical for success.

Violence

IN PRISON: Very high tension, combined with boredom, often results in violence. Extreme violence can happen quite often.

OUT OF PRISON: Violence is more prevalent in some areas, but overall the level of violence in our communities is sporadic rather than a constant threat. In general, violence is not tolerated.

Helplessness

IN PRISON: Incarcerated people often witness the most shocking and atrocious acts against human beings imaginable. Our basic urge is to help a victim by physically protecting them or finding someone who can improve the situation. Incarcerated people who "snitch" or help out, however, can find themselves in the same situations they were horrified to witness. Caring souls can even be targeted for helping a victim after the assault.

OUT OF PRISON: We watch out for each other and act on injustices. We understand that we must participate in the protection of each other to maintain our own safety and ensure safety for all.

Trust

IN PRISON: Trust is nearly impossible in prison and rarely attempted. One of the most valuable survival skills is concealment.

OUT OF PRISON: One of our most treasured human qualities is honesty. Trust is an important element in any relationship; whether with family, friends, or work-related. We work hard to build long-lasting relationships. It is within these deeper relationships that we can learn more about ourselves. We can hear difficult things from people we trust and we can say difficult things to them.

Long-term Relationships

IN PRISON: Long-term relationships are very difficult in prison. In fact, incarcerated people are often transferred without notice and correspondence between inmates is forbidden.

OUT OF PRISON: Long-term relationships are very important and require time and effort to maintain. We often find our best connections to employment, new friends, interests, and opportunities through the relationships we have built. When we lose a trust-worthy reference, it is exponentially more difficult to achieve these valuable benefits.

Choices

IN PRISON: In addition to having an established schedule in prison, incarcerated people do not have a choice of where to go, what to wear, what colors they would like to see on the walls, or what they want to eat for breakfast. Daily life inside prison is often much like the previous day.

OUT OF PRISON: We must constantly make decisions. Our life moves at a brisk pace with frequent changes. Sometimes friends and family ask us to change our plans to join them or help them. We must decide how to prioritize our schedule to accommodate others and still keep time for ourselves.

Organizing Time

IN PRISON: Chores are optional. Food is purchased and prepared, the kitchen is cleaned, and the dishes are washed, dried, and put away... all an incarcerated person must do is show up to eat. In addition, clothes are washed, dried, and folded. Yard maintenance is taken care of and the only cleaning responsibilities revolve around a small cell. Prison is often considered a tremendous waste of time and many of our incarcerated suffer from boredom.

OUT OF PRISON: Chores take up a significant portion of our day. We must prioritize our tasks to get everything done. We want to make sure we have enough time to work, get our chores done, exercise, and enjoy relaxing time alone or with friends and family. We often find there are not enough hours in the day!

Quiet Time

IN PRISON: Prisons are noisy places. They offer few quiet places or opportunities for time alone. The buildings are made of concrete and rarely use carpet or other noise reducers. When people get upset they are often loud; affecting everyone. Many incarcerated people keep earplugs with them at all times.

OUT OF PRISON: Life is very busy and we are constantly interacting. We need time alone to reflect on our day, our life, or our perspective, or simply to think things through. Quiet time alone is rejuvenating and reaffirming.

Reflection and Meditation

IN PRISON: Because it is difficult to get close to other incarcerated people, reflecting and soul searching can be challenging and often must take place alone or with books.

OUT OF PRISON: We often turn to family and friends to support us through difficult times. We can tell them everything, which helps us hear our process and our progress. These steps enable us to move through change.

Humanness

IN PRISON: Incarcerated people are referred to as "offender" or by their ID number. They often suffer from a loss of self respect, respect for others, and respect from others. They sometimes feel they are no longer a valuable person to society.

OUT OF PRISON: We want to be treated with respect! You need to respect yourself in order for others to respect you. Just as we want people to see the things in us that deserve respect, we must see the things in others that we respect. This is one way we can find common ground.

Language

IN PRISON: As with many sub-cultures in America, prison culture has a language of its own. Not only do many words that we use every day have completely different meanings, alternate pronunciations and slang are frequently used as well.

OUT OF PRISON: Most of us have a familial or peer-group lingo that we use when we are at ease. In our work-life, however, we strive to create a uniform language with established rules that facilitate understanding since verbal communication is tough enough, even when we use the same words with roughly the same definitions.

Physical Barriers

IN PRISON: Close quarters, brick walls, tiny windows, fencing, and razor-wire are constant reminders of a very small world in which to circulate. There is very little free roaming; the incarcerated are accounted for wherever they go.

OUT OF PRISON: We are free to decide where to go, and we have a large range of options. We can decide how much fresh air or sunlight we want to let in, we can paint our rooms in comforting colors and enjoy a visual and tactile variety of surfaces from wood floors to brick patios to soft, grassy lawns.

Care-giving

IN PRISON: Incarcerated people have no opportunity to provide daily physical or emotional care for children, partners, parents, or pets.

OUT OF PRISON: Caring for others is constant, taxing, challenging, and invigorating! We need to be needed, and we feel good supporting those we care about.

Physical Contact

IN PRISON: Affectionate touch is limited to family visits and close friends (of which there are few, if any).

OUT OF PRISON: Hand shakes, hugs, friendly kisses, and other signs of affection are welcome and encouraged among relatives and friends.

Information

IN PRISON: Incarcerated people can access a limited amount of information through magazines, newspapers, television, radio, and letters.

OUT OF PRISON: We have a diverse array of opportunities from which to obtain information. We have the media, certainly, but with a much wider scope of options. We also have the internet with fairly limitless boundaries of information and misinformation to choose from. We share a greater variety of current event experiences and participate in creative, spirited conversation and debate.

Illness

IN PRISON: Incarcerated people are cared for. Granted, it is not always the most comforting care when they are ill. Doctors are summoned, food is prepared, and linens and clothing continue to get washed and delivered. When necessary, teeth are repaired, glasses are procured, and antibiotics are prescribed.

OUT OF PRISON: At home, we have to take care of ourselves when we are sick or wounded. We must get ourselves to the doctor or dentist and have a way to pay for the services. We must also maintain our home and our health while we heal, which is sometimes very difficult.

Patience

IN PRISON: Incarcerated people must learn to wait for assistance, services, and professional help including doctor visits, rides to see specialists, meetings with administrators, phone calls, and daily meals.

OUT OF PRISON: We can get medical help immediately if necessary, we arrange meetings according to our schedule and we can spontaneously do things at will.

Possessions / Money

IN PRISON: Possessions, money and the value of objects of desire are greatly distorted in prison. Retirement savings and investments are rare and most money is acquired and spent quickly. Money is not even necessary, often goods are traded. Incarcerated people do not need to worry about the cost of food, a roof over their heads, or transportation.

OUT OF PRISON: Money is our primary currency. It is very difficult to live "hand to mouth" as quite often unexpected expenses arise. The cost of food and shelter fluctuates and must be considered in budgeting, and all cars, old and new, break down and hit us with surprise bills.

We often don't realize that we are alike in many ways, too:

In prison, people continue to love children, wives, husbands, parents, grandparents sisters, brothers, aunts uncles cousins and lots of other family members.

We all appreciate humor, support their favorite sports teams, and relish favorite foods.

We all feel sad, scared, excited, and loving.

We all worry about the future and regret past mistakes.

We all need people, and need to have hope, and need for others to need them.

People "inside" and "outside" are connected to each other through all of the above...and also through regional and local culture, communities and faith: whether it is religious faith or simply having faith that that a better world is possible.

Transition Tips

Reentry can be both exciting and frustrating! Our attitude toward release from prison is that it should be a simple matter of getting resettled, resuming routines, and reestablishing your relationships; but reality proves there is much more to it than that. Here is a list of tips to consider that can help you go through the transition process:

1. **Mentally prepare for the adjustment process.** Be prepared for anything... especially the most challenging things like rejection, depression, anger and disappointment. Also, be prepared for things to be NOT as you expect them to be.
2. **Give yourself permission to ease into the transition.** Allow yourself the space and time to acclimate to your new environment. Don't worry if it takes you a little while to get used to things again. You'll need time to reflect upon what is going on around you.
3. **Understand that the familiar will seem different.** You have changed; home has changed. You will see familiar people, places, and behaviors from new perspectives.
4. **Expect to do some 'cultural catching up'.** Clothes, trends, language, and more have changed!
5. **Reserve judgments.** Reserve all judgments of others, but especially negative judgments; just as you would like to have others reserve judgments of you. Resist the impulse to make snap decisions.
6. **Expect mood swings.** It is entirely possible for you to feel ecstatic one moment and completely defeated a short time later. It's okay; it is a part of the process.
7. **Allow sufficient time for reflection and self-analysis.** Your most valid and valuable analysis of an event is likely to take place after allowing time for reflection. Consider your core values and determine how you can live within them.
8. **Respond to inquiries thoughtfully and carefully.** Prepare to greet surprise questions with a calm, thoughtful approach. If you find yourself being overly defensive or aggressive, take a deep breath and relax.
9. **Seek support networks.** Don't isolate yourself! There are people who want to help you through your transition. You will find them if you look...
10. **Volunteer.** A great way to connect to community, build references and network with people and possibilities is to volunteer.

To prepare yourself for upcoming challenges, it is safe to expect the following:

- You will have to prove yourself (over and over and over).
- People will make many assumptions about who you are now.
- You will be different than when you left; your family and friends will be different, too!
- People will expect a lot from you.
- The way you'd hoped things would be will be different from the way they are.
- You will feel down or depressed after the initial return 'honeymoon' period. Please refer to our Culture Shock! page for further transition considerations.

If you really want the last word in an argument, try saying “you’re right”.

~ Source unknown

Relationships – Proceed With Caution

An important step for successful reentry for former felons is building relationships. However, the difference between prison relationships and making friends in society is pretty extreme! Fair Shake believes that with greater understanding on both sides we can improve transitions by recognizing and addressing the challenges.

The formerly incarcerated and the people who have never been to prison will understandably struggle with offering trust to each other. Some people will want to try to build a relationship with a formerly incarcerated person and find they just can't. Their fear is too strong, and everyone must respect that. But for most people, starting a relationship with a returned citizens - whether socially or at work - is like any other relationship.

We learn about others while we learn about ourselves. As in our other relationships, trust is created little by little as we become more comfortable with ourselves, with the other person, and with the environment we share when we meet.

If you don't trust people, people will not trust you. – Lao Tzu

You don't see things as they are. You see them as you are. – Talmud

We need an encounter with another person – either as model or as challenger.
– Peter Block and Peter Kastenbaum

Ways to COMBAT the “Ex-Con” Stigma

- Engage in conversation simply to gain knowledge, trust and friends
- Follow through with plans
- Make eye contact, smile and use open body language
- Talk with a positive, solution-oriented perspective
- Offer authentic trust and work to gain authentic trust
- Be helpful and courteous
- Try to avoid using prison slang

Ways to CONTINUE the “Ex-Con” Stigma

- Carry a chip on your shoulder and play the victim, as if life owes you something
- Complain do not resort to positive thinking or problem solving
- Keep a closed face, arms folded, and roll your eyes when others are talking
- Participate in conversation just for money or favors
- Expect people to do things for you
- Dream unattainable, unrealistic dreams; get frustrated when nobody supports you in pursuing them

Relationships

re·la·tion·ship Function: noun

A state of affairs existing between those having relations or dealings <had a good relationship with his family> (or dog, supervisor, mail carrier) Source: Webster's Online Dictionary (open dictionary)

The word relationship does not mean romantic relationship!

Tips for building relationships and learning to trust:

- Be honest with yourself. If you are honest with yourself, you can be honest with other people
- Express your concerns
- Go slowly! Do not idealize the situation; consider the relationship clearly and thoughtfully
- Build trust step by step. Start trusting each other in small matters
- Trust is a perception of honesty; competence and value similarly are essential
- We creatively build our reality through social interaction using social structure as our guiding behavior
- Remember: The judgments we make about others depend not only on their behavior but on our interpretation of the social situation

Love and Relationships

Regardless of how old we are, if we can think, we have thought about love. We know the definition is very broad, but we often allow ourselves to be duped into thinking "love" means "romantic relationship". Love certainly includes romantic relationships, but it is really so much more.

Almost everyone wants:

- To feel valued / valuable.
- To love and feel loved.
- To feel safe.
- To make sense of our life.
- To share joys and sorrows with close friends or family.

Why do we lie?

- To look good. We choose to present an image of ourselves as attractive and desirable. We are afraid to share information that may make us look bad.
- To avoid unpleasantness. We conceal information that we believe may cause conflict. We go to great lengths to create false, superficial harmony. We get to know ourselves and each other better as we reveal and negotiate our differences.
- To avoid hurting feelings. We don't want to upset people by saying something that might hurt or make them angry.

Detecting lies can be difficult. Scrutinize three elements: voice, body language, and facial expression. Other possible signs of loss of trust: withholding information, mixed messages, refusing to negotiate.

Basic Sociological and Relationship Concepts

Uncertainty Reduction Theory:

Uncertainty is unpleasant and therefore motivational; people communicate to reduce it.

Strangers, upon meeting, go through certain steps and checkpoints in order to reduce uncertainty about each other and form an idea of whether one likes or dislikes the other. The contents of the exchanges are often demographic and transactional. Where are you from? Do you have any pets? Demographic information is obtained: sex, age, economic, or social status.

When the new acquaintances are ready to get to know each other better, they begin to explore the attitudes and beliefs of the other by asking questions about values, morals, and personal issues. They feel less constrained by rules and norms and tend to communicate more freely with each other. One factor which reduces uncertainty between communicators is the degree of similarity individuals perceive in each other (in background, attitudes, and appearance).

Three basic ways people seek information about another person:

- Passive – observation only, no contact
- Active – ask others about the person in question
- Interactive – communicate directly with the person

The primary determinant of individual behavior is the social situation in which that behavior occurs. Social roles, competition, or the mere presence of others can profoundly influence how we behave. We usually adapt our behavior to the demands of the social situation, and in ambiguous situations we take our cues from the behavior of others.

Terms

Social Construction of Reality: Refers to the process by which individuals build reality through social interaction. While statuses and roles structure our lives, we shape our patterns of interaction with others. People build reality from the surrounding culture. Therefore, perceptions of reality vary both within a single society and among societies the world over.

Social Norms: “Unwritten rules.” Adjustment to a group typically involves discovering its social norms. Two ways: Noticing uniformities and observing negative consequences.

Social Reality: Subjective interpretations of other people and of our relationships. Social Reality determines whom we find attractive, whom we find threatening, whom we seek out and whom we avoid. The judgments we make about others depend not only on their behavior but on our interpretations of the social situation.

Principle of Proximity: Frequent contact best predicts our closest relationships.

Self-Disclosure: Sends signals of trust. “Here is a piece of information that I want you to know about me, and I trust you not to hurt me with it.”

Nonverbal Communication: This concept refers to communication using, not speech, but body movements, gestures, and facial expressions. Types of body language – smiles, eye contact, and hand movements. Most nonverbal communication is culture-specific. Three ways in which emotional life differs cross-culturally include: (1) what triggers an emotion, (2) how people display emotions according to the norms of culture, and (3) how people cope with emotions.

Similarity: People usually find it more rewarding to strike up a friendship with someone who shares their attitudes, interests, values, and experiences. If we have just discovered that we share tastes in music, politics, and attitudes toward education, we will probably hit it off because we have, in effect, exchanged compliments that reward each other for our tastes and attitudes. Most people find marriage partners of the same age, race, social status, attitudes, and values.

Terms Continued...

Expectancy-Value Theory: People usually decide whether to pursue a relationship by weighing the value they see in another person against their expectation of success in the relationship (Will the other person be attracted to me?). People with low opinions of themselves tend to establish relationships with people who share their views, that is, with people who devalue them. On the other hand, individuals who appear to be extremely competent can be intimidating; we fear they will reject our approaches. When highly competent individuals commit minor blunders, however, we like them better.

Cognitive Dissonance Theory: Mental adjustments that account for people who voluntarily undergo unpleasant experiences. When people's cognitions and actions are in conflict (dissonance) they often reduce the conflict by changing their thinking (cognition) to fit their behavior. This explains why smokers rationalize their habit.

Becoming an Ex: This experience is common to most people in modern society. Unlike individuals in earlier cultures who usually spent their entire lives in one career, one marriage, one religion, or one geographic locality; people living in today's world tend to move in and out of many roles in the course of a lifetime. It's hard to shake former roles, however, so the 'ex' must repeatedly demonstrate the behaviors of the new roles they are in.

Cooperation can change people: Working with diverse people we learn all people are just people, not objects to be hated and/or loved for their perceived and distant media or culture-derived social value. We share a small country and a small planet! We are mutually interdependent on each other. Whether we recognize this or not, we have a working relationship based on shared goals.

Power of the Situation: Can have a strong influence! What happens when you put good people in an evil place? Check out this simulation study of the psychology of imprisonment, called the Stanford Prison Experiment, conducted in 1971:
<http://www.prisonexp.org/>

Discrimination: A negative behavior, an action taken against an individual as a result of her or his group membership.

The source of discrimination and prejudice that is perhaps the most pervasive is an unthinking tendency to maintain conditions the way they are:

- Even when those conditions involve unfair assumptions prejudices and customs. If similarity breeds liking, then dissimilarity can breed disdain.
- Find commonalities! Social distance can make it easier to treat members of an 'out-group' with contempt.

Fundamental Attribution Error: We tend to attribute other peoples actions and misfortunes to their personal traits rather than to situational forces. This helps explain why we often hear attribution of laziness or low intelligence to the poor or homeless, rather than an externally imposed lack of opportunity. For ourselves, however, we attribute our success to internal factors, such as motivation, talent or skill. We attribute our failures to external factors beyond our control, called a self-serving bias; probably rooted in the need for self-esteem due to social pressures to excel.

Prejudice: A negative attitude toward an individual based solely on his or her membership in a particular group. Prejudiced attitudes serve as filters that influence the way others are perceived and treated. Discrimination is a negative behavior, an action taken against an individual as a result of her or his group membership.

Dealing With Rejection

When we put ourselves in a position to be vulnerable to another person's opinion, we risk rejection.

Sometimes the risk is very small. Example: I tell a joke but my audience doesn't laugh. They look at me like I am speaking a language they don't understand. What does this mean? Do they reject my joke? Do they reject me? Maybe they don't share my sense of humor. Maybe they don't understand the joke. Maybe it's just not a good joke or maybe I need to learn how to deliver jokes. There are so many variables!

When I'm standing there in the silence, however, I find it hard to think of anything but "I blew it." or "I failed." I may even internalize these words and start to feel pretty rotten, as if I am incapable or unappealing. I told the joke to have fun and win approval; instead I feel deflated and rejected.

When I take a much larger risk, such as applying for a job, an apartment or a loan - where I've invested so much more of myself (time, information, dedication) - the stakes are much higher. I may become discouraged when I hear 'we've chosen another applicant', 'we've rented the apartment to another person', or just plain 'no'. Again, it's hard for me to not internalize it. But just as in the case of the joke, there may be many variables that I am not considering. At this crucial time, I must remember to believe in myself and continue to pursue my goal.

It is hard to stay positive when we internalize rejection, and yet that is exactly what we need to do to persevere to get what we want! When we feel defeated, we would be wise to remember that we have taken many risks in the past and have been successful. We must risk failure and rejection to feel the power of success. It is both scary and exhilarating!

Consider using these tools to keep your perspective as favorable as possible:

- First, remember you are important! Do not let rejection from any person or group lead you to believe you are not important, valuable, creative and necessary to the well-being of everyone.
- Be open to the possibility of rejection or criticism as the push you need to improve your approach, or make other necessary changes! Find ways to be positive. Positivity is magnetic!
- Consider the source. If you are doing what you believe is the right and best thing for you, keep doing it. It's okay to be rejected by people or groups that we do not wish to be a part of. We all know that some people are just cruel and feel power when they make others feel bad. It's okay to be rejected by them! Remember to not take feedback or rejection personally; it is simply one point of view.
- Keep focused on the big picture! Don't let minor set backs keep you from achieving your goals.
- Persevere! Keep doing what you are doing. Remember that you are the pilot of your goal, challenge, or position and you will not let rejection hold you back.
- Believe in yourself! If you don't believe in yourself, how can you expect others to believe in you? There are so many things that are special and incredible about you; don't forget what they are!
- This is an opportunity to build resilience. Getting through difficult challenges makes you stronger and more capable for your next challenges. Summon your fighting spirit that says "I will not quit"!
- Find your gratitude. Be grateful for the opportunity. Be grateful for allowing yourself to FEEL. Be grateful for the freedom to create your life, even though it may be very challenging. Be grateful for your critics. If it wasn't for them, we would not learn about ourselves.

Handling Frustration

Dealing with frustration

Life is full of frustrations. From the minor irritations of losing your car keys to the major anxieties of continued failure towards a goal, frustration is not a pleasant emotion in any magnitude. Because of the unpleasantness of this emotion, people will often avoid anything that might lead to it. Unfortunately, many of the things we truly want to experience such as triumph, joy, victory and purpose require a great deal of frustration. Being able to manage frustration allows us to remain happy and positive even in trying circumstances.

In order to successfully manage frustration, you need to first understand what causes it. Frustration is simply caused whenever the results you are experiencing do not seem to fit the effort and action you are applying. Usually frustration is caused by a narrow focus on a problem that isn't resolving itself as you had hoped. This is a very simple concept, but it is an important step to solving frustrating problems.

Frustration is Energy Consuming

Our energy as human beings is our primary currency we use to do anything. Physical, mental, emotional and spiritual energies all fuel discipline, creativity, courage and motivation. Anthony Robbins includes energy as the first key to success in any area of life. Stress in excessive doses is a negative emotional state that weakens the immune system and raises blood pressure as the direct result from a lack of energy. When we run out of energy we become useless.

Frustrating problems are incredibly energy consuming. Because these problems consume our energy in such great quantities, we need to be extremely careful that we don't try to keep running with an empty energy reserve. When this happens we burnout and require a long time to recover. The initial reaction of most people is to work harder when they encounter frustration. Although the intention to work harder makes sense, it often results in trying to spend more energy than we have available.

Why are frustrating problems more energy consuming than normal tasks? The answer to this is relatively simple. Because your action is not producing the results you expect, your brain naturally goes into full gear, rapidly consuming mental energy to solve the problem at hand. In this time it is very easy to run out of energy. When your energy stores are depleted this is when you become irritable, tired, stressed and sometimes even angry.

To get a little perspective on your issue, try broadening your focus from your current problem outwards. Try thinking about how the problem looks when you view it from a few weeks, a year, or ten years from now or compared to your lifetime?

Go outside and look up at the sky. Viewing the incredible expanse of space and time will ultimately make your problems look very small indeed.

Getting perspective when you are frustrated isn't a particularly difficult practice; the difficulty is in remembering to do it. It will be difficult to do this at first, but after diligent practice it will become a habit and happen automatically.

Nobody likes to feel frustrated. Unfortunately, frustrations are part of life. Learn to manage your frustrations so they don't leave you stressed, burned-out or depressed. Take breaks from your frustrations to recover your mental and creative energies. Reward your actions, not just your results and remember to gain a little perspective when you begin to feel overwhelmed. Don't let your frustrations prevent you from setting goals and living your life to the maximum.

Thank you Scott Young! Find more about this information here:
<http://www.scotthyoung.com/blog/2006/06/10/dealing-with-frustration/>

Motivation Tips

From the Fair Shake Ownership Manual:

Self Motivation - While managers often try to find ways to motivate people from the outside, the best way to get things done is simply by wanting to do them. The more we align ourselves with our goals, values and interests, the more easily we can find the necessary motivation to carry out our tasks. Sometimes we have to keep our 'eyes on the prize' and work through things we really don't like – and sometimes we have to wait patiently - to get to the ultimate goal that we value the most.

"Whether you think you can or whether you think you can't, you're right." - Henry Ford

"He is able who thinks he is able." – The Buddha

Often people use - and many people want - **EXTRINSIC MOTIVATORS** (outside forces) to get us to do things we don't desire to do. Do we want to be lured by a Carrot? Do we prefer to be scared by a Stick? Bribe... or... threat? Encourage you to buy a gizmo with a coupon or make you worry that you will not be hip if you don't have the gizmo? Do you recognize these *extrinsic motivators*? You will find more examples of extrinsic motivators all around you once you start to take notice. Alas, extrinsic motivators work well to get us to do some things, but not everything.

We cannot always be pulled or pushed. Sometimes we just want to be interested in what we're doing!

The forces that can energize us through our most challenging and creative tasks are often our **INTRINSIC MOTIVATORS** (inside forces) that bring satisfaction when we do tasks we don't care for but can find meaning in. For example, hanging laundry may be your least favorite thing to do, but you need clean clothes. This mundane task can transform to something beautiful when it happens on a warm, sunny day in the early spring. Just knowing that a beautiful day of hanging laundry is possible makes it easier to hang laundry on less desirable days. Intrinsic motivators make the tough stuff tolerable and can even connect us to the rest of the people on the planet who are going through tough stuff. And also to the people who are enjoying the spring sun while hanging out their laundry.

When we have an inner goal, a desire to solve a puzzle, the wish to work out something by ourselves, we are often motivated with speed, stamina, determination and creativity! Often our values and beliefs provide the fuel for our intrinsic motivation motors.

Motivation Tips:

1. **Systematically and deliberately create success.** Decide what you want to do and what you will do when you get there. Now explore the steps you need to take to get you to where you want to be. Remember to anticipate the hurdles!
2. **Don't let your excuses get in the way.** You will come up with every excuse in the book to not move forward. You will even believe many of your excuses are legitimate. When you believe your excuses you can become stuck. Are you a victim or are you a creative thinker who can solve a problem?

3. **Change habits and behaviors that lead you to procrastinate.** Are you doing things that are holding you back? Schedule time to do nothing and other than that time, stay on track with your goals.
4. **Several small jobs done over short periods of time are more manageable than one large task.** Instead of focusing on the difficulty of the large task, break it into smaller jobs and create a timeline for finishing them.
5. **Try tackling the more undesirable tasks early** so that you can pursue more pleasant activities later in the day.
6. **Exercise self-discipline.** Say 'no' when you need to...to yourself and to others. Keep your "eyes on the prize!"
7. **Overcome procrastination and block out human and media obstacles.** Sometimes we have to just get started, even when we don't feel like we're ready, or even up for the task. Often just the ACT of getting started is enough to get engaged and encouraged. Refuse to let others divert you from your path! Procrastination is a self-defeating behavior that develops - in part - due to the fear of failure and paradoxically, the fear of success!
8. **Reward yourself.** Your self-motivation will increase enormously if you give yourself a pat on the back for a job well done. It feels great to accomplish tasks!
9. **Have fun!** Learning to enjoy yourself keeps you enthusiastic and motivated and helps you keep stress to a minimum. After all, good vibes create more good vibes!
10. **Imagine what the rewards will be when you finally reach your destination** and keep that thought foremost in your mind. You can also imagine the bad consequences (pain, frustration, the feeling of defeat) that may occur if you don't, if you prefer to look at it that way. Carrot or stick?
11. **Tell someone about your goals.** Show them or mark stages on a calendar to emphasize and visualize your goal. Check in with them periodically to tell them of your progress.
12. **Review your habits; do you see yourself accomplishing your goals?** You must change the habits that lead you to procrastinate in the first place. Lose, shorten or refuse to participate in demotivating habits during inappropriate times of the day (watching TV, disengaging from your goals) and replace them with habits that lead to engaging in and control of your life.
13. **Find your true interest.** If you dislike certain tasks, just look at them in the big picture...they are character building steps on the path of getting you to your greater goal.
14. **Make lists of the smaller jobs then tick off the work that you have completed.** Prepare a list of the things you have to do. Prioritize the list and then start ticking off tasks as they are completed. If you do this right, you may become motivated to complete them all!

Managing Anger

Flying off the handle sometimes causes hammers and humans to lose their heads...as well as their effectiveness. ~ William Arthur Ward



Everyone gets angry.

We are all familiar with anger; we see it demonstrated frequently. We see angry people in TV shows and movies; we hear angry politicians and radio hosts. Sometimes we experience anger with others around us, and we also experience anger in ourselves.

People sometimes try to use anger to solve problems or to relieve stress...but that often creates more problems, more stress and even more anger.

We can't eliminate anger, but we can manage it. We can make it a useful tool instead of one that demolishes relationships and other things.

Anger is often glorified as a key to unlock hidden strength and passion. Anger *feels* powerful.

Power alone is not good or bad. We need to feel powerful to feel capable. Feeling powerful is an important element of our American cultural self-image. But power alone...without caring emotions such as reflection, kindness, and humility...can cloud our perception of situations, others, and ourselves.

When we feel painful emotions such as sorrow, or hurt, because we've been rejected, disrespected, offended, forgotten, etc., we can find ourselves feeling like we have a loss of power. To try to reduce our discomfort, sometimes we respond with a powerful emotion like anger.

It's hard for us to feel pain! We are 'wired' to go toward pleasure and away from pain. Anger feels like it stops pain - at least momentarily.

The process of dealing with painful emotions is very hard and requires a great deal of strength and self-control. We become more powerful, capable and intuitive as we develop deeper problem-solving skills and tools for life's constantly challenging situations. Used positively, anger can help us realize deeper feelings about things so we can construct ways to avoid anger in the future.

Processing anger-energy through 'venting' (to ourselves; not others!) can be beneficial for focusing on and clarifying a problem. If we can be critical and clear about what is going wrong, we can then drive ourselves to go deeper to get the picture of what it would look like to go 'right', and then we can make changes to turn the situation around. Once we deeply reflect on the situation, other people's points of view (if applicable), and our deeper feelings, then we can see what we can do to make things better. We can then show others how we'd like to be treated!

Many of us experience a great deal of discomfort when we disagree with others. Many of us were not taught the value of listening or engaging in friendly arguments or debates. We say we believe that another person's opinion can be as valid and 'right' as our own, but do we mean it? For *every* person? Believe it or not, it's possible for people with opposing view points to work together to create the best possible solutions!

Anger needs to be expressed, yet aggressive displays of anger can result in violent eruptions that further hurt us socially, mentally, and physically. We need to find ways to process our emotions effectively. An out-of-control outburst could cost us a job. Or worse.

A hammer is a great symbol for anger because hammers can demolish....and they can build!

When we feel our anger building we need to stop and recognize triggers that can seize control of our power.

When you feel anger building, try to remember to:

- Take a breath (or many!)
- Identify
 - o your TRIGGER (what upset you? And then look again...was it something deeper?)
 - o your FEELING (how do you feel about what is upsetting you?)
 - o your REASON (why does it bother you and what is the best way to resolve this?)

Then ask yourself some questions about how and when you get angry. Questions like:

- Do I always get angry about this issue?
- Could I have seen this coming?
- Could I have avoided feeling angry by taking a different approach to this situation?
- What is my goal here? What do I hope to achieve?

Blaming others for our anger or frustration seems like an easy way to solve our problem: we want to say that someone or something "did this to me". But blaming leaves us powerless and ineffective! How can we expect a situation to improve - in the way we would like to see it improve - if we put the task on someone else?

Did you know that no one else can *make* us feel angry? We choose to respond with blame and/or anger...and we can choose a different response. We are FREE to improve our relationships and live without rage when we decide to deal with our feelings in effective and purposeful ways.

Consider deeply what makes you angry and why. DIG for the answer that will transform anger!

Here are a few examples:

Why do I feel angry when others try to tell me what to do?

- Do I feel disrespected? As if they think I haven't thought about something carefully?

Why do I feel angry when it feels like others don't listen to or acknowledge me?

- Do I believe they think that my opinion is not valid or important?

Why do I feel angry when others are not respectful of an agreement we made?

- Do I feel like they think I am less important than they are?

Why do I feel angry when I stub my toe?

- Am I embarrassed because I missed something right in front of me?

Why do I feel angry when other drivers make travel difficult?

- Do I feel they are selfish, dangerous, disrespectful, and not paying attention?

Can you find the solutions you are looking for in your answers?

Be aware of your temper: your 'anger energy'.

Here are some ideas to help you keep your temper under control:

- **Try the Thermometer Technique** - Imagine your temper is red mercury in a large thermometer. When you're HOT, don't react! Wait until you are 'cool' to respond.
- **Count to 10, or 100!** – Count...and think of a time when you were calm and relaxed....to take your mind out of the immediate situation. Counting is an anger management tip that has worked for centuries! The Roman poet Horace (65 - 8 BCE) said, "When angry, count ten before you speak; if very angry, one hundred."
- **Inhale deeply** - Can you breathe so deeply that you get clean air deep down into your belly? Walk outdoors if possible! Your brain and your body work better with fresh air and plenty of water. Be sure to communicate with anyone you might be in a confrontation with that you are not leaving the problem; you're just clearing your head.
- **Exercise!** - Daily exercise allows you to work out stress. When you have less stress, you will feel angry less often. Regular exercise, including yoga and meditation, help you stay centered and keep things in perspective.
- **Vent** - Finding a safe spot to articulate your feelings...and maybe even yell (I find this particularly effective when I hammer my finger) can relieve enough stress to see the problem - and the solution - more clearly. Do not 'blow off steam' when anyone is nearby. Instead, go to the basement alone, or ride your bike and talk to the wind, or even stomp on a few aluminum cans to relieve frustration.

Our best way of dealing with anger is to find ways to make it useful. A powerful example is when someone uses the energy from anger to find the courage they need to protect someone who is being harmed!

Be Careful - When anger turns into poison: Sometimes we think that being angry and bitter all the time means we are smart, savvy and aware of the ways in which people and the media want to persuade us; as if it shows we are 'on to them'. Soon we are cynical, crabby people and, although people may think we are smart, they also think we are 'haters' and don't want to hang out with us. It's hard to have fun with angry people.

Sue's Anger Story

I live in a small town. We see our neighbors out and about and everyone knows I frequently ride my bike on the nearby bike trail. My dentist has an office just across the street from our bike trail and sees me on it all the time. He also likes to exercise outdoors; he runs.

One day I went to see my dentist for a routine check up. I enjoy talking with the staff when I'm there. When he checks my teeth we often 'catch up' for a minute, too.

After one of these friendly little chats, my dentist stood up and told me that his white coat identifies him as a health authority and said: "in the interest of health I have to tell you that I think you should wear a helmet".

I told him that I consider wearing a helmet sometimes, but most of the time I am comfortable - and prefer riding – without one.

I wish our discussion would have stopped right there.

Instead, he continued by saying "It's not like you're going to find a date out there." *WHAT?* I sat there, stunned, and thought: *Did you just say that? To a paying customer??? Is that sexist, or just stupid?*

Apparently he did not think that was enough because he went on to say: "My wife just broke her pelvis riding her bike. Of course, the helmet did not protect her, but if she would have hit her head it would have." *REALLY???* Well, now I was outraged!!! I yelled at him in my mind: *Your wife's injury has NOTHING to do with wearing a helmet! You don't even know what kind of a rider I am! You don't know that I have fallen a lot and I know HOW to fall!*

Out loud I said "I know that you think you are showing me that you care..." but in my mind I thought: *but I will never sacrifice my ability, confidence or strength to pander to your controlling and unjustified fears.*

Even though I was piping mad, I held my tongue and went out for a bike ride. I talked sternly to myself - out loud - in to the wind. I may have cussed. I talked and talked ...to him...to me...to really work through my frustrations to understand WHY I was so angry and upset.

It all came flooding in: I was disrespected! I was treated like I was stupid! Like somehow being a dentist makes him a 'health authority' over me? Like I've never considered wearing a helmet before. Looking for a date? Really? He did not ask what I thought, he just told what he thought and expected me to comply.

So...what did I do? Well, it took me until my next appointment to decide.

I considered going in and talking with him. I also considered sending a letter stating that I was so offended that I will no longer be a patient. I considered making a point to have a talk with him the next time I go in for a check up. And then I considered saying nothing and just letting it go.

But wait! That answer was clearly *not* an option. I realized I needed to tell him that I want to be respected.

I mean, if I really want to resolve my anger - to eliminate this frustration of disrespect - well, then I must talk with him; to help him realize how to understand that 'caring' can feel an awful lot like 'controlling'. How could he know if he didn't hear my point of view? I realized he needed to hear how thin and lame his arguments were so he could see things differently, *and* respect that I am also a health authority...of me! I have been healthy for nearly all of my 50 years. So I resolved to discuss this with him during my next appointment.

I have also realized that the *KA-BAM* burst of 'anger energy' from my frustration would be best reserved for bike rides, walks and other forms of physical release.

I've been working on using my "angry energy" appropriately for most of my life. Every year my new year's goals are 'be kinder and more patient'. I will not need another resolution; I still have a long way to go. This is big, tough, complicated work!

The first step to managing your anger is to decide that your anger will no longer be used for demolition; that your feelings of anger will only be used to construct new, better alternatives to challenges! Then you're ready to fully utilize the many great anger management resources available to you.

I wonder if my dentist would have told me I needed a helmet if I rode to his office on a Harley.

Resisting Influence

This is a shortened version of the original which was prepared by Dr. Philip Zimbardo and Cindy X. Wang
You can view the full Resisting Influence Guide here: <http://www.lucifereffect.com/guide.htm>

Our daily lives are wrought with compelling social tensions. Many of us hope that we are immune to compliance tactics, have the courage to resist unjust authority, and would never abandon our core beliefs and principles in the face of social pressures.

This document was created for learning how unwanted and unjust influence can impact your daily life and to better equip you to resist these forces. By understanding the contexts of influence and social compliance, we hope you will be able to identify the principles and strategies that professional agents of influence may use to gain your compliance.

We will look at frameworks to understand social influence and identify how you can apply these ideas to your own life, we will discuss ways to utilize your new understanding of the principles of social influence for positive social change, and finally we provide hints from Dr. Z on how to resist unwanted influences.

Varieties of Influence

We listen to a debate with each side presenting seemingly compelling reasons to endorse one or another point of view. We get messages from advertisers, from the government, from assorted authorities to take particular actions, like buy a product, vote for a candidate, give blood, avoid impending disasters, and more. Such attempts to influence our attitudes, values or actions are considered forms of persuasive communication. **"Do as I say,"** is the persuasive motto.

Other times the influence comes not dressed up in words in persuasive messages or visually appealing ads, but simply when the members of a group you are in, or want to belong to, act in a particular way. They don't have to tell you what to do; they simply exhibit the behavior or the style of action that is expected of "good team members." That form of social influence is known as conformity. **"Do as we do,"** is the conformity motto.

Go along with the majority and be accepted. Refuse to dress as they do, talk like they do, value what they value, or act in ways that are the accepted social norm for this group, and you are rejected, isolated, expelled, ridiculed. The power of groups in our lives to influence our thoughts and actions can be enormous, especially when we desperately want to be accepted by the group. But you don't need a group to put pressure on you to act as they expect you to do; in fact, much social influence comes from a singular source - another person.

Compliance is a form of influence in which direct pressure is put on individuals to take some specific action, such as doing a favor or buying a product. The influence agent doesn't want to change your mind, only to get you to act on his or her request. Sometimes the request is pro-social, like donating blood, but more often than not, the request is to get people to purchase products that they might not need or even want initially.

All of these sources of social influence are external; they are imposed from the outside of you through influence agents (people who work hard to convince you to think a certain way).

One of the most powerful forms of influence is self-persuasion, which encourages individuals to engage in personal thought and decision processes. One tactic for inducing self-persuasion comes from role-playing positions that are contrary to one's beliefs and values. When we engage in public behavior that does not follow from our personal beliefs, cognitive dissonance is created. To the extent that we come to believe we made that commitment freely, without (awareness of) external situational pressures, we rationalize it and convince ourselves that it was the right action and the right position to hold.

What can you do to weaken or counter each of these varieties of social influence? Knowledge of how these influence settings work and what you can do to resist them is the first step in becoming a wiser consumer of social influence. You have to be continually vigilant and continually put into operation these resistance tactics for you to inoculate yourself against their insidious power.

How We Are Persuaded

Communicators are most effective if they are perceived as Credible, meaning they have both expertise relevant to their message and are trustworthy - honest, and unbiased.

Communications come in many forms: some rational, some hit at our emotions, some inform us of the action we should take, and others leave the action hidden. Some messages are simple, others complicated, some lead with the request, others build up to it. Ideally, we need to process communications systematically, that means taking the time to figure out what is being requested, what evidence is being presented, and how contrary views are dealt with. Too often, we take short cuts and process the information only peripherally: too focused on the packaging and not the product. We may give excessive value to the speaker's tone of voice, or his or her good looks; and too little to what they are actually hawking. Always try to figure out who the message is intended for and what action are they requesting.

Why We Conform: The Power of Groups

Whenever we change our behavior, views, and attitudes in response to the real or imagined presence of others, we are experiencing conformity. Two main types of conformity have been studied: *informational* and *normative*. **Informative conformity** often occurs in unfamiliar situations when we are likely to shape our behavior to match that of others. The actions of others inform us of the customs and accepted practices in a situation: what is right to do, how to behave.

Normative conformity occurs when we want to be liked or approved of by the group. This is the dominant form of social conformity. Though we may disagree secretly with the group opinion, we may verbally adopt the group stance so that we seem like a team player rather than a deviant.

Both of these pressures impact us everyday. A staple of a functioning society is that people follow social norms such as obeying traffic laws, respecting others' property, and diffusing aggression in non-violent ways. However, conformity can have deleterious effects if one conforms automatically without questioning of the validity of social norms. In Nazi Germany, many ordinary people did not dissent to the ongoing atrocities because few other people resisted.

In our daily decisions, we should also examine whether our reasons justify our actions. In an unfamiliar situation, first ask yourself whether the actions you observe others performing are rational, warranted, and consistent with your own principles before thoughtlessly and automatically adopting them.

Similarly, in a situation in which you want to impress and be accepted by others, ask yourself whether the action conflicts with your moral code, and consider whether you would be willing to compromise your own opinion of yourself just so others would have a higher one of you. Ultimately, you are the only one who has to live with your actions. Be sure to take a time out to find out the correct information.

Cialdini's Principles of Social Influence

Having begun to understand the strength of social influence, we now move on to the principles of influence studied by social psychologist Robert Cialdini; a renowned social psychologist that has done extensive research on the domains in which social influence is most powerful. The following principles play on fundamental human instincts and can be exploited both intentionally and unintentionally.

Many of these may seem like obvious tactics that advertisers and influence agents will utilize to sway our opinion. However, when we are not prepared to scrutinize and resist them, these principles will often work subliminally and quite powerfully. An important part of resisting these influence tactics is awareness of their operating principles, contexts in which they are provoked, and methods to avoid falling prey to them.

We hope that by learning about these principles of persuasion, you will be better able to recognize the situations you are in that may lead to act against your will and then to have the tools to resist unwanted social influence. There are six basic principles, and each one is set in a specific Context. When you are aware of the Context, or the behavioral Setting, you will better recognize the principal at work, when you see the principal operating, you will understand the Context in which it is embedded

Reciprocity [Context: Obligation]

The rule of reciprocity requires that one person try to repay, in kind, what another person has provided. Supports the giving of favors since repayment is expected from the recipient

The Basics

- Sense of future obligation makes it possible to develop continuing relationships and exchanges
- We are trained from childhood to abide by the reciprocity rule or suffer social disapproval

How It's Exploited

- Rule can spur unequal exchanges
- "Door-in-the-face" – relies on persuader making an outrageous, extreme request first, then conceding to a comparatively small request (one desired all along) that will likely be accepted because it appears to make a concession

Best Defense

Reject initial offers, favors, concessions; redefine them as tricks and refuse to feel obligated to respond reciprocally

Consistency [Context: Commitments]

The Basics

- People desire to look consistent within their words, beliefs, attitudes, and deeds
- Consistent conduct provides a beneficial approach to daily life and is highly valued by society
- Shortcut through complex decision-making reduces processing time in future decisions

How It's Exploited

- Profiteers exploit the principle by inducing people to make an initial commitment, take a stand or position that is consistent with requests that they will later ask of them
- Commitments are most effective when they are active, public, effortful, and internally motivated.
- If they are successful, abiding by this rule may lead to actions contrary to one's best interests

Best Defense

- Do not be pressured into accepting requests that you do not want to perform.
- Be sensitive to situational variables operating on your decision

Social Proof [Context: Consensus]

The Basics

- A means to determine what is correct by finding out what other people think is correct
- Principle can be used to stimulate a person's compliance by informing the individual that many other individuals have been complying (compliance by famous or authoritative people is very effective)
- A shortcut for determining how to behave – while making us vulnerable to persuasion experts
- Most influential under two conditions:
 - Uncertainty – situation is ambiguous; more likely to accept the actions of others as correct
 - Similarity – people are inclined to follow the lead of similar others

How It's Exploited

- The Bandwagon effect – everyone who is anyone is doing it, why not YOU?
- The "In Crowd" has it right, do you want them to accept you or not? So act like them

Best Defense

- Develop counterarguments for what people are doing; their actions should not form yours
- Be aware that the others may have a biased reason for the action they are advocating
- Be aware that the others may be misinformed
- Remember the entire group might be wrong-headed because the leader has biased their opinions

Liking [Context: Friendship]

The Basics

- People prefer to say “yes” to individuals they know and like
- We want people to like us and we like those who show that they like us

How It's Exploited

- Persuasion experts manipulate factors that influence their likeability.
- Features that influence liking:
 - Physical attractiveness – attractive people are more successful in getting requests granted
 - Similarity – we like people who are like us; we more willing to say “yes” without thinking
 - Praise – compliments generally enhance liking and compliance
 - Familiarity – repeated contact with a person or thing normally facilitates liking
 - Association – making connections to positive things
 - Shadowing - persuader exhibits behaviors that match those of the target individual

Best Defense

- Developing a special sensitivity to suspicious and undue liking from the requester
- Separate the requester from the request, and make decisions based solely on the merits of the offer – not your feelings about the requester.

Scarcity [Context: Competition]

The Basics

- People assign more value to opportunities when they are less available—if there are fewer resources and less time to get them, we want them more
- Principle holds true for two reasons:
 - Things that are difficult to attain are typically more valuable
 - As things become less accessible, we lose freedoms and want them more than before
- Optimizing conditions for scarcity principle:
 - Value newly scarce items more than items that have been restricted all along
 - Most attracted to scarce resources when we must compete with others for them

How It's Exploited

- Use of this principle can be seen in compliance techniques as ‘limited number’ and ‘deadline’ tactics

Best Defense

- Step back and assess the merits of the opportunity, the value of the item, and why/if we want it
- Give an objective evaluation of its personal value; not overvalue it because it appears to be scarce

The Science of Social Influence – Anthony Pratkanis

Anthony Pratkanis has meticulously studied social influence tactics and classified numerous methods that humans utilize to manipulate and change the attitudes and beliefs of others.

Landscaping (Pre-persuasion tactics)

The following methods are some of the ways influence agents can have contexts working for them even before you know you're being influenced.

- | | |
|-------------------------------------------------|--------------------------------------------------|
| 1. Define and label issue in a favorable manner | 5. Establish a favorable comparison point or set |
| 2. Association | 6. Control the flow of information |
| 3. Set expectations | 7. Limit and control the number of choices and |
| 4. Agenda setting | options |

Tactics that rely on social relationship (Social credibility and social rules)

One of the most important elements of convincing arguments is a reputable source. We are constantly bombarded by commercials that report experts such as dentists support a brand of toothpaste or professional athletes eat certain breakfast cereals. These tactics are surprisingly effective! By utilizing the following traits and characteristics, people can play on social relationships in order to persuade.

Tactics that rely on social relationship (continued)

1. Authority
2. Attractiveness
3. High Status
4. Similarity – “just plain folks like you”
5. Role-play
6. Social modeling
7. Social reinforcement
8. Multiple sources
9. Arguing against one’s own self-interest
10. Draw on well-being of friends and family

Effective message tactics

Effective communication depends on the strength and logic of the message. Here, we cite a few examples of how messages can induce the target to generate reasons for adopting recommended action:

1. Self-generated persuasion – give the target a chance to persuade themselves
2. Vivid appeals – emotionally interesting or compelling
3. Let the message recipient draw his or her conclusion
4. Rhetorical questions
5. Pique interest in message
6. Message fit with pre-existing beliefs, experiences, knowledge
7. Placebic reasons – arguments that appear to make sense but actually lack information
8. Defusing objections – acknowledging objections and refuting them before a target can raise them
9. Asking for small contributions initially
10. Message length = message strength
11. Repetition of message
12. Primacy effect – order of presentation

Emotional tactics

Emotions are often thought to infringe on our rationality and better judgment. Pratkanis presents this set of emotional tactics that take advantage of our subjective feelings, arousal, and tensions as the basis for securing influence.

1. Fear
2. Guilt
3. Embarrassment
4. Threat of insult
5. Flattery
6. Empathy
7. Reciprocity
8. That’s not all – sweetening the deal
9. Commitment trap
10. Low-balling
11. Bait-and-switch
12. Scarcity
13. Anticipatory regret
14. Door-in-face – ask for a large favor, retreat and ask for a much smaller favor
15. Foot-in-the-door – ask a small request than ask for a larger request

Defensive and Offensive Tactics for Resisting Influence

Defensive – learn how to detect propaganda

1. Play devil’s advocate
2. Generate questions to ask

Offensive – steps that will identify common propaganda forms and stop them at their source

1. Know the ways of persuasion and know that you personally may be the victim of propaganda
 - o Distinguish source credibility
 - o Realize your level of personal vulnerability
2. Monitor your emotions
 - o If you’re having an emotional response to a communication, ask yourself why
 - o Look for things that induce false emotions of fear, guilt, reciprocity
3. Explore the motivation and credibility of the source: what does the source have to gain and is it an overly manufactured image?
4. Think rationally about any proposal or issue: What is the issue? Arguments for and against?

Defensive and Offensive Tactics for Resisting Influence (continued)

5. Attempt to understand the full range of options before making a decision; relate to your values.
6. If you hear something repeatedly, ask why it is being repeated.
7. If the deal looks too good to be true, it probably is such as free gifts and time-sensitive offers.
8. Develop counterarguments to propaganda and compare performance with advertising.
9. Support efforts to prevent vulnerable groups against exploitative persuasion.
10. Avoid being dependent on a single source of information.
11. Separate news from entertainment (FS note: The 'news' often consists of entertainment 'news'.)
12. Use 'communication style' as one criteria in making decisions and judgments.
13. Increase your personal involvement, knowledge, and awareness in important issues; take some time to find out more on your own.

Positive Social Influence and Civic Virtue

While most psychological research is focused on the negative aspects of social influence, principles of social influence can be used for good, to enhance basic social and political values. Making sensible adjustments and achievable objectives can help us reach goals that improve on our lives and those near us. Moral behavior can be cultivated by rewarding positive behavior. Government, education, and social institutions can be re-designed to facilitate critical thinking and responsible conduct. The following highlights some ideas that we can bring into our own lives and those of our children.

1. Supporting critical thinking abilities. Asking Why? How does this relate to my values? Resist living on mindless "auto-pilot" and instead reflect on details of the immediate situation; think before acting!
2. Rewarding moral behavior: Social recognition for good deeds; acknowledge bravery.
3. Encouraging respect and appreciation for diversity and human variability reduces biases and discrimination.
4. Not allowing stereotyping and dehumanization of other people.
5. Changing social conditions that make people feel anonymous; support conditions that encourage people to feel valuable, special and worthy.
6. Encouraging admission of mistakes, accepting error in judgments – to reduce justification for continuing wrong, immoral behavior and motivation to minimize dissonance.
7. Promoting personal responsibility and accountability of one's actions. Blaming others is a disguise for one's own role in the consequences of actions.
8. Supporting independence over group conformity; recognize when conformity to the group norm is counter-productive and when independence should take precedence despite possible rejection.
9. Reducing poverty, inequities, and entitlements of the privileged.
10. Never sacrificing freedom for promised security.
11. Discouraging even small transgressions: cheating, gossiping, lying, teasing, bullying.

Dr. Z's Hints About Resisting Unwanted Influences On You

1. Let go of illusions of "personal invulnerability". If it can happen to them, it can happen to you.
2. Be modest in self-estimates – it's better to perceive yourself as vulnerable and take precautions.
3. Engage in life as fully as possible, yet be prepared to disengage and think critically when necessary.
4. Be aware of Cialdini's contexts and principles of compliance; look to the relevant context being manipulated on you and pull back.
5. Be ready to say the three most difficult phrases in the world: *"I was wrong"*, *"I made a mistake"*, and *"I've changed my mind."* Dissonance and consistency go limp in the face of self-honesty.
6. Separate your ego from your actions; maintain a sense of positive self-esteem, that is independent from the occasional failure and your stupid actions at times (Laugh at yourself once a day.)
7. Separate the messenger from message in your mind, be aware of mental fatigue, wanting simple answers or short cuts, and giving in to non-verbal tricks. There are no free lunches and no quick paths to anything worthwhile – sloth and greed breed gullibility.
8. Insist on a second opinion; think about opportunities, contracts, proposals and requests for commitments away from the situation; never immediately sign on the dotted line.

9. Develop mental and intuition systems that acknowledge your vague feelings of something wrong.
10. Try playing devil's advocate; be the deviant in a positive way! Assess the reactions against you when the influence agent says he/she is only doing this for your good.
11. In all authority confrontations: be polite, individuate yourself, describe the problem objectively, do not get emotional, state clearly the remedy sought, and the positive consequences expected.
12. Never allow yourself to be cut off emotionally from your familiar and trusted reference groups of family, friends, neighbors, co-workers – do not accept putdowns against them.
13. Remember all ideologies are abstractions used for particular political, religious, social, economic purposes – always relate these to your values and question if the means justify the ends.
14. Think hard before putting abstract principles before real people in following others' advice to act in specific ways.
15. Trust your intuition and gut feelings. When you sense you are becoming a target of influence, put up your counter-arguing mentality and dig down for sources of resistance.
16. Rules are abstractions for controlling behavior and eliciting compliance and conformity - consider when, where and why we have rules. Ask: who made the rule? What purpose does it serve? Who maintains it? Does it make sense in this specific situation? What happens if it is violated?
17. When trying to figure out reasons for unusual behavior - yours or others - start by considering possible situational forces and variables vs. judging the behavior as "character".
18. Imagine Dr. Z as your conscience, your personal Jiminy Cricket (from Pinocchio) sitting on your shoulder and saying be cool, be confident, be collected - to avoid becoming a Jack Ass.

A Ten-Step Program to Build Resistance and Resilience

Here is my 10-step program toward resisting the impact of undesirable social influences, and at the same time promoting personal resilience and civic virtue. It uses ideas that cut across various influence strategies and provides simple, effective modes of dealing with them. The key to resistance lies in development of the three S's-- **Self-Awareness, Situational Sensitivity, and Street Smarts**. You will see how they are central to many of these general strategies of resistance.

"I made a mistake!"

Let's start out by encouraging admission of our mistakes, first to ourselves then to others. Accept the dictum that to err is human. You have made an error in judgment; your decision was wrong. You had every reason to believe it was right when you made it, but now you know you were wrong. Say the six Magic words: "I'm sorry"; "I apologize"; "Forgive me." Say to yourself that you will learn from your mistakes; grow better from them. Don't continue to put your money, time, and resources into bad investments. Move on. Doing so openly reduces the need to justify or rationalize our mistakes, and thereby to continue to give support to bad or immoral actions.

Consider how many years the Vietnam War continued long after officials knew that the war could not be won. How many thousands of lives were lost, when acknowledging failure and error could have saved them? It is more than a political decision to 'save face' - it is a moral imperative to do the right thing.

"I am mindful."

In many settings smart people do dumb things because they fail to attend to key features in the words or actions of influence agents and fail to notice obvious situational clues. Too often we function on automatic pilot, using outworn scripts that have worked for us in the past, never stopping to evaluate whether they are appropriate in the here and now. We need to be reminded not to live our

lives on automatic pilot, but always to take a Zen moment to reflect on the meaning of the immediate situation, to think before acting. For the best result add "critical thinking" to mindfulness in your resistance. Ask for evidence to support assertions; demand that ideologies be sufficiently elaborated to allow you to separate rhetoric from substance. Imagine scenarios of future consequences of current practices. Reject simple solutions as quick fixes for complex personal or social problems. Support critical thinking and become vigilant about deceptive ads, biased claims, and distorted perspectives. Become wiser and warier knowledge consumers.

"I am responsible."

Taking responsibility for one's decisions and actions puts the actor in the driver's seat, for better or for worse. Allowing others to determine our actions or opinions makes them powerful back-seat drivers, and makes the car move recklessly ahead without a responsible driver. We become more resistant to undesirable social influence by always maintaining a sense of personal responsibility and by being willing to be held accountable for our actions. Always imagine a future time when today's deed will be on trial and the judge and jury will not accept your pleas of 'only following orders', or 'everyone else was doing it'.

"I am Me, the best I can be."

Do not allow others to deindividuate you, to put you into a category, in a box, a slot, to turn you into an object. Assert your individuality; politely state your name and your credentials, loud and clear. Insist on the same behavior in others. Make eye contact (remove all eye-concealing sun glasses), and offer information about yourself that reinforces your unique identity. Find common ground with dominant others and use it to enhance similarities. Anonymity and secrecy conceals wrongdoing and undermines the human connection. It can become the breeding ground that generates dehumanization. Go a step beyond self-individuation. Work to change whatever social conditions make people feel anonymous. Instead, support practices that make others feel special, so that they too have a sense of personal value and self worth. Never allow or practice negative stereotyping—words and labels can be destructive.

"I respect just authority; I question unjust authority."

In every situation, work to distinguish between those in authority who, because of their expertise, wisdom, seniority, or special status, deserve respect, and those unjust authority figures who demand our obedience without having any substance. Many who assume the mantle of authority are pseudo-leaders, false prophets, confidence men and women, self-promoters, who should not be respected, but rather openly exposed to critical evaluation. We must play more active roles in critical differentiation. We should be polite and courteous when such a stance is justified, yet be wise by resisting those authorities that do not deserve respect. Doing so, will reduce mindless obedience to self-proclaimed authorities whose priorities are not in our best interests.

"I will balance my Time Perspective."

We can be led to do things that are not within our values when we allow ourselves to become trapped in an expanded present moment. By developing a balanced time perspective in which past, present and future can be called into action depending on the situation and task at hand, you are in a better position to act responsibly and wisely. Situational power is weakened when past and future combine to contain the excesses of the present.

"I can oppose unjust Systems."

Individuals falter in the face of the intensity of some systems and resistance may involve physically removing one's self from a situation in which all information and reward/ punishments are controlled. It may involve challenging the "groupthink" mentality, and being able to document all allegations of wrongdoing. Systems have enormous power to resist change and withstand even righteous assault. Here is one place where individual acts of heroism to challenge unjust systems, and their bad barrel makers, are best taken by soliciting others to join one's cause.

"I will not sacrifice personal or civic freedoms for the illusion of security."

The need for security is a powerful determinant of human behavior. We can be manipulated into engaging in actions that are alien to us when faced with alleged threats to our security or the promise of security from danger. More often than not, influence peddlers gain power over us by offering the Faustian contract: You will be safe from harm if you will just surrender some of your freedom, either personal or civic, to that authority. Reject that deal. Never sacrifice basic personal freedoms for the promise of security because the sacrifices are real and immediate and the security is a distant illusion.

"I want group acceptance, but value independence."

The power of the desire for acceptance will make some people do almost anything to be accepted, and go to even further extremes to avoid rejection by The Group. We are indeed social animals, and usually our social connections benefit us and help us to achieve important goals that we could not achieve alone. However, there are times when conformity to a group norm is counter-productive to the social good. It is imperative to determine when to follow the norm and when to reject it. Ultimately, we live within our own minds, in solitary splendor, and therefore we must be willing and ready to declare our independence regardless of the social rejection it may elicit. Pressure to be a "team player," to sacrifice personal morality for the good of the team, are nearly irresistible. We must step back, get outside opinions, and find new groups that will support our independence and promote our values. There will always be another, different, better group for us.

"I will be more Frame Vigilant."

The way issues are framed influence us without our being conscious of them, and they shape our orientation toward the ideas or issues they promote. We desire things that are framed as being "scarce," even when they are plentiful. We are averse to things that are framed as potential losses, and prefer what is presented to us as a gain, even when the ratio of positive to negative prognoses is the same. We don't want a 40% chance of losing X over Y, but do want the 60% chance of gaining Y over X. Linguist George Lakoff clearly shows in his writings that it is crucial to be aware of frame power and to be vigilant to offset its insidious influence on our emotions, thoughts, and votes.

This 10-step program is really only a starter kit toward building resistance and resilience against undesirable influences and illegitimate attempts at persuasion. It takes your awareness and sensitivity to such influence settings, and a willingness to think for yourself, as you practice being independent and as autonomous as is possible.

Working Through Depression

Depression *noun* Severe, typically prolonged, feelings of despondency and dejection, typically felt over a period of time and accompanied by feelings of hopelessness and inadequacy. (source: the Oxford (online) Dictionary)

As Americans, it is common to feel like we are supposed to be happy. TIME magazine* recently announced “Americans are wired to be happy”, and reminded us that we made the pursuit of happiness “a central mandate of the national character” when we declared it a basic human right.

With so much emphasis placed on feeling good, it should come as no surprise that when we don’t feel happy, we may feel like something is wrong.

In fact, when we feel lonely, inadequate or disheartened as we search for meaning in our lives, our friends and family and even professionals often encourage us to strive to feel good again - as soon as possible - whether through distractions (shopping, media and superficial social connections, etc) or pain relievers (drugs, alcohol, food). It is rare to receive sympathy and support to simply *feel* our discomfort as we reflect, contemplate, grow, and become stronger and more capable through a natural and important process.

When we experience painful emotions we often feel alone. Sometimes we think we are the only person who feels this sad, hurt, alone or lost. However, people all over the world experience these difficult feelings.

Painful emotions are not bad; they are actually powerful guides to self-fulfillment.

- They help us clarify our values.
- They help us find meaning in our lives and see our unique perspective and qualities.
- They allow us to stop moving forward for a moment so we can reflect and think critically.
- They can motivate us through tough spots to more deliberately plot out our life course.
- They help us understand the suffering of others; and realize that we are not alone when we suffer.

All of our emotions - the pleasant ones *and* the difficult ones - are vital for our well-being!

We will most likely feel grief, loss, powerlessness, disrespected, compromised, inauthentic, abandoned, anxious, overwhelmed, unworthy, melancholy, or even a sense of hopelessness at some point in our lives, yet none of us will experience depression in the same way as anyone else. The good news is: we can work through most forms of depression without drugs. Everything we need is either already in our possession or can be found in the natural world around us.

There are many books, classes, groups, articles, and television shows on depression. The content of this brief document does not support or refute any existing information. Our sole intention here is to reinforce a positive and enabling perspective about growing through tough emotions rather than denying them through distractions or pain relievers. We grow in important ways through our human challenges.

Depression is related to our thinking; our perception of our memories, our fears, our failures, our hopes. It’s mostly a modern illness and has been growing consistently since the industrial age which, paradoxically, is celebrated for making our lives easier. According to Dr. Stephen Ilardi, author of *The Depression Cure*, indigenous cultures – who are dedicated to living in connection to their environment and to each other – do not experience depression.

When we feel sad, hopeless or depressed, we often feel like we don’t have a choice in how we experience these feelings....but we almost always do. We can’t eliminate depression by pretending we can ‘let it go’ without effort. We begin to rise out of it by looking at our situation through a different perspective. We can see different perspectives by considering philosophical, psychological and sociological concepts. This sounds rather ‘academic’, but we’ve been using techniques identified in these fields of study everyday since we were very young.

* TIME magazine: July 8, 2013

Below are just a few of these perspectives that we use everyday:

Pessimism vs Optimism: (inspired by Dr. Martin Seligman)

Optimism *noun* Hopefulness and confidence about the future or the successful outcome of something. (source: the Oxford (online) Dictionary)

Pessimism *noun* A tendency to see the worst aspect of things or believe that the worst will happen; a lack of hope or confidence in the future. (source: the Oxford (online) Dictionary)

Optimists believe that tough times are temporary, that hurdles build character and that most problems are surmountable. An optimistic perspective uses a Specific, External and Temporary lens (see below). We are optimists when we can see solutions, and also when we realize situations will change and beneficial opportunities will again present themselves.

Optimism is a tool with a certain clear set of benefits: it fights depression, it promotes achievement and produces better health. ~ Dr. Martin Seligman

Pessimists focus on what's wrong and what's difficult; they believe they are victims. They blame others for their situation. They believe that they are inadequate to fend off tough times, which are constantly threatening. A pessimistic perspective looks through a Permanent, Personal, and Pervasive (PPP) lens. We are pessimists when we believe we are incapable of doing whatever it is we need / want to do, when we blame outside forces for our situation or experience, when we want to give up, and when we believe we cannot create the life we want.

The difference between Optimistic (SET) vs. Pessimistic (PPP) perspectives:

Pervasiveness: Specific (*I'm great at fixing bikes.*) vs. Universal (*I can fix things.*)

Personal: External (*I have no luck.*) vs. Internal (*I have no talent.*)

Permanence: Temporary (*I am not good at this right now.*) vs. Permanent (*I am bad at this.*)

Hope: Hopeful (*I'll be able to fix this.*) vs. Hopeless (*It can't be fixed, I have to buy a new one.*)

Each perspective can be interpreted as a personal belief system, a self-fulfilling prophesy. Most of us are both pessimists *and* optimists, depending on the situation and our perception of our capabilities. Just as we can pick up good habits and let go of bad habits, so, too, can we learn to be optimistic and to drop pessimism.

And as with any habit, we can improve our ability and change our perspective over time by staying focused on meaning, values, and the long-term results.

To lift ourselves out of depression, and switch from a pessimistic to an optimistic perspective, we need to have faith.

Filters of Faith:

Faith *noun* Complete trust or confidence in someone or something (source: the Oxford (online) Dictionary)

We have faith when we believe in something even when we don't have proof.

Example: I have faith that I will get to the grocery store without getting into an accident.

Faith itself does not require belief in a particular religion; but belief in any religion requires *faith*!

To switch from a pessimistic perspective to an optimistic one, we need to have faith that optimism will help us reach our goal; and that pessimism is not how things really are. Remember *The Little Engine That Could?* "I think I can, I think I can." We are capable of doing very difficult things!

Can you believe

- that you have inherent worth, and that you are as important and valuable as everyone else?
- that your situation, problem or feeling is temporary?
- that a series of complex circumstances is what brought you to this point; not who you are?
- that all things change?...and that your situation is temporary and you will be able to get through it?
- that you have the power to change your attitude, your perception and your opportunities?

Dr. Stephen Ilardi, author of *The Depression Cure*, has been inspired by studying the resilience found in aboriginal groups who rarely suffer from depression. He suggests we integrate the following six elements into our lifestyle. Try the item that feels the most comfortable for you...and after a while add another. After a week or so, reflect on how you feel. Then add a 3rd and reflect on that experience, etc.

1. The Omega-3-Rich Diet: Sources of omega-3 essential fatty acids include fish, kidney and pinto beans, soybeans, canola and flaxseed oils, walnuts and vegetables such as broccoli, cauliflower, Brussels sprouts, kale, spinach, and salad greens.

2. Exercise: Dr. Stephen Ilardi says: *Even moderate physical activity - brisk walking three times a week - has been shown in two landmark studies to fight depression as effectively as Zoloft. Simply put: exercise changes the brain.* You can start with small increments of time. Make exercise one of your healthy habits!

3. Plenty of natural sunlight: Get outside, even when it's cloudy. Sunlight supports the creation of vitamin D, a necessary nutrient for mental health and strong bones.

4. Quality Sleep: Sun, fresh air, exercise, and fully engaging in life will help you get a good night's sleep.

5. Social Connections: One of our most basic human needs is belonging. Calls and letters with family and friends, participating in team sports and/or book clubs, volunteering and helping others all contribute to the feeling we belong and are cared about. Another basic need is independence. Remember to take thoughtful and creative time just for you, then you can share your thoughtful and creative self with others!

6. Participation in Meaningful Tasks: This leave little time for negative thoughts. Consider concepts in philosophy. Another basic human need is having a sense of purpose, self-worth, and meaning. We determine these by our thoughts; we demonstrate them through our actions.

Inspiration from great thinkers:

"Participating in meaningful tasks" has been a central theme to many philosophers, psychotherapists and other great thinkers, and has played an important role in of the process of reducing or transforming suffering for thousands of years.

Buddhism, a 2500 year old philosophy practiced like a religion, focuses on creating a meaningful life to alleviate suffering. By studying Buddhist ideas, we can learn to understand why we suffer. People can participate in any religion and still benefit from The Four Noble Truths:

First Noble Truth: To live is to experience physical and psychological suffering. We have to endure physical suffering like sickness, injury, tiredness, old age and eventually death; we have to endure psychological suffering like loneliness, frustration, fear, embarrassment, disappointment, anger, etc.

Second Noble Truth: All suffering is caused by craving. (Getting what you want does not guarantee happiness / satisfaction). Rather than constantly struggling to get what you want, try to modify your wanting. Wanting deprives us of contentment and happiness.

The Third Noble Truth: Suffering can be overcome and happiness attained.

The Fourth Noble Truth: This is the path leading to the overcoming of suffering. This path is called the Noble Eightfold Path and consists of Perfect Understanding, Perfect Thought, Perfect Speech, Perfect Action, Perfect Livelihood, Perfect Effort, Perfect Mindfulness, and Perfect Concentration.

It's easy to find out more about Buddhism. Hundreds of books are available.

Some Buddhist authors include: Thích Nhất Hạnh, Pema Chodron, the 14th Dalai Lama and Alan Watts

Friedrich Nietzsche, the late 19th century German Philosopher offers some bolstering quotes:

- *To live is to suffer; to survive is to find some meaning in the suffering.*
- *He who has a why to live can bear almost any how.*
- *That which does not kill us makes us stronger.*

Victor Frankl – Psychiatrist, neurologist, Holocaust survivor and author of *Man's Search for Meaning* has many empowering thoughts on this topic. Frankl observed that depression is a person's 'warning light' that something is wrong and needs to be worked through. He believed that each of us needs to identify a purpose in life to feel positively about (meaning), and then immersively imagine that outcome. According to Frankl, the way a prisoner imagined the future affected his longevity.

*The one thing you can't take away from me is the way I choose to respond to what you do to me.
The last of one's freedoms is to choose one's attitude in any given circumstance.*

He believed that meaning can be found through:

- Creativity and self-expression
- Interacting authentically with others and with our environment
- Changing our attitude when we are faced with a situation or circumstance we cannot change

More recently, **Dr. Martin Seligman**, considered the father of the Positive Psychology movement, professor emeritus at Pennsylvania State University, and author of many books on improving one's quality of life, believes that meaning and character play an important role in creating a satisfying life. Seligman articulated an account of the good life, which consists of five elements called the PERMA model:

P: Positive Emotion

For us to experience well-being, we need positive emotion in our lives. Any positive emotion like peace, gratitude, satisfaction, pleasure, inspiration, hope, curiosity, or love falls into this category – and the message is that it's really important to enjoy yourself in the here and now, just as long as the other elements of PERMA are in place.

E: Engagement

When we're truly engaged in a situation, task, or project, we experience a state of flow: time seems to stop, we lose our sense of self, and we concentrate intensely on the present. This feels really good! The more we experience this type of engagement, the more likely we are to experience well-being.

R: Positive Relationships

As humans, we are "social beings," and good relationships are core to our well-being. Time and again, we see that people who have meaningful, positive relationships with others are happier than those who do not. Relationships really do matter!

M: Meaning

Meaning comes from serving a cause bigger than ourselves. Whether this is a specific deity or religion, or a cause that helps humanity in some way, we all need meaning in our lives to have a sense of well-being.

A: Accomplishment/Achievement

Many of us strive to better ourselves in some way, whether we're seeking to master a skill, achieve a valuable goal, or win in some competitive event. As such, accomplishment is another important thing that contributes to our ability to flourish.

Quotes by Dr. Seligman:

- *We're not prisoners of the past.*
- *Just as the good life is something beyond the pleasant life, the meaningful life is beyond the good life.*
- *We deprive our children, our charges, of persistence. What I am trying to say is that we need to fail, children need to fail, we need to feel sad, anxious and anguished. If we impulsively protect ourselves and our children, as the feel-good movement suggests, we deprive them of learning-persistence skills*
- *Self-esteem cannot be directly injected. It needs to result from doing well, from being warranted.*
- *Habits of thinking need not be forever. One of the most significant findings in psychology in the last twenty years is that individuals can choose the way they think.*

Positive self-talk you can try on to see if it fits: *Life is meaningful and engaging and human, even when it's hard. I will get through this, just like I've been able to get through so many other difficult things.*

We need: Food, air, water. These components will help to keep our bodies running, but our mind is a necessary part of our bodies and our mind is programmed with needs of its own.

We also need: To feel we are valuable. We need to be around others and to feel like we belong. At the same time, we need our independence! Being on our own helps us feel strong, capable, creative and unique.

Depression can happen when we don't believe we can change the course of our lives.

It can also happen when we feel we are incapable of doing things for ourselves.

Sometimes the source of suffering can come from our relationships to others. We may feel we don't fit in, or we are being used, or we feel like we are not valuable to others.

Sometimes we feel like all we need is a partner/lover/other intimate relationship to feel better about ourselves, but others cannot fill our inner void. Relationships can be supportive and beneficial; and they can also deplete our power and resources and challenge our self-worth. We must consider: *what must I give* and *what do I gain* by maintaining this relationship? Is it worth the cost? Am I valued, honored and respected? Can I offer the same? Remember:

- All relationships involve choices, compromises, and commitments (investments).
- We must weigh the degree to which we are willing to give up our authenticity and individuality to belong to a group or commit to an intimate relationship:
 - Do we raise the bar so high that no one is 'good enough' to be around us?
 - Do we drop the bar so low that we find we are involved with people who don't share our values, don't value us, or even abuse us or take us for granted?

Manufactured Desires

An especially tricky part to all of this is recognizing when marketers, TV personalities and even close family and friends try to influence our values, needs and desires to fit their motives or goals.

If we look deeper into our suffering we can find that some of the things we suffer from do not originate from our values, our needs or our desires, but are manufactured 'needs' as a result of the media's attempt to homogenize our fears and desires through news, TV shows, slick advertising and emotionally appealing marketing.

We are told we are inadequate, unsafe, unhealthy, and unattractive unless we purchase certain products, desire to look and think a certain way, or buy into fear. TV 'experts' are often just sales people wearing lab coats.

We take command of our lives when we raise our awareness and think critically about their intent. Do they really know what's best for us? When we know our core values, we can refer to them and hold them up to their attempts to influence our decisions. When we maintain control of our lives we feel strong, and when we feel strong, it is much harder to feel depressed and powerless. We are too busy driving our ship!

When we examine our core values, we realize that we know what's best for us. Our core values are necessary for healthy living; they help us make good decisions, gain confidence and fully engage our abilities.

Getting through...moment by moment...can be the hardest part. But we can do it!

Tips to encourage you during depression:

- Try to remember that how you are feeling is temporary and just your momentary perception, like a cloudy day seems to have no sun. The sun is there; we can have faith it will again brighten our day.
- Read uplifting and motivating books, articles, and Daily Motivators (www.greatday.com)
- Drink lots of water
- Start with small achievable goals and stay focused
- Talk with someone about your experience. Remember: you are not alone.
- Eat fruit, vegetables, and food high in Essential Fatty Acids
- Exercise outdoors! Get fresh air, sunlight and breathe deeply!
- Get involved in a meaningful, social activity such as volunteering to support your community.
- Have FAITH in yourself! You can conquer your depression and engage in life in a positive way!

Recommended reading:

Man's Search for Meaning.....Viktor Frankl PhD
"Learned Optimism" and "Flourish".....Martin Seligman, PhD
The Depression Cure.....Stephen Ilardi, PhD
Plato, not Prozac!.....Lou Marinoff, PhD
Books on Buddhism.....Thích Nhất Hạnh, Pema Chodron, Allan Watts
and many more

Swellness

(Yes, it is spelled correctly)

Health. Strength. Tenacity. Flexibility. Durability. Resilience. Power. Discipline. Vigor.

These words can be used to describe both mental and physical characteristics. Swellness is the idea that our physical and mental well-being cannot be separated; they are dependent upon each other. It is the belief that we must take care of our mind to take care of our body, and we need to take care of our body to take care of our mind; that health is psychosomatic / somapsychotic and that those words can be applied to wellness as well as to illness. Swellness exists in those who have overcome illnesses and physical setbacks with powerful positive beliefs about their ability to survive and thrive. Swellness is not a goal, it is a continuous process.

From the Dictionary:

Swell – noun: a full shape or form adverb: excellently; very well

Swellness - is a state of excellently full form.



A few considerations for healthy minds and healthy bodies:

- When our minds are in turmoil, often our guts and/or our muscles are, too.
- When our neck and shoulders ache from stress, we may struggle to feel happy or optimistic.

We need:

- Strength in our: heart, character, muscles, mind
- Fresh: air; water, foods, ideas
- Connections: to others, to nature, to our authentic selves

Important Considerations for PHYSICAL HEALTH

Air. Water. Food. Attitude.

Air: oxygen is ultimately the fuel that allows our cells to produce energy from the food we eat. It is needed by your body cells to keep them alive. Being able to move and think require oxygen. And breathing deeply is a great stress reliever by decreasing heart rate, blood pressure and muscle tension.

Water: About 60% of the human body is water!

According to the US Geological Survey, water serves a number of functions.

- A vital nutrient to the life of every cell, water acts first as a building material.
- The carbohydrates and proteins that our bodies use as food are metabolized and transported by water in the bloodstream.
- It assists in flushing waste and toxins mainly through urination.
- It acts as a shock absorber for brain, spinal cord, and fetus.
- It forms saliva.
- It lubricates joints.
- It regulates our internal body temperature by sweating and respiration.

Food: Growing food is not easy. When we harvest our lettuce, rhubarb, pears, etc., we find it not only provides nourishment, but also connects us in gratitude to the farmers and farm-workers who keep us alive. Eating healthy food makes us more productive, reduces stress, boosts happiness, controls weight gain, saves money (including medical expenses), helps to prevent disease, and increases energy. Cooking meals from scratch increases our connection to the earth, to the people who grow our food, and to each other...all important psychological aspects for belonging. Food for thought!

Attitude: Add a healthy attitude to good nutrition and you have a recipe for longer life and better health. A University of Illinois (UI) study found that "feeling positive about your life, not stressed out, not depressed - contributes to both longevity and better health", and that "anxiety, depression, a lack of enjoyment of daily activities and pessimism all are associated with higher rates of disease and a shorter lifespan." UI professor emeritus of psychology Ed Diener added, "Current health recommendations focus on four things: avoid obesity, eat right, don't smoke, and exercise. It may be time to add 'be happy and avoid chronic anger and depression' to the list."

Important Considerations for MENTAL HEALTH

Security. Belonging. Autonomy. Meaning.

Security: safety / having our needs met / enough money / warm and out of the elements
We are barraged with stories of terrible and depressing events in the news. When we have the choice to seek out information, we still choose to focus on bad, scary and negative stories. We worry about the security of our job, our health, our home, our children, our plans for the future. Security issues may also include staying in an unhealthy relationship/situation because it is known and 'normal', even though it may be disrespectful and painful. The unknown may be scarier. Fear of failing and rejection can be paralyzing. The physical and mental stress from elevated levels of fear and worry can cause us to feel weak, sick, overwhelmed, untrusting, depressed, disconnected. We may seek medication to reduce worry and anxiety.

Belonging: acceptance / relationships / respect / understanding
A basic human need is to belong to a group, a family, a community. We have a deep desire to feel we are valuable to society and can be acknowledged and accepted for who we are. We can 'charge our batteries' when we engaging with others by playing a game, volunteering, talking, preparing a meal, working on a project or simply sharing time together. In person. (The internet creates and maintains connections, but they cannot replace live interaction.) Healthy relationships require respect: so give it and get it. Or go.

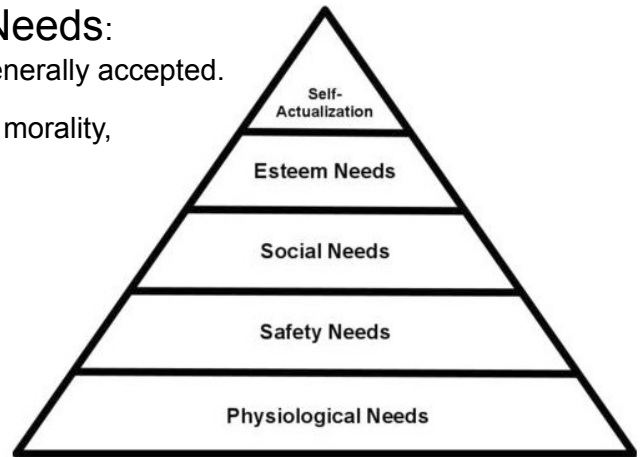
Autonomy: agency / power / freedom
It is important to feel we are in control of our destiny and capable to do things for ourselves. (We are generally far more capable than we tend to believe we are.) We need to feel we are valuable and offer something unique. A belief in agency or self-efficacy plays a crucial role in physical health and well-being. We have the power to say 'no' and create clear boundaries. We have the power to say 'yes' and make lasting commitments. We can learn new things. We can get physically invigorated by exercising our power. Acknowledging and exercising our power enhances healing and supports physical and mental health.

Meaning: sense of purpose / hope / belief / spirituality / morality
Regardless of how we were raised, we each possess a truth that is unique to us. We have our own set of beliefs, our own way of making sense of the world, and an individualized system for how to respond to challenges. We feel hope if we wish to and can plan for a future we believe we can create. We are the captains of our ships and we decide where we are going and why. Meaning is how we make sense of our existence, which contributes to our health and well-being. To live without meaning incites suffering. Viktor Frankl believed that a firm sense of meaning is essential for optimal human development.

Abraham Maslow's List of Basic Human Needs:

Although the 'hierarchy' aspect is disputed, the needs are generally accepted.

- Self- Actualization examples: autonomy, satisfaction, morality, identity, freedom, critical thinking, meaning
- Esteem: respect, responsibility, confidence, creativity
- Social: belonging, acceptance, relationships, family, work, cooperating, generosity, play
- Safety: protection, security, adequate resources
- Physiological: food, water, air, warmth, sex, shelter



Some ways we can become weak or ill:

These are just a few for example. Consider things that deplete your mental and physical strength.

- Blaming (when we blame, we give up our power)
- Eating unhealthy food, or unhealthy amounts of food (including processed sugars, carbs and fats)
- Not drinking enough water (be sure to drink more water than other beverages)
- Giving up, despair, feeling defeated or believing we can't be ourselves
- Mental and physical exhaustion
- Letting negativity and pessimism dominate our thoughts
- Cheating, lying, trying to get something 'over' on someone else
- Lack of exercise and fresh air
- Addictions: drugs, alcohol, gambling, unhealthy relationships, food, gaming, shopping, TV/internet
- Feeling disconnected from nature and the world

Ubuntu: Swellness For People And For The Planet

Ubuntu is a southern African phrase that means:

I am who I am because of who we all are.

I am a person within other persons. I learned how to be a person through my relationships. We are born in relationship and we exist in relationship. My destiny is inexorably bound to yours. Any concept of separation is an illusion. I cannot hurt you without hurting myself, and the only way I can be all that I can be (and achieve self-realization) is to support you in becoming all that you can be.

The term is generally used to describe about human relationships, but I believe it can be expanded to include our relationship to all living things as well as our planet. Ubuntu begs us to take greater ownership our own swellness, as well as the swellness of everything around us, because our safety, our success and our human needs are dependent on the swellness of others.

Personal Litmus Test: When you feel pressed to make a decision about doing something new, or to buy a thing, service or ideology that might feel unhealthy or outside of your values, consider asking:

- Does this strengthen me? Or is it a counterfeit to strength? (pretending to make me strong)
- Is it aligned with my goals? My values? My swellness?
- Does this strengthen my community as a whole or just a faction / fraction?
- Does this respect all things? And elements shared by all things (such as water, earth, air)?
- Does this impede anyone's travel on their own path to self-actualization or swellness?
- Then double check everything and play 'Devil's Advocate'

Some Things That Help Us Feel Strong: (Share your thoughts, let's build this list together!)

Increase our awareness of, and our dedication to, satisfying our needs – which are the needs of others:

- **Acknowledgement:** for our unique experiences, ideas and perspective in the world
- **Agency:** feeling like you are in charge of your life
- **Autonomy:** the ability to stand on your own
- **Belonging:** acceptance for being who we are; a unique and engaged part of the group
- **Character:** building solid morals, values, virtues, resolve
- **Communicating:** sharing your thoughts; listening to the thoughts of others
- **Compassion:** finding compassion for others; we will seek it sometimes, too
- **Confidence:** believing you are capable
- **Cooking:** your meals from scratch; with others if you can
- **Cooperation:** working with others on a shared project
- **Drinking:** plenty of water!
- **Eating:** healthy, fresh and home-cooked food including plenty of fruits and vegetables
- **Elevate your heart-rate:** by walking, running, riding, rowing, etc. for at least 30 minutes every day
- **Exercise / fresh air:** are both great for physical and mental health
- **Faith:** in your abilities, that you are valuable, that things can get better, spiritual faith
- **Gratitude:** for what we have, for what others do, for a new day to start fresh
- **Goals:** setting and reaching achievable goals
- **Flexibility:** be ready to flow with change...bend, don't break! ...for mental and physical health
- **Healthy mental engagement:** conversations, problem solving, imagining possibilities, debating
- **Healthy physical engagement:** caring for plants, walking a dog, mowing our neighbor's lawn
- **Humanness:** listening, empathizing, caring, feeling excitement and encouragement
- **Humor:** helpful to lighten our burden for a minute; add a new perspective
- **Identity:** understanding and accepting who we are...with our unique skills, values, attributes, character traits, and relationships with others. Our identity changes as we change; it is fluid.
- **Meaning:** looking at why we do what we do: What drives us? What do we believe and why do we believe it? Meaning gives us the 'horsepower' to persevere through tough stuff
- **Music:** making and listening to music alone and with others
- **Power:** feeling like we are in charge of our health, our success, building supportive relationships
- **Opportunity:** finding and creating opportunity; feeling like we're not stuck
- **Outdoors:** taking walks in the sun, stargazing at night, planting a garden, connecting with nature
- **Reading / learning:** theories, stories, newspapers; discovering great diversity and creativity
- **Reducing:** processed sugars, saturated fats, habits we don't like, self-defeating thinking
- **Reflecting:** on your values, your path, your reasons to be grateful, your vision for yourself, your next moves; long-term goals, the wonderful people in your life, what you can offer the next generation
- **Resilience:** our ability to adapt to stress and adversity, and maybe grow stronger because of it
- **Respect:** Giving it, expecting it, receiving it, and communicating it. Variety is the spice of life.
- **Satisfaction:** setting achievable goals and being grateful for what we have
- **Success:** measured by relationships and reaching goals; not by an accumulation of money or stuff
- **Trust:** believing in yourself and developing trust with others. Trust is very important for good health.
- **Ubuntu:** realizing everything is connected; support all systems and people so they can support you
- **Value:** reflecting on we do that makes life better, and the unique things we bring 'to the table'
- **Volunteering:** Engaging with those who need our unique gifts
- **Yoga / meditation / stretching / rest:** taking mental and physical time out of the fast-paced world

This is just the start of the Swellness document and concept. Check the Fair Shake website for more information and for links to guided meditation, places to volunteer, ways to engage others to build stronger communities and to hear/read inspiring stories of people who've overcome adversity through perseverance, self-realization and positivity.

UBUNTU: Building Social Fabric

When I present Fair Shake in both state and federal institutions around the country I hear a lot of incarcerated people hoping to connect and consult with those who have gone through the transition back into society successfully.

I also hear many incarcerated people expressing an interest in giving back to the community, frequently with the hope to guide youth away from the path that leads to prison.

Fair Shake believes these desires, and many more, (including supporting children of incarcerated parents, creating safer communities, and building relationships between seemingly disparate communities) are best addressed by working together, intentionally and carefully building a strong social fabric.

This is difficult today because, as Americans, we are encouraged to believe that we are in the land of opportunity and that to be successful we need to 'pull ourselves up by our bootstraps' and 'do it yourself'. Our culture is suffering from a staggering number of social challenges that are very difficult to recognize or address on an individual basis. We are daunted by the magnitude of effort required to improve how we live together in society and feel we need experts or elected representatives to improve our quality of life. While we wait for them to 'fix' the 'broken system' we sheepishly accept a steady increase in anti-social ailments: depression, social anxiety, mental illness, physical illnesses created by stress, fear, addictions, loneliness, and many more.

Unfortunately, we will never find the solutions by addressing the symptoms alone; what we need is to realize that we need each other and must build a better future together.

We need not look backward, however, beyond recognizing and owning how we got to where we are to avoid going there again. What we need to do right now – wherever we are – is to reflect, study, converse, and collaborate TOGETHER to conjure and create solutions to our challenges.

Once we realize that we need to build ourselves (rather than waiting for some governmental repair person to fix our problem), we can begin the powerful and enriching hard work of improving our listening skills, our communication skills, and our compassion while developing a deeper understanding of what a healthy society within a democracy looks like. Soon, we will begin to problem solve and create more of what we want to improve everyone's quality of life! (Okay, 'soon' is a relative term, but we can't let that hinder us.)

To encourage people to see a more empowering picture, I consulted with the author of *The Business of Belief*, Tom Asacker. He reminded me that we are not motivated by logic; that we shift our beliefs based on our experiences and feelings and, most importantly, that we need a clear picture of where we can go to move to another path. When we change our belief of what is possible, we can change our attitude and approach to solving our problems, which will change our behaviors and, eventually, our lives.

After consulting with family members, colleagues, and anyone who will listen, Fair Shake is presenting this series of images for your consideration.

We hope you will share your thoughts on what you see below. We are currently developing, with incarcerated, formerly incarcerated, and never incarcerated people, ways to build out this vision. Your opinion is important!

Your creative skills are important, too! We need to make this a story that we can share and use to stimulate others. We also need to create a flowing image from the individual to the social fabric. If you see where you would like to contribute - even if your contribution is to critique our present work or to look ahead to where it might not work down the road - please contact us!

We're looking forward to building the future with you! Ubuntu!!

Fair Shake view of building social fabric: (view from overhead)



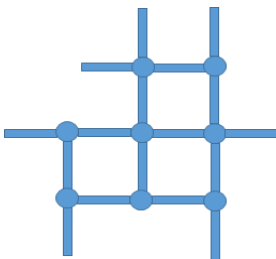
One person, arms outstretched, ready to connect with others to build community strength and to demonstrate prosocial understanding and interest through engagement.



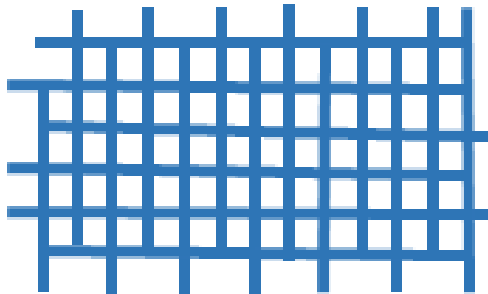
Two people, strongly connected to each other.



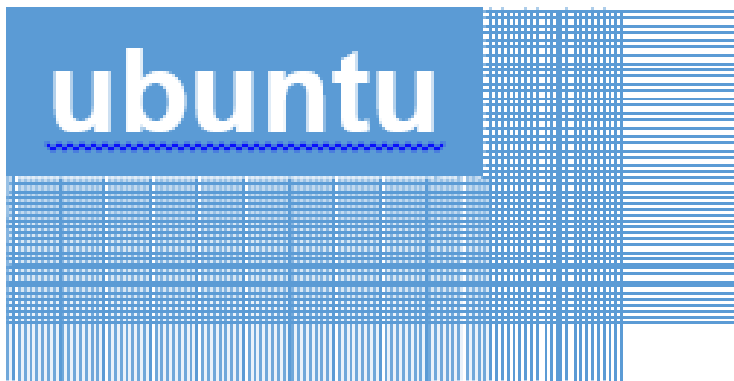
The clasp: a 'rescue' hold, for optimal strength.



People supporting each other inside begin to build the reentry safety net. Some builders may not go home for a long time, some may not be coming back to society at all, but we must acknowledge and honor our connection. We can be aware of our strength as an individual as well as the strength of the group: the whole is greater than the sum of its parts. As people go home from prison, the net flows from the inside to the outside...



Those who do come home make themselves available for those who are coming home once they feel safe or that they are in a position to give (over 1700 people come home every day). What starts as a safety net for the reentering community then weaves naturally into building and repairing the social fabric.



Ubuntu:

A society that recognizes and embraces interdependence, cooperation and compassion.

A society that seeks to create safe and strong communities must vigilantly review how it cares for all of its members.

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How to Watch TV

The media is the most powerful entity on earth.

Because they control the minds of the masses. ~ Malcolm X



Americans watch a lot of TV. Even though we are also obsessed with our phones (texts, tweets, Facebook, email and much more), the average American still finds time to watch more than 5 hours of TV per day. Only a very tiny fraction of us watch 0 hours of TV each day. I am one of those people. "No TV" includes no cable, no 'smart' TV, no Netflix or other movies (except when I'm on my bicycle wind trainer in the basement during inclement weather) and no flat-screen-monitor hanging on the wall in the living room. Or the kitchen. Or the bathroom, bedroom, office, car, etc.

I have gone as far as to get a device that turns TVs off. When I feel attacked or trapped by loud, offensive commercials, news stories or shows being broadcast in public places, I just turn them off. Most people don't notice. Those that do usually just shrug their shoulders and do something else.

I have lived without TV for over 25 years (about half of my life). Most people are appalled when I say I don't have TV. They often ask "If you don't watch TV, how do you know what's going on?" (Answer: I read local, state and national newspapers.)

So who am I to talk about how to watch television?

I am a concerned citizen, worried about the effects television has on society. I'm worried not about what people are watching, but how they receive it (unquestioningly, passively) and believe it. I see Americans getting weaker physically and mentally (more diabetes, social anxiety, obesity and depression) and I am aware that our schools do not prepare us to defend ourselves against crafty ads, emotionally-charged news stories, and shallow role models. I believe we want to be smarter and healthier.

Research conducted in 2013 by Thinkbox, a commercial television marketing association, discovered there are six main reasons that people watch television: "to unwind, for comfort, to connect, for an experience, to escape, or to indulge". Many of us believe that TV is neutral, that it simply informs us and entertains us.

However, most of us don't watch one show then turn off the TV to make some homemade cards, change the oil in the car, or contemplate if we are successfully meeting our needs for both belonging and autonomy. Most of us turn on the TV and don't turn it off until we go to bed. Some of us even keep the TV on when we sleep or when we are alone, as if we are somehow safe or connected.

TV is a thief. It's not the TV's fault - we willingly surrender our power - but it robs us of our time. It robs us of opportunities for reflection, creativity, critical thinking, interesting conversations and paying attention to other important things in our lives. It homogenizes our desires, fears, identity and what we believe we know with those of other viewers. We allow TV to make us weak.

While we are passive and non-critical, advertisers and producers are hard at work, trying to persuade us through video and audio impressions that evoke deep feelings that we are lacking in many ways; but that our needs, fears and desires can be fulfilled by buying products, services or ideologies.

There is good news: it is possible to stay smart and strong and still watch TV!

We can watch TV with others and converse about shows. We can plan our viewing and discipline ourselves to watch only 1 hour or 2 hours per day. We can ask questions. We can free ourselves from 'programming'!

According to media theorist Neil Postman and journalist Steve Powers in their book *How To Watch TV News*, we should consider these principles when watching TV news:

1. Whatever someone says something is, it isn't. What this means is the brief description used to describe an event does not fully describe the event. Try this with two other people: choose an event you experienced together. Have each person describe the event in two paragraphs. Compare your descriptions. Now consider how that relates to what you 'learn' on the news.

Lesson: Viewers should know that with all news, they learn just a fraction of any story.

2. Language operates at various levels of abstraction. Some language describes an event: *In Westby, 6% more votes were cast today than during the previous election.* Some language evaluates an event: *A record number of voters flooded the polls today.* Some language infers an event: *Voters showed up in droves today, demanding to be counted.*

Lesson: Be careful and critical watching the news to hear how the stories are told and punctuated.

3. Almost all words have connotative meanings. Connotation: an idea or feeling that a word invokes in addition to its literal or primary meaning. Example: when we use the word 'judge' we often imply that a person has formed a negative conclusion about something since we rarely use it to describe positive attributes or activities. Ex: "Don't judge me." But when we say "He's really nice", we are still judging him.

Lesson: Critique the words the anchors and actors use, especially words like important, love, reality, judge, relationship, faith, manly/womanly, motherly/fatherly and many others. (Start a list!) Consider if the word is used to evoke a particular feeling, and also if the word has further implications about roles and social expectations.

Fragmented pictures and accompanying music and sound effects: are used grip your attention and evoke feelings. Pay attention to the music and sounds which provide added tension (like it does in movies).

We want to believe that the news is a public service; provided to keep us informed, intelligent and abreast of the events that we need to know about to live in society together. (Aw, wouldn't that be peachy?) But the 'news' is not that at all. The news offers a controlled view of the world; in addition to telling us about events, it entertains us, incites fear, generates money, and is filtered by political perspectives and advertisers. According to Postman and Powers: "The 'news' is only a commodity, which is used to gather an audience that will be sold to advertisers."

Activity: Consider where the money (or other influence) is coming from to produce the news, to entertain you, to inform you about history or science or health. (Interesting note: the words *inform* and *information* are not related in any way to *truth* or *validation*) Are they produced by companies with specific messages, ethics or goals? Are they supported exclusively by commercials?

According to Postman and Powers, there are two dimensions of commercials: money and social values.

Money: Advertisers pay for your attention. The shows with the most viewers are news shows. The average American watches over 39,000 commercials in a year.

Social Values: Advertisers want to sell us stuff (or services or ideologies), but to motivate us to buy stuff we don't need, they must make us feel things about ourselves. (If they used logic, we would not be duped in to feeling inadequate, we could see that we could share stuff, and that we could live with less stuff.)

Commercials are “all about serious money”, and they “are also about the serious manipulation of our social and psychic lives” say Postman and Powers. Most commercials have this basic premise: “whatever problem you face (lack of self-esteem, lack of attractiveness, lack of social acceptance) it can be solved, solved fast, and solve through a drug, a detergent, a machine or a saleable technique. One of the reasons commercials are so effective”, they add, is that “people do not usually analyze them.” Life’s problems, including moral dilemmas, “are to be solved through chemistry and technology.”

From *How to Watch TV News*:

For a market economy to work, the population must be made to believe that it is need of continuous improvement. If you are quite satisfied with your teeth, your hair, your 2003 Honda, and your weight, you will not be an avid consumer. The thematic thrust of advertising is to...get you to think about your inadequate self and how you can get better.

Does this cause you look at the advertisements for pharmaceutical drugs any differently?

Activity: Write down the commercials that go along with shows for at least 48 hours. Note the time, the show being watched and the commercials that are either just before, during or immediately after the show. When you’re done, see if you can find a pattern of the types of commercials with the types of shows. What does that tell you about who they think is watching and what they believe they can convince the viewer to purchase or do?

While we sit passively, the marketers, politicians and media organizations plot to persuade us. They hook us through our emotions while trying to convince us we are smart, rational thinkers. (Check out Dr. Zimbardo’s *Resisting Influence* piece in this packet) We believe we have a great deal of choice; that we can’t be that easily controlled; after all there are hundreds of channels! But according to Corporate Research Project, just “five major corporations are the gatekeepers and decision makers for the programming choices of the vast majority of the American people”.

You are in a great position to reflect on the authenticity of shows by considering the ‘reality’ prison shows. I’ve heard that people that they feel they have a greater understanding of prison life by watching these shows. What do you think? Is prison life as they portray it on TV? Is it constantly full of excitement? Does everyone have quick, smart and witty remarks? Do the people where you are - including you - look like the people in the shows? Your answers to these questions are the same answers that apply to all shows: dramas, comedies, reality shows and yes, even the history channel are not like real life.

Here are Postman and Powers’ eight recommendations for what to do when watching TV:

1. *When encountering a news show, you must come with a firm idea of what is important.*
2. *In preparing to watch a TV news show, keep in mind that it is a ‘show’.*
3. *Never underestimate the power of commercials.*
4. *Learn something about the economic and political interests of those who run TV stations.*
5. *Pay special attention to the language of newscasts.*
6. *Reduce by at least one-third the amount of TV news you watch. (Read the news, too!)*
7. *Reduce by one third the number of opinions you feel obligated to have.*
8. *Do whatever you can to get schools interested in teaching children how to watch a TV news show*

How To Watch TV News (2008) by Neil Postman and Steve Powers | Penguin Books NY, NY

How to Watch TV by Terrell Hall:

Television has greatly influenced our society since its arrival. It seems to have reached a level of diminishing returns, however, hindering advancements of physical and social development for many.

According to Statistic Brain Research Institute, the average American watches more than 5 hours of TV every day. The average child in America spends 900 hours each year in school and 1200 hours each year watching TV, including 16,000 commercials. Additionally, each child is exposed to 150,000 acts of violence by the age of 18.

Television perpetuates all the things that endanger us as it desensitizes us to violence - one episode at a time - and normalizes the ills of society: drinking and drug use is as normal as eating a candy bar or drinking a soda but cooler; sex is a casual act that doesn't carry much meaning or is used as a bargaining tool; violence is an accepted means to get what you want. There's no discussion about the consequences of these actions and often times there are none depicted on TV. While we're being distracted by the senseless "reality" shows, the very fabric that holds our society together is being undone right before our eyes.

Our tendency to overindulge has gotten us to the point where we don't have any real checks and balances in place, or we simply don't take them seriously. We're not just overindulging, we're overindulging without pause, which expedites and intensifies the potential damage.

What you watch is important. However, how you watch is even more important.

We have to openly discuss what we see on television so that we can consciously dictate the impact that it has on our personal lives. Ask friends and family thought-provoking questions about the shows, discuss the rights and wrongs, share your stance regarding the believability of the characters involved, and consider the overall message (what is the intended message and what are the possible side effects of the message?). Take this opportunity to discuss difficult topics that wouldn't normally arise.

What we watch should support how we wish to live, it should bolster the growth and development of society, not hinder it or set us back. The amount of time we spend watching television should be kept at a minimum, it should be viewed as a means of occasional entertainment and not an escape from real life. Television in moderation can even be used as a learning tool.

We have to learn how to watch TV and that includes being more proactive in other areas of our lives. By thinking of new ways to entertain ourselves such as physical activities, books, board games and puzzles, we increase our brain power and burn more calories than we do when we pack on pounds sitting in front of the television.

We have to challenge the messages that are being sent to us and utilize our consumer strength to dictate what is being peddled to us. If we don't watch, they won't promote it.

What do you need?	Why?	How?	Website
Employment			
Birth Certificate	You need your birth certificate to get your driver's license. Apply for yours while you are incarcerated, if possible, as it may take a few weeks to process.	Contact the courthouse in the city where you were born or find it through the Centers for Disease Control Directory.	www.cdc.gov/nchs/w2w.htm
Social Security Card	Necessary for employment. You can apply for this while you are still incarcerated.	Write to: Social Security Administration Office of Public Inquiries Windsor Park Building 6401 Security Blvd. Baltimore, MD 21235	www.ssa.gov/ssnumber/
English Literacy	Now is a great time to brush up on your English skills. Practice speaking without prison slang.	Build your vocabulary by reading books, magazines and newspapers!	www.fairshake.net/educate-yourself/
Fair Shake Reentry Packet	Review employment-related documents including: sample job application, interview questions and tools for building your resume.	Family, friends and/or corrections folks can create your unique packet on the Fair Shake website.	www.fairshake.net/reentry-resources/reentry-packet/
Resume	You never get a second chance to make a first impression.	Use Fair Shake's resume guide to prepare your resume.	www.fairshake.net/pdf/resume_guide.pdf
Housing			
A bed with a roof	Will you be able to stay with family or friends?	Not available	Not Available
Salvation Army	Salvation Army programs vary with local needs, from overnight lodging and family assistance to educational services.	For information on specific programs contact your local Salvation Army Corps Community Center through our Resource Directory!	www.salvationarmyusa.org
Family and Friends			
Parenting	Be the best parent you can be!	Find information about spending time with your children and providing child support.	www.child-support-laws-state-by-state.com/
Support Circle	Consider your relationships deeply. Be grateful!	Reflecting.	Not Available

	What do you need?	Why?	How?	Website
Food	Fresh produce, whole grains, lots of water!	You are what you eat! Fresh and whole foods play an important role in gaining and maintaining mental and physical health.	Check out the health, diet and cooking sections in your library.	Just one of many healthy recipe websites: www.eatingwell.com/recipes_menus/collections/healthy_budget_friendly_recipes
	Food Stamp Eligibility	Any help with saving money is beneficial!	Your case worker should know if you are eligible.	www.fairshake.net/search
Finances	Gate money	Find out what reentry support you may get from your state.	Talk with the reentry support person prior to release.	americanradio.org/features/hardtime/gatemoney/index.html
	Prepare a budget	How much money do you need to make to live?	Build a budget worksheet.	www.fairshake.net/pdf/build_a_budget_worksheet.pdf
Mentally Prepare	Fair Shake Culture Shock! Document	A primer to consider the many differences, for better and worse, between institutional living and living in society.	Corrections folks and family or friends can print these from the Fair Shake website, or we can send one directly to you .	www.fairshake.net/culture-shock
	Fair Shake Ownership Manual	Little reminders to help you stay centered and on your path!	Same as above	www.fairshake.net/ownership-manual
	Fair Shake Relationships - Proceed with Caution Document	Considerations about relationships. We live in society; we are always relating to others.	Same as above	www.fairshake.net/proceed-with-caution

	What do you need?	Why?	How?	Website
Employment	State-Issued Photo ID	An identification card is required to get a job.	Department of Transportation	
	Temporary Job	Temporary work while you search for full-time or permanent employment.	Find a local Staffing Agency and apply.	
	Job Training	Training can prepare you for jobs that require specific qualifications.	Find out about training opportunities in your area.	
	Resume	Mainly for skilled positions.	Fair Shake and many other websites offer resume building tips.	Find these in the Fair Shake Resource Directory at www.fairshake.net/search
	Self-Training	Educate yourself!	Education websites, YouTube how-to videos, and libraries full of books.	
	Fair Shake Employment Checklist	Fair Shake offers a variety of tools to prepare for employment.	Practice and prepare. You never get a second chance to make a first impression.	www.fairshake.net/employment
Housing / Shelter	Emergency Shelter	In need of temporary and emergency housing.	Search through Fair Shakes Resource Directory to find your nearest shelter.	www.fairshake.net/search
	Section 8 Housing Voucher	The Section 8 housing voucher is a government program that will pay up to half of your rent while your income is low.	A local Community Action Organization may be able to help you.	http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/programs/hcv/about
	Housing Assistance	Possible options	HUD and other programs	www.fairshake.net/search
Food	Soup Kitchen	Soup Kitchens offer free hot meals, often on a certain day of the week.	Find out by word of mouth, or possibly at a local food coop or church, or in the FS Resource Directory.	www.fairshake.net/search
	Food Pantry	Packaged food for you to take home.	Same as above	www.fairshake.net/search
	Food Stamps	You may be eligible for food stamps.	Apply at your local Human Services office.	www.fairshake.net/search
	Fresh produce, whole grains, lots of water!	You are what you eat! Fresh and whole foods play an important role in gaining and maintaining mental and physical health.	The library and the internet are valuable resources for recipes, produce purchasing tips and cooking information.	One of many healthy recipe websites: www.eatingwell.com/recipes_menus/collections/healthy_budget_friendly_recipes
	2-1-1	Call 2-1-1 for help with food, housing, health care, employment, counseling and more.	Call on your phone or visit their website.	www.211.org/

	What do you need?	Why?	How?	Website
Transportation				
	Driver's License	If you want to drive!	Department of Transportation	www.fairshake.net/search
	Public Transportation	Public transportation is great: it's fuel efficient, read while you travel, meet folks, no parking!	The American Public Transportation Association	http://www.apta.com/resources/links/unitedstates/Pages/default.aspx
Education				
	GED, HSED or Diploma	Greatly improve odds for employment.	Usually, tests and preparation classes are provided by technical colleges for a small fee.	Find these in your phone book or a search engine.
	Universities and Technical Colleges	An education offers the possibility to earn more money.	Talk with a counselor. They can help you plan your education and find funding.	Find out about schools in your area.
	Self-Directed Education	Educate yourself!	Education websites, You-Tube how-to videos, and libraries full of books.	www.fairshake.net/educate-yourself
	Grammar Improvement	More opportunities	Educate yourself!	www.grammar-monster.com
Family and Friends				
	Family Counseling	Everyone has changed since you've been incarcerated...including you.	Find out if support is available in your area through our Resource Directory.	www.fairshake.net/search
	Child Care and Spousal Support	Find information on these topics in our Resource Directory.	Same as above	www.fairshake.net/search
Health and Sobriety				
	Alcohol and/or Narcotics Anonymous	Find a group to talk with! This can be extremely valuable.	Find your local options on the FS website or through a search engine.	www.aa.org www.na.org
	Mental Health	Get help when you need it.	Free and sliding-scale clinics, meditation.	www.fairshake.net/search
	Free or Sliding Scale Clinic	Good physical and mental health are crucial to success!	Find them in our resource directory or in the phone book and call ahead of time.	www.fairshake.net/search
Clothing				
	Affordable Clothing	All purposes	Found in most towns and neighborhoods.	Check out thrift stores and free stores.
Finances				
	Prepare a budget	How much money do you need to make to live?	The National Foundation for Credit Counseling can help you create your budget online or at one of 750 offices in all 50 states.	www.nfcc.org/FinancialEducation/mont hlyincome.cfm www.fairshake.net/pdf/build_a_budget _worksheet.pdf

What do you need?		Why?	How?	Website
Possible Benefits	Veteran's Assistance, Disability Support and Elders	If you're in one of these groups you may be eligible for special considerations.	Check out the links available in the Fair Shake Resource Directory!	www.fairshake.net/search
Mentally Prepare	Fair Shake Culture Shock! Document	A primer to consider the many differences between living in an institution and living in society.	Available on the Fair Shake website	www.fairshake.net/culture-shock
	Fair Shake Ownership Manual	Little reminders to help you stay centered and on your path!	Available on the Fair Shake website	www.fairshake.net/ownership-manual
	Proceed with Caution	Considerations about relationships. We live in society; we are always relating to others.	Available on the Fair Shake website	www.fairshake.net/proceed-with-caution

ARKANSAS DEPARTMENT OF HEALTH

Vital Records

4815 West Markham Street, Slot 44

Little Rock, AR 72205-3867

Date _____

BIRTH CERTIFICATE APPLICATION

Only Arkansas births are recorded in this office. There are only a limited number of birth records filed in this office prior to February 1, 1914. The fee is \$12.00 for the first copy ordered and \$10.00 for each additional copy of the same record. The fee must accompany the application. Send check or money order payable to the Arkansas Department of Health. **DO NOT SEND CASH.** Of the total fee you send \$12.00 will be kept to cover search charges if no record of the birth is found. Only the names and dates listed will be searched for the \$12.00 fee. Names and other dates submitted later will require an additional \$12.00 non-refundable fee. Mail this application and the money to the address above. **Please allow 4-6 weeks for processing the request.**

List Below All Possible Birth dates and Names Under Which the Certificate May Be Registered (Type or Print)

1. Full Name at Birth	First Name	Middle Name	Last Name		
2. Date of Birth	Month	Day	Year	Sex	Race
3. Place of Birth	City or Town	County	State	Order Of This Birth (1st, 2nd, 3rd, etc.)	
	Name of Hospital or Street Address			Name of Attendant at Birth	
4. Full Name of Father	First Name	Middle Name	Last Name		
5. Full Maiden Name of Mother (Name Before Marriage)	First Name	Middle Name	Last Name		

If this child has been adopted, please give original name if known.

If you have received a copy before, please give certificate number. _____

If this is a delayed certificate, when was it filed? _____

What is your relationship to the person whose certificate is being requested?

What is your reason for requesting this certificate?

Is the person whose certificate is being requested still living? ☐ Yes ☐ No

Signature and telephone number of person requesting this certificate.

DO NOT WRITE IN THIS SPACE

Name of Searcher

Index

Delayed

Prior

Volume Number

Page Number

Year

Certificates may also be ordered by the following methods:

Internet: www.vitalchek.com Certificates may be ordered on the Internet using a credit card (Visa, Master Card, Discover or American Express). The fee for using a credit card is in addition to the fee for each certified copy requested. Certificates requested via Internet may be returned by overnight courier for the cost of the additional shipment fee.

OR

Telephone: (866) 209-9482 Orders may be placed by telephone using a credit card (Visa, Master Card, Discover, or American Express). The fee for using a credit card is in addition to the fee for each certified copy requested. Birth records requested by telephone may be returned by overnight courier for the cost of the additional shipment fee. **Family history or genealogy cannot be processed by telephone. Please process by mail or the Internet.**

OR

Walk-in: You may order a certified copy of the birth record by coming into this office. Orders are accepted for same day issuance from 8:00 A.M. until 3:00 P.M. Monday through Friday. The office is located at the address above.

Please **PRINT** below the name and address of the person who is to receive the copy(ies) or cards

COPY (IES)☐**CARD (S)**☐**HOW MANY****1st copy or card costs \$12.00****Each additional copy or card costs \$10.00****AMOUNT OF MONEY ENCLOSED \$_____**

If a legal Certification of Birth cannot be issued, a copy of the original record will be substituted. If you need a copy of the original certificate, please check here. ☐ How many? _____

Any person who willfully and knowingly makes any false statement in an application for a certified copy of a vital record filed in this state is subject to a fine of not more than ten thousand dollars (\$10,000) or imprisoned not more than five (5) years, or both (Arkansas Statutes 20-18-105).

Wisconsin Driver License (DL)/Identification Card (ID) Application Instructions

Acceptable proof of identity and residency are required.

APPLICATION COMPLETION REQUIREMENTS

- DL customers, complete sections A, B and C.
- If under age 18, complete section D also.
- CDL customers, complete sections A, B, C and E. Your Federal Medical Certificate is required, unless you drive a school bus or drive for a political subdivision.
- ID card customers complete sections A and B.

DONOR Responses are recorded to identify potential donors. You need not respond to obtain a license. Answering "yes" does not in itself authorize an anatomical gift. To indicate your desire to make an anatomical gift: sign the back of your driver license or ID card and tell your family.

NOTICE to Males age 18-25 By submitting this application, you consent to be registered with the Selective Service System, if required by Federal law. You also authorize the Department of Transportation to forward any information contained in this application that is requested by the Selective Service System for the purpose of registering you as provided in s.343.14(2)(em) and s.343.234 Wis. Stats.

SOCIAL SECURITY NUMBER (SSN) If you have an ssn, you must provide it. Your SSN may be used: 1) For purposes authorized by law; 2) To link your driver license and vehicle registration records. Your SSN must correspond with the number issued by the Social Security Administration, which is required by s.343.14(2)(bm) Wis. Stats. Federal regulation 49 CFR, Part 383.153 requires an ssn for commercial driver license privileges.

WARNING Any person who, on applying for a driver license or ID card, presents fraudulent or altered documents or makes a false statement to the issuing officer or agency, may be subject to a fine of not more than \$1,000, or imprisonment for not more than 6 months, or both, revocation of driver license privilege for one year or cancellation of the ID card.

RELEASE OF INFORMATION The Department uses information provided to issue driver licenses in Wisconsin, collect fees and enforce laws. Under Wisconsin open records law and s.341.17(9) Wis. Stats., the department may make nonconfidential information available to others for business purposes. If you want your name and address withheld from vehicle record requesters, please indicate in Section A.

ADA The Wisconsin Department of Transportation complies with the Americans with Disabilities Act (ADA).

OFFICE USE ONLY

Date	Processor ID	Reason for Reissue	
Wisconsin or Out-of-State License Number	State	Expiration Date	Product Type
Legal Presence	Name/DOB Proof	Identity	Residency Proof
Visual Acuity	Without RX	With RX	Temporal Field of Vision In Degrees
Right Eye	20/	20/	
Left Eye	20/	20/	
Corrective Lenses	Color Perception	Hearing (CDL Only)	Driver Education
<input type="checkbox"/> YES <input type="checkbox"/> NO			<input type="checkbox"/> P <input type="checkbox"/> C
Examiner ID	Test Score	Highway Signs	Knowledge
X			
(Processor Signature)		(Processor ID)	

SECTION A - CUSTOMER - PLEASE PRINT

Customer Name - First, Middle Initial, Last						Check one. I am applying for: <input type="checkbox"/> Driver License <input type="checkbox"/> Identification Card		
Residence Address - Street						City		
Mailing Address - <u>ONLY If Different</u> from Residence						City		
Sex	Race	Eyes	Hair	Weight	Height	Former Name If Changed Since Last License		
<input type="checkbox"/> Please check the box if you wish to have your name/ address withheld from lists the Department sells.						Reason for Name Change		
Do you wish to be recorded as a potential organ donor?						Check ONLY ONE of the following three boxes. I certify that I am a:		
<input type="checkbox"/> Yes						<input type="checkbox"/> U.S. Citizen		
<input type="checkbox"/> No						<input type="checkbox"/> Permanent or Conditional Permanent Resident		
						<input type="checkbox"/> Temporary Visitor		
I certify that the information on this application is true under penalty of perjury and I am a resident of Wisconsin.								
WISCONSIN DRIVER LICENSE/IDENTIFICATION CARD APPLICATION						X		
MV3001 3/2008 Ch.343 Wis. Stats. Wisconsin Dept. of Transportation						(Customer Signature)		
						(Date)		

SECTION B - DRIVER LICENSE/IDENTIFICATION CARD CUSTOMER

- | | YES | NO |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 1. Has your license, ID card or operating privilege ever been revoked, suspended, cancelled, disqualified or denied?
If yes, give date and place _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Have you been convicted of operating while intoxicated OUTSIDE of Wisconsin?
If yes, give date and place _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you hold a valid driver's license/identification card FROM ANOTHER STATE/COUNTRY?
If yes, list _____

Years of licensed driving experience in the U.S. and Canada? _____ | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION C - ALL DRIVER LICENSE CUSTOMERS ONLY

- | | YES | NO | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|----------------------------------------------|-----------------------------------------------|
| 1. Do you need glasses or contact lenses for driving? | <input type="checkbox"/> | <input type="checkbox"/> | |
| 2. In the past year, have you had a loss of consciousness or muscle control, caused by any of the following conditions? If yes, check condition(s) and give date(s) _____ | <input type="checkbox"/> | <input type="checkbox"/> | |
| <input type="checkbox"/> Brain or Head Injury (2) | <input type="checkbox"/> Heart (6) | <input type="checkbox"/> Mental (3) | <input type="checkbox"/> Seizure Disorder (4) |
| <input type="checkbox"/> Diabetes (5) | <input type="checkbox"/> Lung (6) | <input type="checkbox"/> Muscle or Nerve (2) | <input type="checkbox"/> Stroke (2) |

SECTION D - DRIVER LICENSE CUSTOMERS UNDER AGE 18 ONLY

Applicant Certification: I certify that in the past 6 months, I have not been ticketed for a moving violation that has or may result in a conviction. I understand that falsifying this statement will result in the cancellation of my probationary license. Applicant Signature - Required

X

School Certification: I certify under s.343.14(5) Wis. Stats., that this applicant is enrolled in approved behind-the-wheel training which begins no later than 60 days from date signed.

School Name _____

Official WI DOT Test Results (line out if not used)

Knowledge Test		Highway Sign Test	
<input type="checkbox"/> Pass	<input type="checkbox"/> Fail	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail
Authorized School Official/Instructor Signature _____		Date Signed _____	

X

Sponsor Certification: As the adult sponsor, I accept responsibility and verify that minor is not a habitual truant and meets the educational requirements under s.343.15 Wis. Stats. and, if required for this application, has accumulated at least 30 hours of driving experience, 10 of which were at night.

Minor Name - Print _____

Sponsor Name - Print _____	Relationship to Customer _____
----------------------------	--------------------------------

Sponsor Wisconsin DL/ID Number _____	Sex _____	Birth Date _____
--------------------------------------	-----------	------------------

Sponsor Signature (Must be Notarized) _____

X

State of Wisconsin County Of _____	Subscribed and sworn to before me this date _____
------------------------------------	---------------------------------------------------

Notary Public or DOT Authorized Agent _____	My Commission Expires _____
---------------------------------------------	-----------------------------

X

Do NOT Use Notary Seal

SECTION E - COMMERCIAL DRIVER LICENSE CUSTOMERS ONLY

If applying for an HME, complete form MV3735.

If applying for a school bus endorsement, complete form MV3740.

- | | YES | NO | | YES | NO |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|
| 1. In the past 5 years, have you had a loss of consciousness or muscle control, caused by a neurological condition, for example, seizure disorder? | <input type="checkbox"/> | <input type="checkbox"/> | 6. In the past 5 years, have you been convicted of a felony or offense against public morals in Wisconsin or in any other state? If yes, give date and place _____ | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. In the past 2 years, have you taken insulin to control a diabetic condition? | <input type="checkbox"/> | <input type="checkbox"/> | 7. Is the vehicle you will be operating equipped with air brakes? | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. In the past 2 years, have you taken oral medication to control a diabetic condition? | <input type="checkbox"/> | <input type="checkbox"/> | 8. Do you meet all the driver qualifications as required by 49 CFR 391 to operate a commercial vehicle? If yes, show your valid Federal Medical Certificate to the examiner. If not, see publication BDS218. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is your hearing impaired? (hard of hearing) | <input type="checkbox"/> | <input type="checkbox"/> | 9. Is the vehicle in which you will take the commercial driver license skill test representative of the type of vehicle you will operate or intend to operate? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Have you held a valid operator's license in the last 10 years from any jurisdiction (state) other than Wisconsin? If yes, list all states _____ | <input type="checkbox"/> | <input type="checkbox"/> | | | |

Build a Budget Worksheet

Category	Item	Amount	Due Date
Home	Rent or House Payments		
	Property Tax		
	Insurance		
Other Home Expenses	Electric		
	Gas or Oil		
	Water and Sewer		
	Repairs		
	Association Fees		
Phone	Land-Line		
	Cellular		
	Cable / Satellite / Internet		
Transportation	Car Payment		
	Gas		
	Auto Insurance		
	Repairs / Maintenance		
	Other Transportation		
Health Insurance	Insurance		
	Monthly Medical Expenses		
Debt Payment	Credit Cards Combined		
	Student Loans		
	Other Loans Combined		
Food	Groceries		
	Dining Out		
Family Expenses	School Tuition / Day Care		
	Child Support		
	Alimony		
Crime-Related Expenses	Court Costs		
	Restitution		
Other Monthly Expenses			
Add Annual Expenses	Total		
	Average Monthly Expense		
	Grand Total		

Annual Expenses	Subscriptions and Memberships		
	Vehicle Registration		
	Dental or Other Medical		
	Donations		
Total Annual Expenses			
Divide total by 12			
Result: Average Monthly Expense			

Chose a job you love, and you will never have to work a day in your life.

~ Confucius

Thinking is the hardest work there is, which is probably the reason why so few engage in it.

~ Henry Ford

Find A Job

Finding employment is one of the top priorities of most people in society. Finding employment after incarceration is not only pivotal for reentry success, it can also be a requirement for parole or a halfway house.

It is important to find satisfaction in our jobs, but sometimes we must temper our wishes with our needs.

When we have to take a job that we are not excited about now, we can leverage the feelings of dissatisfaction to push us toward whatever it is that we need to do to find satisfaction. These things may include: submitting applications for jobs that we really want but may not be available now, or trying to work in an organization that has a similar philosophy to our own so we can move within the organization to a job that is more fulfilling, or perhaps we need to get the education required for certain positions, or maybe what we really want is to start our own business but need to work a 'day job' until our idea provides enough income for us to thrive.

Knowing there are many avenues to employment, Fair Shake offers several ways for you to engage within our website.

Remember: most jobs get filled without ever being listed on a website!

When searching for employment, remember to consider what it is you want to do. What type of business would you like to work in, and in which positions do you think you would do well? What kind of jobs might you enjoy doing?

Keep your eyes on the prize! Even if you must work in a job you don't care for now, remember that you are building character, patience, tolerance and REFERENCES. The image to the right is what our "Get A Job" page looks like today. This page, like all pages on the Fair Shake website, is constantly evolving. Please let us know what you think!

Find a Job



Fair Chance Employers

Check out this list of Employers who have pledged to give formerly incarcerated folks a Fair Chance at employment!

Job Search Engines

Ⓜ All search engines available online only

Help people find employment and businesses find employees. These websites commonly have hundreds of jobs available at different employability levels.

Indeed.com

Simplyhired.com

Monster.com

Linkedup.com



Gary's Job Board: Truck Drivers wanted!

Gary can find you a better truck driving job, with or without a CDL.

Website <http://www.garysjobboard.com/>

Gary's Job Board

7170 Dahlia St. Commerce City, CO 80022

303-367-1030

Job-Applications.com

Website - <http://www.job-applications.com/>

We offer links to online application pages and printable job application forms from our comprehensive database. We feature information on 1,500 popular companies in major industries such as fast food, retail, grocery stores, hotels and restaurants. Each company listed has a page which includes company history, service offered and common job opportunities.

GIGS: Single or multiple day opportunities

For an interesting temp option, you can check out the Craigslist in your area under 'Gigs'. You'll find opportunities that include moving furniture, doing yard work for a few hours, car dismantling, CDL temporary jobs, staff for weekend events, handyperson, cleaning, carpentry, welding, electrical, plumbing, painting, brand ambassadors (reps) and much more. Many of these gigs have opportunities that can turn into jobs.

⚠ Keep the author's intent in mind when searching on Craig's list. Beware that some listings are quite sketchy...

<https://newyork.craigslist.org/>



Employer Support!



Share this document with your potential employers to help them hire you.

Bonding, WOTC, and EEOC filers

📁 You are bondable 📁 Federal Bonding Filer

📁 Work Opportunity Tax Credit Filer

📁 Equal Employment Opportunity Commission:
Background Checks

📁 More on Background Checks: What Applicants Need to Know

📁 Formerly Incarcerated Individuals' Job Restrictions (US and Wisconsin) Created by the WI-DOC

Get Ready For Work!

★ www.fairshake.net/prepare-for-work/

- Resume writing
- Preparing For Your Interview
- ... and much more!

Jobline

Toll-Free Number: 1-800-414-5748

If you are looking for employment, Jobline is a free public service available on the telephone 24 hours a day, 7 days a week. New jobs are listed on the system each day, and jobs that are filled are removed. All that is required is a touch-tone telephone to establish your personalized job-search profile. The system is designed for you to use each day during your job search.

📁 Discussing Criminal History in the Interview
- Source Unknown



Jobs for Felons Hub

Ⓜ <http://jobsforfelonshub.com/>

A resource "website created by a few folks who have personally watched their loved ones struggle to get a job due to having a felony." They share their free reentry employment guide here. Check out their website or their Facebook page for more information:

<http://jobsforfelonshub.com/start-here/> or Facebook: <https://www.facebook.com/jobsforfelonshub/>

USA Jobs

Website - <https://www.usajobs.gov/>

Website - <http://jobcenter.usa.gov/find-a-job>



Free Job
Readiness Booklet

US Department of Labor CareerOneStop

Formerly Incarcerated Reemployment

Ⓜ <http://www.careeronestop.org/ExOffender/index.aspx>

CareerOneStop is...



• A source for employment information and inspiration.
1-877-348-0502 TTY: 1-877-348-0501

Ⓜ Everything in this section available Online Only

• America's Service Locator connects individuals to employment and training opportunities available at local American Job Centers.
www.ServiceLocator.org

• America's Career InfoNet occupation and industry information, salary data and career exploration assistance. www.CareerInfoNet.org

• mySkills myFuture helps career changers find new occupations to explore. www.mySkillsmyFuture.org

• Veterans ReEmployment is a one-stop website for employment, training, and financial help after military service.
www.CareerOneStop.org/ReEmployment/Veterans

Career One Stop Shops - locations:

📍 Alabama 📍 Louisiana 📍 Ohio

Prepare For Work

There are many ways to approach employment. Some people 'know somebody', sometimes we get lucky and meet our new boss or coworkers where we volunteer or through a recreational activity...but most of us will write resumes, find available jobs online or through an employment agency, fill out applications and then endure one or many job interviews.

Thanks to the generosity of several resume' writing professionals and job readiness coaches, we've assembled what we've found to support you as you build your resume', your interview skills, and your confidence!

While the information here addresses several of the concerns of job seekers, we want to encourage you to also consider topics from the "Choose Your Perspective" section of the Reentry Packet, the website or the software, to support you through the inevitable challenges that will occur as you create desirable outcomes.

Please remember: many employers want to hear more about how you built yourself up while you were incarcerated than they do about your past. Keep the conversation positive!

They want to know if you will be a great team member, if you are willing to embrace the company culture, that you are willing to learn new things... especially how *they* do things, and that you are interested in one or more aspects of the organization.

Prepare for Work

The Resume Writing Academy

www.resume-writing-academy.com

Resume Writing This document generously shared with Fair Shake by The Resume Writing Academy thanks to: Wendy Enelow, MRW, CCM, CPRW, JCTC and Louise Kursmark, MRW, CCM, CPRW, JCTC

Resume Examples

Top Tips & Techniques for Writing Best-in-Class Resumes

Free 78-minute resume writing audio webcast with printable handouts.

Best Resumes and Letters for Ex-Offenders

A resume guide that addresses special employment issues facing ex-offenders.

Raw Resume

http://www.rawresume.com/write-resume-definitive-guide

How to Write a Great Resume: The Definitive Guide This guide will take you from start to finish through all the aspects of a great resume and help you transform your current one into an interview-winning resume. Written for beginner and intermediate job searchers. Print or read The Complete Guide to A Winning Resume - Cheat Sheet to get started.

Here I am - Resume Writing That Gets Noticed

The Complete Guide to a Winning Resume Cheat-Sheet

How to Get the Job!

How to Get the Job - Video series by Scott Silverman

- 1 - Making a great first impression
- 2 - Social and physical networking
- 3 - Create a great elevator pitch
- 4 - Making get a job, your job
- 5 - The interview



Other Employment Support

Jails to Jobs

http://www.jailstojobs.org/html/help_with_new_entry.html



Jails to Jobs is an organization that gives ex-offenders the tools they need to find employment. On this website you'll find a step-by-step plan to follow as you carry out your job search.

Discussing Criminal History in the Interview - Source Unknown

Federal / National Resources and Information

Advice from a Senior U.S. Probation Officer Workforce Development Coordinator

http://community.nicic.gov/forums/p/48711/85165.



- Federal Bureau of Prisons Employment Information Handbook
- Background Checks - EEOC

The Transition Assistance Program (TAP) was established to meet the needs of veterans during their period of transition into civilian life by offering job-search assistance and related services. The guide books below were created specifically to support you by applying considerations from your service life to your job seeking. Check in with your local TAP program to find out about jobs that are available near you. To locate your local support office, click on this link: <http://www.benefits.va.gov/vow/tap.asp>

- Personal Appraisal & Career Exploration
- Job Search Strategies & Interviews
- Reviewing Job Offers & Support and Assistance

Fair Shake Employment Documents

Available Offline and Online

(Be sure to also check out the information we have on Employers page to help the interviewer hire you!)

- Employment Tips
- Resume Guide
- Interview Tips
- Sample Interview Questions
- Resume Examples
- Favorite Verbs for Your Resume
- Sample Employment Application
- Cover Letter | Thank You Letter
- Accomplishments and Skills Worksheet
- Interview Questions for You to Ask



Ownership Manual

Take the 'pocket OM' along to bolster you before interviews!



Relationships

Because work relationships are unique!



Employer Support!

Share this document with your potential employers to help them hire you.

About the Fair Shake Personal Web Page

Personal Web Page Example



- Members differentiate themselves from other applicants!
 - Members share information easily. No need to carry documents; they are stored in their account.
 - Shows dedication to reentry success and provides a place to demonstrate interest in taking a proactive approach by sharing skills, character traits, and intentions.
 - Employers and property managers can get to know members comfortably, reducing likelihood of auto-dismissal based on felony history.
 - Fair Shake Member Card provides member information, url and password to the member's page.
 - Member Web Page password is changeable! Access only given to current password holders.
 - Fair Shake can verify references, even for volunteer work.
- Check out our example Personal Web Page | Personal Web Page Flyer | Fair Shake Brochure
- Also available to Fair Shake members is a free email account, data storage and tutorials to learn to use electronic tools.

how2become.com

How2become.com offers a great resource guide, that provides detailed insight into how to answer certain questions, how to behave, body language and more.- See more at:

<https://www.how2become.com/resources/interview-skills/>

Livecareer.com

Livecareer.com offers great tools and resources for exploring careers, whether you're searching for a new job or considering a career change.- See more at:

<https://www.livecareer.com/quintessential/career-exploration>



President Obama's ***Fair Chance Business Pledge*** Over 100 Organizations Signed On

Large Employers

- ACLU
- American Airlines
- American Sustainable Business Council
- Ben & Jerry's
- Best Buy
- Catholic Charities USA
- CVS Health
- Coca-Cola
- Dropbox
- Facebook
- Gap
- Georgia -Pacific
- Google
- Hersheys
- Intel
- Johns Hopkins Medical
- Kellogg Company
- Kevin Plank Industries
- Koch Industries
- Kroger
- LinkedIn
- Lyft
- Microsoft
- Monsanto
- NAACP
- PepsiCo.
- Perdue Farms
- Prudential
- Small Business Majority
- Staples
- Starbucks
- Target
- The Libra Group
- TrueBlue Staffing
- Tyson Foods
- Uber
- Under Armour
- Unilever
- University of Pennsylvania
- VICE Media
- Walmart
- Xerox

Small/Medium Sized Businesses

- 21st Century Telecommunications,
- 3D PARS
- ALB3 Consulting Research & Management
- Aesthetics On The Glow
- African-American Chamber of Commerce of NJ, DE and PA
- Al Abbas Cookies
- Allegra Marketing & Print
- Alley Taco
- American Eagle Sealcoating and Asphalt LLC
- Amity Foundation
- Andrews Funeral Home
- Anti-Recidivism Coalition
- Anzures Worldwide
- Aone Contracting & Supply
- Approved Storage and Waste Handling, Inc.
- Asian Media Access
- Associated Students Inc., San Francisco State University - Project Rebound
- Avalon Breads
- Bailey Insurance Services LLC
- Beatrice Ewing Park Service Station
- Berry Much Yogurt
- Bob Barker Company
- Brockman Tree and Lawn Care
- Brooklyn Chamber of Commerce
- Brooks Lumber
- Bubbles Bubbles Bubbles, LLC
- Building Entrepreneurs for Success in Tennessee (BEST)
- Butterball Farms, Inc.
- Byblos
- C.H. Robinson
- C.W. Morris - J.W. Henry Funeral Home
- CPG Partnership Strategies LLC
- CSI Saddlepads LLC
- Caffè Lubena
- Capital Area ReEntry Coalition
- Capital Oversight Inc
- Capitol City Contracting, Inc.
- Capozzi flooring
- Carosella Design Build, Ltd.
- Carpenter's Shelter
- CarryHOT, Inc.
- Cava Grill
- Center for Children with Incarcerated Parents of America
- Center for Living and Learning
- Center for Self-Sufficiency
- City Sandwich NYC
- Civil Survival
- Clif Bar
- Colorado Mountain College
- Conscious Connections LLC
- Contemporary Family Services Inc
- Cornerstone Baptist Church
- Court Programs, Inc.
- Crescent River Consulting
- D.C. Central Kitchen
- DRP Systems
- Dave's Killer Bread
- Dave's Killer Bread Foundation
- David's Hope
- Decisive Media Inc
- Deep Still Water Institute
- Dillard & Associates
- Disruption LLC
- Dixon's Developments, LLC
- Ecolibrium3
- Edwins Leadership & Restaurant Institute
- Element 9
- Epic Pest Control & Landscape Services, Inc.
- Every Dog Has Its Day Care
- Executives' Alliance for Boys and Men of Color
- Fair Chance Workforce Interface
- Fair Shake
- FirmGreen, Inc
- Flux Resources, LLC
- FoodCorps, Inc.
- Fried Green Fryer Team
- Friends Outside
- Friends of Guest House
- Future Executives Inc
- GRID Alternatives
- Garden of Eden & Associates, Inc.
- GeoFi
- Get Ready Driving Academy
- Glassdoor
- Global Agro Commodities LLC
- Golden State Foods Corp.
- Goodwill Industries of Arkansas
- Goodwill Industries of Central East Texas
- Goodwill Industries of Central Indiana, Inc.
- Goodwill Industries of the Inland Northwest
- Goodwill-Easter Seals Minnesota

- Grandy's Coney Island
- Greater Cincinnati/Northern Kentucky African American Chamber of Commerce
- Greater Philadelphia Hispanic Chamber of Commerce
- Green Dot Stables
- Greyston Bakeries
- Hamilton County Office of Reentry
- Hand in Hand Soap
- Hollywood Impact Studios
- HopCat Detroit
- I.Buss & Allan Uniform Company
- IT Total Care, Inc.
- InService Enterprise, LLC
- Inflection.com
- Isidore Electronics Recycling
- J&X Energy LLC
- JAX Chamber
- JSJ Staffing, LLC
- Jeff's 40 Minute Cleaners
- Kansas City Community Source
- Konsultera
- Lawson Screen & Digital Products
- Leblanc Consulting
- Life Restoration CEDA
- Linden Resources
- Livin Lovely United, LLC
- Living Classrooms Foundation
- Living Stones International
- Los Angeles Area Chamber of Commerce
- Los Angeles Black Worker Center
- Los Angeles Conservation Corps
- Lou's Deli
- Lowers Risk Group
- M & V Provisions Co., Inc.
- MDG Barber Inc.
- MI United
- MOD Pizza
- Makin' Movez LLC
- Manufacturing Alliance of Philadelphia
- Maria's Italian Kitchen
- Mark O's Bar & Grill
- Maryland Department of Agriculture
- Mission: Launch, Inc.
- Moe Appliance
- Multisorb Technologies
- Museum Cafe
- Museum of Broadcast Communications
- My Urban Garden Soap
- NXIS Enterprises, LLC
- National Dry Goods Company
- National Policy Alliance
- Nehemiah Manufacturing
- New England Blacks in Philanthropy
- New York Fashion Police
- NewLife-Second Chance Outreach
- Newton Brown Urban Design
- Nexus Services, Inc.
- Nolef Turns Inc
- Nova Consulting Group, Inc.
- Novo Community Foundation
- O'Neill Construction Group
- Offender Aid & Restoration (OAR)
- Oklahoma City Thunder
- Olive Branch Village Project
- Oscar's Coney Island
- PLR Services
- POP! Gourmet Foods
- PRO-A
- Pass Job Connection
- Path to Freedom
- Patten Energy, Inc.
- Paxen Learning Corp.
- Pennsylvania Mental Health Consumers' Association
- Pet Supplies Plus
- Philly Shipyard, Inc.
- Phyllis Wheatley Community Center
- Pioneer Overhead Door
- Portland Bottling Company
- Price Fresh Pak
- Project Return
- Q Stride Inc.
- RECAP, Inc.
- Reading Terminal Market
- Restoration Law Center
- Revolve Impact
- Rivanna Natural Designs, Inc.
- Roman Labor Services Corp.
- Root & Rebound
- Ru'Day's Helping Hands
- Runnels Foundation
- SER Metro-Detroit, Jobs for Progress, Inc.
- Safe & Sound Hillsborough
- Saint Benjamin Brewing Company
- San Diego & Imperial Counties' Roofers, Waterproofers Joint Apprenticeship Committee
- Saucy By Nature
- Shelter Care Ministries
- Shinola Detroit, LLC
- Six Mile Regional Library District
- Skill Source Group
- Solar Screen, Inc.
- Solar States
- Spartan Staffing
- SpringDot, Inc.
- St. Louis Wing Company LLC
- StepUp Durham
- Stratford University
- Student Success Institute
- SunHarvest Solar
- Sungevity, Inc.
- Super Tek Group
- Sustainable Construction Corporation
- TBS Facility Services Group
- TakeAction Minnesota
- Taqueria El Nacimiento
- Tech Dump Electronics Recycling
- Teslights, LLC
- Texas Central Partners, LLC
- The Actors' Gang
- The BeBe Group
- The CPAI Group, Inc.
- The Exigency Group
- The Feminist Wire
- The Grey Door Boutique
- The Greystone Group Inc.
- The Lake Alabaster Box
- The Lancaster Food Company
- The Last Mile
- The National Incarceration Association
- The Pate House
- The Phax Group, LLC
- The Water Station
- Theatre of the Oppressed NYC
- Together We Bake
- Total Wine & More
- Trade Off Construction Services
- TransNation Holdings, LLC
- Transmedia Capital
- Trinosophes
- USA Built Corporation
- Union Square Hospitality Group
- Union Supply Group
- Union Theological Seminary in the City of New York
- United Exchange Corporation
- Urban Ashes
- Vaughan's Public House
- Verge Studios, LLC
- Veterans on the Rise, Inc.
- Virginia Correctional Enterprises
- Virginia Employment Commission
- Wash Cycle Laundry Inc.
- Weavers Way Cooperative
- Wellness Enterprises, Inc.
- Westside Foods
- Work in Progress
- Year Up
- Your Dog's Best Friends
- Yuca's
- Zaraxo
- cut50.org
- oGoing Inc.

Employment Tips

We often have to work our way up to the job we want; either because it is not available when we go to find it or we need more experience, education, preparation or time to get ready. Although we will spend time working at jobs that are not our preference, we can enjoy the interim more when we stay focused on our goals.

Start by asking yourself:

- What kind of job or career do I want?
- What am I willing to do, learn or sacrifice to get that job or career?

Before venturing out into the world of work you will have to obtain necessary documents.

The most frequently requested documents are:

- Birth Certificate
- Driver's License or Basic Identification
- Social Security Card

The birth certificate and driver's license forms offered in our Employment Documents are samples. You can find links to the applications that you need in our Resource Directory!

Next, ask yourself the following questions

- What occupations or industries in your area are in need of employees?
- What are your employment limitations due to your particular crime?
- What is the income you need in order to pay for housing, food, energy, phone, child support, restitution, transportation, etc? (check out our Build a Budget Worksheet)
- Which strategies do you think would be most effective for "selling" your attributes?

To prepare to apply for a job you may want to create the following worksheets:

- Inventory your work history in and out of prison
- List your training, skills, limitations, and health considerations
- Gather all the information you will need to fill out employment applications. Are you ready to fill them out online? (Several companies only accept online applications.)

Considerations and Preparation

What are your employment resources?

- Classified ads (in the paper or locally found on-line)
- Applying for jobs with companies you want to work for
- Job Assistance and Job Training centers
- Craigslist, Monster.com, other job-search websites

Skills Assessment and Personal Strengths Evaluation

Consider taking a free online self-assessment test help us see what careers we are suited for. If you type the phrase 'self-assessment test' into any search engine, several options will be available for you to check out.

Do you need clothes for your interview or new job?

Check out Dress for Success, a global program that may have a location near you!
(www.dressforsuccess.org)

Resume' and Interview tips:

Two good places where you get the chance to show a company why they cannot afford NOT to hire you. Keep these tips in mind as you write your application or resume', and prepare for job interviews:

- Be cheerful in your in-person or telephone job interviews.
- Talk about the benefits of your experience and the relevant expertise you offer.
- Speak about the value you would bring to the company.
- Share stories in the job interview about success in prior assignments.
- Talk about your ability to work with a diverse group of people.

Typical Barriers to Employment:

- Lack of updated resume
- Appropriate clothing for job search
- Transportation
- Stable housing
- Substance abuse
- Poor interview skills
- Poor job search skills
- Not a high school graduate
- No documentation (ID, Social Security card)

SMART: What is your strategy for overcoming barriers and creating success?

You can create a clear strategy by following SMART guidelines:

Specific Measurable Attainable Realistic Timely (or Tangible)

Specific – what is the specific goal you wish to achieve?

Can you answer these questions?

- Who do you need to be involved?
- What do you really want to accomplish?
- When do you want to accomplish it?
- Where do you need to be to accomplish it?
- Why do you want to achieve this goal?
- Which things do you need to get in order and which are the constraints to achieving your goal?

Measurable – How will you know when you've achieved your goal? What criteria have you set up to measure your progress and reach your target dates?

Attainable – Can you see yourself achieving this goal? Can you see the path to get there and then see yourself in that place of having reached the goal?

Realistic – Are you willing and able to achieve the goal?

Timely – How long do you need to achieve your goal? Work out your goal date and then the smaller goals that must be met to meet that goal date?

Tangible – Imagine: can you taste, touch, smell, see or hear the results of achieving your goal?

Interview Tips

Before you head to your interview, ask yourself these questions:

- Do you really want this job?
- Are you qualified for the job?
- Do you believe you can get the job?
- What attitude and information must you deliver to the employer to get the job?
- Are you ready for your interview?

If you decide you really want to get this job, consider these tips:

1. Keep your answers short yet full of information, unless you are asked to clarify. Try to put yourself in the interviewer's shoes; asking the same questions of many applicants! Fine tune your answers to the Sample Interview Questions and bring your authenticity and vitality to the interview.
2. Determine what your key strengths and assets are. Be sure to state them confidently a couple of times throughout the interview.
3. Prepare for a variety of interview questions. Consider the challenges you have overcome, the difficult interpersonal situations that you resolved with others, and several success stories.
4. Describe specific situations and accomplishments. Generalities fail to show the interviewer your strengths and assets and how they can benefit the company and the position that is available.
5. Put yourself on their team. Show how you fit in with the existing work environment and company culture. During the interview, align your language with the language of the team.
6. Observe your non-verbal communication. Are you saying what you mean to say? Practice answering some of the Sample Interview Questions in front of a mirror to see if your eyes and your gestures agree with your words.
7. Ask questions. Is this where you want to work? Find out what you need to know to accept the job. Also, the interviewer will see that you are taking interest in the company and work environment. That is an important quality in a team player.
8. Be sure to talk WITH the interviewer and not AT the interviewer. Interviews are stressful enough for both parties. Keep it human.
9. Research the company. Is it a right fit for you? Can you get behind the mission of the company? How much can you know about the work and the work environment before the interview?
10. Apply for jobs that you are skilled for and that you can appreciate...even if only as a stepping stone to your next job. If you truly want the job, you must be able to compete successfully with your competition. Authenticity shines through your words and your non-verbal communication.

Job Application Example

Personal Information

Last	First	MI	SSN#	Email
Street Address	City	State	Zip	Home Phone
Are you authorized to work in the United States?			Are you 18 or older?	
Have you been convicted of a felony or been incarcerated in connection with a felony in the past seven years?		If yes, please explain:		
Military Service?	Branch	Are you a veteran?	War	
What position are you applying for?		How did you hear about this position?		
Expected Hourly Rate		Expected Weekly Earnings		Date Available

Previous Employment

Company	Phone	Ending Salary
Address	Supervisor	
Position	Reason for leaving	
Company	Phone	Ending Salary
Address	Supervisor	
Position	Reason for leaving	
Company	Phone	Ending Salary
Address	Supervisor	
Position	Reason for leaving	

Education	Name/Location	Last Year Completed	Degree
High School			
College / University			
Trade School			
Other			
Any other Special Skills or Training .			

Signature:

Date:

Sample Interview Questions

The interview is your chance to show an employer your unique qualities and it is also the time you can ask more about the employer, the company culture and the job you are applying for. Before you interview be sure to find out all you can about the company so you understand who they are, and also so the interviewer knows you care.

Interviews can be stressful; the best way to manage that stress is to be prepared. If you are ready to answer the questions below you will be prepared for most of the questions that might come up.

There are many variables that make finding a job even more complicated if you have a criminal record. How much should you disclose and when should you disclose it? How do you explain your criminal record and still land a job? How do you address it during an interview? We explore these questions and more at the end of this document.

Possible Interview Questions: About the Job and the Company

- Why did you apply for this job?
- What experience, skills and characteristics do you possess to do the job?
- Why do you think you are the best person for this job?
- Why should we hire you?
- What have you learned about our company?
- How do you see your role in joining this or any company?
- Describe good customer service.
- Describe handling a challenge with a co-worker
- Are you willing to travel?
- Do you have any limitations that would inhibit you from doing this job?
- How long do you think you would like to be employed by this company?

Possible Interview Questions: About You

- Tell me about yourself.
- What are you passionate about?
- What is your greatest strength? What is your greatest weakness?
- What do you do when you're angry?
- If you know your supervisor is wrong about something, how would you handle it?
- Describe a difficult work situation and how you dealt with it.
- Describe your work style.
- How would you describe the pace at which you work?
- How do you handle stress and pressure?
- Tell me about how you worked effectively under pressure.
- What motivates you? Are you self-motivated?
- What are your salary expectations? (if it is not listed with the job posting)
- What types of decisions are difficult for you? What types are easy?
- If you could relive the last 10 years of your life, what would you do differently?
- If the people who know you were asked why you should be hired, what would they say?
- Do you prefer to work independently or with others?
- Tell me about your ideal work environment.
- How do you evaluate success?
- What are your career goals? How do you plan to achieve these goals?
- Give an example of a goal you reached and tell me how you achieved it.
- Give an example of a goal you didn't meet and how you handled it.
- Give an example of how you set goals and achieve them.
- How do you handle a challenge?

Possible Interview Questions: Your Work History

- Tell me about ____ company listed on your resume.
- What were your duties, responsibilities, expectations...for the position and as an employee?
- What challenges did you face? How did you handle them?
- What did you like about this job? What did you dislike about this job?
- What was your biggest accomplishment at this job? At any job?
- What were your favorite and least favorite aspects about the people you worked with, including supervisors?
- What attributes to you like to see in a supervisor?
- What do you expect from a supervisor?
- Tell me a little about your favorite and least favorite supervisor.
- Why did you leave this job? (Why did you quit or why were you fired?)
- Have you been in a position when you did not have enough work to do? What did you do with your time?
- Have you made a mistake? How did you handle it?
- Have you ever dealt with company policy you weren't in agreement with? How?
- Have you gone above and beyond the call of duty? If so, how?
- When you worked on multiple projects how did you prioritize?
- How did you handle meeting a tight deadline?
- What do you do when your schedule is interrupted? Give an example of how you handle it.
- Tell me about a difficult situation with a co-worker? How did you handle it?
- Tell me about your experience working with a team.
- Have you motivated employees or co-workers? Tell me about it.
- Give me an example of when you did and when you didn't listen.
- Have you handled a difficult situation with a co-worker? How?
- Have you handled a difficult situation with a supervisor? How?
- Have you handled a difficult situation with another department? How?
- Have you handled a difficult situation with a client or vendor? How?

Possible Interview Questions: Incarceration

- Why were you incarcerated?
- What did you learn from that experience?
- Do you have challenges or limitations that could affect your work schedule?
- What have you been doing to prepare for employment since you came home?
- Were you employed or in school when you were incarcerated? If so, tell me about your work. Tell me about your education.

Illegal questions:

- What is your age?
- How many children do you have? Are you pregnant?
- How much do you weigh? How tall are you?
- Do you live with anyone? Who?
- Are you married or in a relationship?

Legal alternatives:

- Are you over 18 years old?
- Can you lift 60 pounds?
- Is there anything that might interfere with your work schedule?

Related to Your Criminal Record

An employer may not ask questions about a previous arrest or conviction. They may ask if you have been convicted of specific crimes if they are relevant to the position being applied for. An employer may not refuse employment to someone just because they have a criminal record.

Lisa Pollan, site coordinator at LIFT-DC, says they encourage formerly incarcerated clients to collect "evidence of rehabilitation." This evidence should prove to employers that the client has changed since their offense and is now a responsible member of society. Evidence of rehabilitation can include:

- Letters of recommendation from employers or advocates
- Proof of training program completion/certificates (including during incarceration)
- Participation in a mentoring or support group

For Job Applications, LIFT-DC counsels clients to do the following:

- **Only answer what is asked:** If a question asks if you have been convicted of a felony, you can say no if you only have misdemeanors. If a question asks if you have been convicted of a felony in the last seven years, and you were convicted 10 years ago, answer no.
- **Answer truthfully:** A company may hire ex-offenders but have a policy of terminating anyone who lies on an application.
- **Demonstrate change:** If you answer a question about your record by writing, "Yes, but I got my GED while I was incarcerated," you show that you are educated, focused and want to make positive changes in your life. You can also attach a written explanation of your situation, and proof of your rehabilitation.

Check out LIFT-DC for more tips on interviewing! <http://www.liftcommunities.org/>

From the National Reentry Resource Center:

<http://www.nationalreentryresourcecenter.org/faqs/employment-and-education#Q8>

How should job-seekers respond to questions regarding past convictions?

- Acknowledge the previous mistakes in a concise and businesslike way
- Mention any relevant skills or interests developed while in prison or prior to entering prison
- Reinforce a commitment and an interest in the new job, by stating, for example, "I'm more mature now and my top priority is to work at [company] to use my abilities, focus on the work, and make a fresh start."

Applicants should be familiar with their criminal history to answer accurately specific questions on job applications and in interviews.

Race/Religion

An employer may not ask you about your religion but it may come up if they ask you what days/times you are available. An employer may not judge you for being a part of any race or religion but may decide not to hire you if you are unavailable for any crucial time for the position you are applying.

Interview Questions for You to Ask

In an interview both you and the employer are finding out about each other. Asking these questions will show general interest in the business, and the team you are applying to work with. These questions show you care about the position and how you might fit. Asking questions will also help you understand if you think the environment is suitable for you.

Please tell me important information I should consider about working with this company:

- On average, how long do people keep the position for which I am applying?
- What strengths and skills do you think I should have to best fill this position?
- What employee qualities are encouraged here?
- Is this a friendly environment or are people pretty serious?
- Would you tell me about the challenges I might find working here?
- Which companies, products or services are our competitors?
- Is there an opportunity for promotion from this position?
- How often will I be evaluated?
- What are the business' strengths? What aspects need improvement?
- What will be expected of me in the first 3 months? 6 months? Year?
- Are we encouraged to participate in things outside of work, like a softball league?
- In what ways does the company recognize and honor work that has been done?
- Will I have an employment agreement?
- Will I work alone or with a group?
- Who will I report to? What kind of person are they?
- Are we anticipating any major changes in the workplace?
- How many applicants do you have for this position?
- What training do you provide?
- Does the company provide or support higher education or advanced training for employees?
- Is there anything else I can provide you to help you make a decision?
- How soon can I expect to hear from you?

Not all of these questions would apply to any one position. These questions are just examples to either pick from or open your mind to asking questions that will help you make sure the job is acceptable for you!



www.fairshake.net

PO Box 63 Westby, WI 54667 608-634-6363

Fair Shake Employer Support

All of this information and much more can be found at <https://www.fairshake.net/employers>

Although tremendous responsibility is on the shoulders of those transitioning from prison to society, their success is made possible only when the entire community is involved.

Employers have the opportunity to help create one of the first and most stable bridges to reentry success. Fair Shake supports an employer's desire to understand formerly incarcerated applicants by offering tools and information to help you make informed, careful hiring decisions.

Fair Shake has also created tools for our members to more fully demonstrate their character than may be available on a standard job application through our free "office in the clouds", which includes a Personal Web Page.

The FAIR SHAKE PERSONAL WEB PAGE (PWP): What you learn about these applicants

Building a Fair Shake personal web page is not an easy feat! Formerly incarcerated people who create this page demonstrate many things to you:

- **HONESTY:** They are open, honest and direct by letting you know s/he has been incarcerated. As you may well imagine, this takes an enormous amount of courage. We know that honesty is imperative to building trust. Is honesty something you are looking for in your employees?
- **SELF-MOTIVATION:** Creating this page demonstrates the applicant's perseverance, tenacity, and desire to succeed. S/he had no coercion in building this page; there was no class for it nor did anyone recommend they do this. They built the page of their own volition.
- **TECH-SKILLS:** A variety of computer skills were required to create the Personal Web Page including: scanning, storage, typing, and understanding 'cloud' technology; to name a few.
- **HUMANNESS:** In addition to the above, the applicant offers information here that describes more than skills and experiences; you learn who they are and what they bring to your organization. This information is very important in building company culture, but is not requested on standard job applications.

Why hire a formerly incarcerated person?

- To keep your options open for hiring the best possible candidate!
- Many formerly incarcerated people have received extensive training
- Many formerly incarcerated people are motivated to work
- Many formerly incarcerated people have a job coach or advisor
- Support is available for training and reducing risk

Fidelity Bonding Program

The **Fidelity Bonding Program** offers six months of free bonding support to businesses across the country to lower their risk when hiring applicants who have been incarcerated.

Federal Fidelity Bonding Program: <http://bonds4jobs.com>

Bonding can:

- Reduce your risk when you hire formerly incarcerated people
- Provide six months of FREE insurance against employee theft
- Be obtained quickly and easily by just a phone call to confirm your hire

To bond a formerly incarcerated new hire today **call toll-free: 877-US2-JOBS (877-872-5627)**

Work Opportunity Tax Credit (WOTC)

The WOTC is a special tax credit available for hiring former felons (and others) and must occur within one year of their release date. The WOTC is available to any size business from small organizations to national corporations. The credit is also available for any type of job. The work can be full-time, part-time, temporary, or seasonal.

Facts about the WOTC tax credit:

- Employers can save as much as \$2,400 in taxes
- Applies to the first year of employment
- The new employee must work 120 hours for the employer to begin to receive credit

Exceptions:

- Not for independent contractor work
- Not for a business owned by a close relative

To find out more: <http://www.doleta.gov/business/incentives/opptax/wotcEmployers.cfm>

Or call: 1-800-829-4933

Employee Training Support

Your business may be eligible for a state or federal training grant (or other funding). To find out what you may qualify for, check with your Workforce Investment Board, Small Business Development Center, or economic development agency.

- Workforce Investment Board: <http://www.servicelocator.org/contactspartners.asp>
- Small Business Development Center: <https://www.sba.gov/tools/local-assistance>
- Economic Development Agency: <https://www.sba.gov/content/economic-development-agencies>

Ban the Box:

Are you ready to remove the box that says 'Have you ever been convicted of a felony?' from your job application forms? If so, we can help! <https://www.fairshake.net/ban-the-box/>

On our page you will find:

- Best Practices and Model Policies
- Fair Chance Fact Sheet
- Community Hiring Model
- Which states, cities and counties *Ban the Box*
- Learn from dedicated states like Minnesota who have Banned the Box for both public- and private-sector jobs. They freely share information for you to do this, too.

Resume Guide

A good resume will open the door for an interview. But do you need a resume? Some employers prefer a resume and others require an application form. That depends on the kind of job you're applying for.

RESUME REQUIRED

- Professional, technical, administrative and managerial jobs.
- Sales positions.
- Secretarial, clerical, and other office jobs.

RESUME SOMETIMES REQUIRED

Professional positions: Baker, Hotel Clerk, Electrician, Drafter, Welder

RESUME NOT REQUIRED

Unskilled, quick turnover jobs: Fast Food Server, Laborers, Machine Loader, Cannery Worker

The Rockport Institute has generously donated the resume guide below. It is a shortened version of their full resume guide, ***How to Write a Masterpiece of a Resume***, which can be found here: www.rockportinstitute.com/resumes

WRITE A RESUME THAT GENERATES RESULTS

Before you begin, ask yourself: Why do you have a resume in the first place? What is it supposed to do for you? How can you differentiate yourself from hundreds of other applicants with qualified resumes? The prospective employer has the overwhelming task of looking over many resumes to find the special person that is right for the position and a great fit for the culture of the company. You are facing a great deal of competition.

The resume is a tool with one specific purpose: to win an interview. If it doesn't, it isn't an effective resume. A resume is an advertisement; nothing more, nothing less. A great resume doesn't just tell them what you have done but makes the same assertion that all good ads do: If you buy this product, you will get these specific, direct benefits. It presents you in the best light. It convinces the employer that you have what it takes to be successful in this new position or career.

Other reasons to have a resume:

- To pass the employer's screening process (requisite educational level, number years' experience, etc.), to give basic facts which might favorably influence the employer
- To establish yourself as a professional person with high standards and excellent writing skills, based on the fact that your resume is so well done (clear, well-organized, well-written, well-designed, of the highest professional grades of printing and paper).
- To use as a covering piece or addendum to another form of job application
- To put in an employer's personnel files. (which they may check out later for other openings)
- To help you clarify your direction, qualifications, and strengths, boost your confidence, or to start the process of committing to a job or career change.

It is a mistake to think of your resume as your work history, a personal statement or some sort of self expression. Sure, most of the content of any resume is focused on your job history. But write from the intention to create interest, to persuade the employer to call you. If you write with that goal, your final product will be very different than if you write it just to catalog your job history.

Most resumes are quickly scanned, rather than read. Ten to twenty seconds is all the time you have to persuade a prospective employer to read further and the decision to interview a candidate is usually based on an overall first impression of the resume, a quick screening that so impresses the reader and convinces them of the candidate's qualifications that an interview results. The top half of the first page of your resume will either make you or break you. You hope it will have the same result as a well-written ad: to get the reader to respond. You are selling a product in which you have a large personal investment: you.

The person who is doing the hiring often cares deeply how well the job will be done. You need to write your resume to appeal directly to them. Ask yourself: What does the employer really want? What special abilities would this person have? What would set a truly exceptional candidate apart from a merely good one? How can I demonstrate that I am the perfect candidate? Put yourself in their shoes.

Loosen up your thinking enough so that you will be able to see some new connections between what you have done and what the employer is looking for. You need not confine yourself to work-related accomplishments! Use your entire life as evidence of your character, skills and talents. If Sunday school or your former gang are the only places you have had a chance to demonstrate your special gifts for leadership, fine. What are the talents you have to offer the prospective employer? A great resume has two sections. In the first, you make assertions about your abilities, qualities and achievements. You write powerful, but honest, advertising copy that makes the reader immediately perk up and realize that you are someone special.

The second section, the evidence section, is where you back up your assertions with evidence that you actually did what you said you did. This is where you list and describe the jobs you have held, your education, etc. This is all the stuff you are obliged to include.

Most resumes are just the evidence section, with no assertions. The 'juice' is in the assertions section. **When a prospective employer finishes reading your resume, you want them to reach for the phone to invite you in to interview.** The resumes you have written in the past have probably been a gallant effort to inform the reader. You don't want them informed. You want them interested and excited.

THE OBJECTIVE SECTION

Ideally, your resume should be pointed toward conveying why you are the perfect candidate for one specific job or job title. Good advertising is directed toward a very specific target audience.

Targeting your resume requires that you be absolutely clear about your career direction—or at least that you appear to be clear. You would be wise to use this time of change to design your future career so you have a clear target that will meet your goals and be personally fulfilling. With a nonexistent, vague or overly broad objective, the first statement you make to a prospective employer says you are not sure this is the job for you.

Imagine the position of a software manufacturer looking at a sea of resumes. They all look so much alike until they come across a resume in the pile that starts with the following: "OBJECTIVE - a software sales position in an organization seeking an extraordinary record of generating new accounts, exceeding sales targets and enthusiastic customer relations". They are immediately interested! This first sentence conveys some very important and powerful messages: "I want exactly the job you are offering. I am a superior candidate because I recognize the qualities that are most important to you, and I have them. I want to make a contribution to your company." This works well because the employer is smart enough to know that

someone who wants to do exactly what they are offering will be much more likely to succeed than someone who doesn't. And that person will probably be a lot more pleasant to work with as well.

Secondly, this candidate has done a good job of establishing why they are the perfect candidate in their first sentence. They have thought about what qualities would make a candidate stand out. They have started communicating that they are that person immediately. What's more, they are communicating from the point of view of making a contribution to the employer.

Here's how to write your objective. First of all, decide on a specific job title for your objective. Go back to your list of answers to the question "How can I demonstrate that I am the perfect candidate?" What are the two or three qualities, abilities or achievements that would make a candidate stand out as truly exceptional for that specific job? Having an objective statement that really sizzles is highly effective. And it's simple to do. One format is:

OBJECTIVE: An xxx position in an organization where yyy and zzz would be needed (or, in an organization seeking yyy and zzz).

Xxx is the name of the position you are applying for. Yyy and zzz are the most compelling qualities, abilities or achievements that will really make you stand out above the crowd of applicants.

If you are applying for several different positions, you should adapt your resume to each one. Have an objective that is perfectly matched with the job you are applying for. Remember, you are writing advertising copy, not your life story.

If you have a limited work history, you want the employer to immediately focus on where you are going, rather than where you have been.

Examples of an Objective section:

OBJECTIVE: An entry-level position in the hospitality industry where a background in advertising and public relations would be needed.

OBJECTIVE: A position teaching English as a second language where a special ability to motivate and communicate effectively with students would be needed.

THE SUMMARY OF QUALIFICATIONS

The "Summary of Qualifications" consists of several concise statements that focus the reader's attention on the most important qualities, achievements and abilities you have to offer. Those qualities should be the most compelling demonstrations of why they should hire you instead of the other candidates.

This may be the only section fully read by the employer, so it should be very strong and convincing. Include professional characteristics (extremely energetic, a gift for solving complex problems in a fast-paced environment, exceptional interpersonal skills, committed to excellence, etc.) helpful in winning the interview.

How should you write a Summary of Qualifications? Look for the qualities the employer will care about most. Then look at what you wrote about why you are the perfect person to fill their need. Pick your qualities that best demonstrate why they should hire you. Assemble it into your Summary section.

The most common ingredients of a well-written Summary are as follows. Do not use all these ingredients in one Summary - use the ones that highlight you best.

- A short phrase describing your profession
- Followed by a statement of broad or specialized expertise
- Followed by two or three additional statements related to any of the following:
 - o breadth or depth of skills
 - o unique mix of skills
 - o range of environments in which you have experience
 - o a special or well-documented accomplishment
 - o a history of awards, promotions, or superior performance commendations
- One or more professional or appropriate personal characteristics
- A sentence describing professional objective or interest.

Notice that the examples below show how to include your objective in the Summary section. If you are making a career change, your Summary section should show how what you have done in the past prepares you to do what you seek to do in the future.

A few examples of Summary sections:

- Highly motivated, creative and versatile real estate executive with seven years of experience in development and construction. Especially skilled at building effective, productive working relationships with clients and staff. Excellent management, negotiation and public relations skills. Seeking a challenging management position in the real estate field that offers extensive contact with the public.
- Health Care Professional experienced in management, program development and policy making in the United States as well as in several developing countries. A talent for analyzing problems, developing and simplifying procedures, and finding innovative solutions. Proven ability to motivate and work effectively with persons from other cultures and all walks of life. Skilled in working within a foreign environment with limited resources.
- Performing artist with a rich baritone voice and unusual range, specializing in classical, spiritual, gospel and rap music. Featured soloist for two nationally televised events. Accomplished pianist. Extensive performance experience includes television, concert tours and club acts. Available for commercial recording and live performances.

SKILLS AND ACCOMPLISHMENTS

In this final part of the assertions section of your resume, you do exactly what you did in the previous section, except that you go into more detail.

In the summary, you focused on your most special highlights. Now you tell the rest of the best of your story. Let them know what results you produced, what happened as a result of your efforts, what you are especially gifted or experienced at doing. Flesh out the most important highlights in your summary.

Here are a few ways you could structure your "Skills and Accomplishments" section:

SELECTED SKILLS AND ACCOMPLISHMENTS

- Raised \$1900 in 21 days in canvassing and advocacy on environmental, health and consumer issues.
- Conducted legal research for four Assistant U.S. Attorneys, for the U.S. Attorney's office
- Coordinated Board of Directors and Community Advisory Board of community mental health center. Later commended as "the best thing that ever happened to that job."

FUNCTIONAL RESUME FORMAT

The functional resume highlights your major skills and accomplishments. It helps the reader see clearly what you can do for them. It helps target the resume into a new direction by lifting up from all past jobs the key skills and qualifications to help prove you will be successful. The functional resume is a must for career changers and for those returning to the job market.

THE EVIDENCE SECTION - YOUR WORK HISTORY, EDUCATION, ETC.

Most resumes are not much more than a collection of "evidence," various facts about your past. By evidence, we mean all the mandatory information you must include on your resume: work history with descriptions, dates, education, affiliations, list of software mastered, etc. If you put this toward the top of your resume, anyone reading it will feel like they are reading an income tax form.

EXPERIENCE

List jobs in reverse chronological order. Don't go into detail on the jobs early in your career; focus on the most recent and/or relevant jobs. (Summarize a number of the earliest jobs in one line or very short paragraph. Put dates in italics at the end of the job; don't include months, unless the job was held less than a year. Include military service, internships, and major volunteer roles if desired! Because the section is labeled "Experience," it does not need to mean that you were paid.

EDUCATION

List education in reverse chronological order, degrees or licenses first, followed by certificates and advanced training. Set degrees apart so they are easily seen. Put in boldface whatever will be most impressive. Don't include any details about college except your major and distinctions or awards you have won.

- Do include advanced training, but be selective with the information.
- If you are working on an uncompleted degree, include the degree and afterwards, in parentheses, the expected date of completion.
- If you didn't finish college, start with a phrase describing the field studied, then the school, then the dates (the fact that there was no degree may be missed).

Other headings might be "Education and Training" or "Education and Licenses".

And then add your Awards, Civic and Community Recognition and Comments from Supervisors.

PERSONAL INTERESTS

Only list these if your personal interests indicate a skill or knowledge that is related to the goal, such as photography for someone in public relations, or carpentry and wood-working for someone in construction management. This section can create common ground in an interview.

REFERENCES

You may put "References available upon request" at the end of your resume, if you wish. This is a standard close (centered at bottom in italics), but is not necessary. You can bring a separate sheet of references to the interview, to be given to the employer upon request.

A FEW GUIDELINES FOR A BETTER PRESENTATION

The resume is visually enticing, a work of art. Simple clean structure. Very easy to read. Symmetrical. Balanced. Uncrowded. As much white space between sections of writing as possible; sections of writing that are no longer than six lines, and shorter if possible.

There are absolutely no errors. No typographical errors. No spelling errors. No grammar, syntax, or punctuation errors. No errors of fact.

All the basic, expected information is included. A resume must have the following key information: your name, address, phone number, and your email address at the top of the first page, a listing of jobs held, in reverse chronological order, educational degrees, in reverse chronological order.

Jobs listed include a title, the name of the firm, the city and state of the firm, and the years employed. Jobs earlier in a career can be summarized and extra part-time jobs can be omitted. If no educational degrees have been completed, it is still expected to include some mention of education (professional study or training, partial study toward a degree, etc.) acquired after high school.

It is targeted. First you should get clear what your job goal is, what the ideal position would be. Then you should figure out what key skills, areas of expertise or body of experience the employer will be looking for in the candidate. Gear the resume structure and content around this target, proving these key qualifications.

Strengths are highlighted / weaknesses de-emphasized. Focus on whatever is strongest and most impressive. Make careful and strategic choices as to how to organize, order, and convey your skills and background.

Use power words. For every skill, accomplishment, or job described, use the most active impressive verb you can think of (which is also accurate). Begin the sentence with this verb, except when you must vary the sentence structure to avoid repetitious writing.

Show you are results-oriented. Wherever possible, prove that you have the desired qualifications through clear strong statement of accomplishments

Writing is concise and to the point. Keep sentences as short and direct as possible.

Make it look great. Use a laser printer or an ink jet printer that produces high-quality results. A laser is best because the ink won't run if it gets wet. It should look typeset. Use a standard conservative typeface (font) in 11 or 12 point. Use off-white, ivory or bright white 8 1/2 x 11-inch paper, in the highest quality affordable. Use absolutely clean paper without smudges, without staples and with a generous border.

Shorter is usually better. Your resume should be just long enough to keep the reader's interest, and create psychological excitement that leads prospective employers to pick up the phone and call you.

Telephone number that will be answered. Be sure the phone number on the resume will, without exception, be answered by a person or an answering machine Monday through Friday 8-5pm.

WHAT NOT TO PUT ON A RESUME

- The word "Resume" at the top of the resume
- Fluffy rambling "objective" statements
- Salary information
- Full addresses of former employers or names of supervisors
- Reasons for leaving jobs
- References

Maurice Sprewer

414.874.1657 (list the BEST contact number you have)

Maurice.sprewer@dwd.wisconsin.gov

(be sure that your email address is professional)

EXAMPLE of a FUNCTIONAL Resume'

Production Worker and General Laborer Committed to Safety and Quality

(personal branding statement - describes position and a quality that makes you great at it)

Summary of Skills: (make sure the skills are relevant to the job you are applying for - usually found in the job description)

- Sorting, grading, weighing, and inspecting products, verifying and adjusting product weight or measurement to meet specifications.
- Observing machine operations to ensure quality and conformity of filled or packaged products to standards.
- Monitoring the production line, watching for problems such as pile-ups, jams, or glue that isn't sticking properly.
- Attaching identification labels to finished packaged items, or cut stencils and stencil information on containers, such as lot numbers or shipping destinations.
- Stocking and sorting product for packaging or filling machine operation, and replenishing packaging supplies, such as wrapping paper, plastic sheet, boxes, cartons, glue, ink, or labels.
- Packaging the product in the form in which it will be sent out, for example, filling bags with flour from a chute or spout.
- Inspecting and removing defective products and packaging material.
- Starting machine by engaging controls.
- Removing finished packaged items from machine and separate rejected items.
- Counting and recording finished and rejected packaged items.
- Stopping or resetting machines when malfunctions occur, clearing machine jams, and reporting malfunctions to a supervisor.
- Removing products, machine attachments, or waste material from machines.
- Transferring finished products, raw materials, tools, or equipment between storage and work areas of plants and warehouses, by hand or using hand trucks.
- Packing and storing materials and products.
- Helping production workers by performing duties of lesser skill, such as supplying or holding materials or tools, or cleaning work areas and equipment.
- Counting finished products to determine if product orders are complete.
- Measuring amounts of products, lengths of extruded articles, or weights of filled containers to ensure conformance to specifications.
- Following procedures for the use of chemical cleaners and power equipment to prevent damage to floors and fixtures.
- Mixing water and detergents or acids in containers to prepare cleaning solutions, according to specifications.
- Loading and unloading items from machines, conveyors, and conveyances.
- Operate machinery used in the production process, or assist machine operators.
- Placing products in equipment or on work surfaces for further processing, inspecting, or wrapping.

Relevant Production and General Labor Experience

General Laborer (Position while incarcerated)

State of Wisconsin / Badger State Industries / FBOP (whichever applies)

year - year

City, State

Previous Relevant Employment

Previous Employer

year - year

City, State

Other Experience

Previous Relevant Employment

Previous Employer

year - year

City, State

Education

Relevant Education

(Relevant Degree / Diploma)

Created by Maurice Sprewer Employment & Training Specialist / Reentry Coordinator
DWD / Job Service 4201 N. 27th Street Suite 602 Milwaukee, WI 53216

These verbs have been generously provided by Wendy Enelow and Louise Kursmark
 Founders of The Resume Writing Academy www.resumewritingacademy.com

Favorite Verbs for Your Resume

Originally "Our Favorite Resume Verbs" by Wendy Enelow

Accelerate	Collaborate	Differentiate	Expand
Accentuate	Collect	Diminish	Expedite
Accomplish	Command	Direct	Experiment
Accommodate	Commercialize	Discern	Explode
Achieve	Communicate	Discover	Explore
Acquire	Compare	Dispense	Export
Adapt	Compel	Display	Facilitate
Address	Compile	Distinguish	Finalize
Advance	Complete	Distribute	Finance
Advise	Compute	Diversify	Forge
Advocate	Conceive	Divert	Form
Align	Conceptualize	Document	Formalize
Alter	Conclude	Dominate	Formulate
Analyze	Conduct	Double	Foster
Anchor	Conserve	Draft	Found
Apply	Consolidate	Drive	Gain
Appoint	Construct	Earn	Generate
Appreciate	Consult	Edit	Govern
Architect	Continue	Educate	Graduate
Arrange	Contract	Effect	Guide
Articulate	Control	Elect	Halt
Ascertain	Convert	Elevate	Handle
Assemble	Convey	Eliminate	Head
Assess	Coordinate	Emphasize	Hire
Assist	Correct	Empower	Honor
Augment	Counsel	Enact	Hypothesize
Author	Craft	Encourage	Identify
Authorize	Create	Endeavor	Illustrate
Balance	Critique	Endorse	Imagine
Believe	Crystallize	Endure	Implement
Brainstorm	Curtail	Energize	Import
Brief	Cut	Enforce	Improve
Budget	Decipher	Engineer	Improvise
Build	Decrease	Enhance	Increase
Calculate	Define	Enlist	Influence
Capitalize	Delegate	Enliven	Inform
Capture	Deliver	Ensure	Initiate
Catalog	Demonstrate	Equalize	Innovate
Centralize	Deploy	Eradicate	Inspect
Champion	Derive	Establish	Inspire
Change	Design	Estimate	Install
Chart	Detail	Evaluate	Instruct
Clarify	Detect	Examine	Integrate
Classify	Determine	Exceed	Intensify
Close	Develop	Execute	Interpret
Coach	Devise	Exhibit	Interview

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Favorite Verbs for Your Resume

Originally "Our Favorite Resume Verbs" by Wendy Enelow

Introduce	Organize	Recapture	Solve
Invent	Orient	Receive	Spark
Inventory	Originate	Recognize	Speak
Investigate	Outsource	Recommend	Spearhead
Judge	Overcome	Reconcile	Specify
Justify	Overhaul	Record	Standardize
Launch	Oversee	Recruit	Steer
Lead	Participate	Recycle	Stimulate
Lecture	Partner	Redesign	Strategize
Leverage	Perceive	Reduce	Streamline
License	Perfect	Regain	Strengthen
Listen	Perform	Regulate	Structure
Locate	Persuade	Rehabilitate	Study
Lower	Pilot	Reinforce	Substantiate
Maintain	Pinpoint	Rejuvenate	Succeed
Manage	Pioneer	Remedy	Suggest
Manipulate	Plan	Render	Summarize
Manufacture	Position	Renegotiate	Supervise
Map	Predict	Renew	Supplement
Market	Prepare	Renovate	Supply
Master	Prescribe	Reorganize	Support
Mastermind	Present	Report	Surpass
Maximize	Preside	Represent	Synthesize
Measure	Process	Research	Target
Mediate	Procure	Resolve	Teach
Mentor	Produce	Respond	Terminate
Merge	Program	Restore	Test
Minimize	Progress	Restructure	Thwart
Model	Project	Retain	Train
Moderate	Promote	Retrieve	Transcribe
Modify	Propel	Reuse	Transfer
Monitor	Propose	Review	Transform
Motivate	Prospect	Revise	Transition
Navigate	Prove	Revitalize	Translate
Negotiate	Provide	Satisfy	Trim
Network	Publicize	Schedule	Troubleshoot
Nominate	Purchase	Secure	Unify
Normalize	Purify	Select	Unite
Obfuscate	Qualify	Separate	Update
Obliterate	Quantify	Serve	Upgrade
Observe	Question	Service	Utilize
Obtain	Raise	Shepherd	Verbalize
Offer	Rate	Simplify	Verify
Operate	Ratify	Slash	Win
Optimize	Realign	Sold	Work
Orchestrate	Rebuild	Solidify	Write

Accomplishments and Skills Worksheet

Use this worksheet as a spring board to organize your work history and personal interests for your resume. Include all successes in your life! You have valuable talent, skills and traits to share. Remember: there are no wrong answers.

Examples

- Shipped an average of 40 packages per day for 4 years with fewer than 3% damage in shipping.
- Volunteered at the Humane Society every Tuesday evening for 2.5 years. Walked, bathed and groomed dogs.
- Organized a fund-raising event for Fair Shake, generating over \$8300. Organized silent auction donations, secured entertainment and food and assembled volunteers.
- Managed a household of four on \$900 per month.
- Restored a 1961 Volkswagen Beetle to original condition.
- Successfully planted, nurtured and harvested an annual garden (8 years running!) and canned, froze or dried the harvest to provide nearly half of our family's dietary requirements.

Occupational Titles

Job titles to start your brainstorming when considering job goals.

Accountant
Assembler
Carpenter
Cashier
Chef / Cook
Clerk
Data Entry
Director
Editor
Engineer
Firefighter

Graphic Designer
Grounds Keeper
Inspector
Lab Technician
Librarian
Machine Operator
Mail Carrier
Maintenance
Massage Therapist
Manager
Mason

Manufacturer
Operations Manager
Painter
Programmer
Salesperson
Secretary
Snow-maker
Teacher
Tree Trimmer
Veterinarian
Welder

Job Skills

The following is a short list of job skills. (There are literally thousands of job-specific skills.) You will have to research the job skills specific to your occupation

Accounting
Advertising
Auditing
Brake Alignments
Building Maintenance
Carpet Laying
Cleaning
Cooking
Correspondence
Counseling
Customer Service
Detailing

Drill Press Operation
Driving
Editing
Electronic Repair
Filing
Hammering
Interviewing
Keyboarding
Management
Marketing
Mechanical Drafting
Metal Fabrication

Payroll / Accounting
Planning
Public Speaking
Researching
Sign Language
Scheduling
Soldering
Technical Writing
Telemarketing
Typing
Welding
Writing

Self-Management Skills

 Follow instructions
 Get along well

 Get things done
 Honest

 Punctual
 Responsible

Personality traits

 Articulate
 Assertive
 Assume responsibility
 Communicative
 Competitive
 Creative
 Decisive
 Dependable
 Detail-oriented
 Diplomatic

 Enthusiastic
 Emotionally strong
 Flexible
 Friendly
 Highly-motivated
 Integrity
 Quick-thinker
 Self-motivated
 Sense of direction
 Sense of humor

 Sensitive
 Sincere
 Sociable
 Tactful
 Tolerant
 Tough
 Trusting
 Understanding
 Willing to learn

Physical skills

 Agile
 Assembling
 Balancing, Juggling
 Crafts
 Counting
 Drawing, painting
 Driving (CDL?)
 Endurance
 Finishing, refinishing

 Flexible
 Grinding
 Hammering
 Keyboarding, Typing
 Manual dexterity
 Mechanical
 Modeling, remodeling
 Observing, inspecting
 Operating machines

 Precise
 Set standards
 Strong
 Thorough
 Restoring
 Sandblasting
 Sewing
 Sorting
 Weaving

People Skills

 Caring
 Comforting
 Communicating
 Conflict management
 Conflict resolution
 Counseling
 Consulting
 Developing rapport
 Diplomacy
 Diversity

 Empathy
 Encouraging
 Group facilitating
 Helping others
 Inspiring trust
 Inquiry
 Instructing
 Interviewing
 Listening
 Mediating

 Mentoring
 Motivating
 Negotiating
 Outgoing
 Problem-solving
 Respect
 Responsive
 Sensitive
 Sympathy
 Tolerance

Data Sorting Skills

 Analyzing
 Auditing
 Averaging
 Budgeting
 Calculating, Computing
 Checking for accuracy
 Classifying
 Comparing
 Compiling

 Cost analysis
 Counting
 Detail-oriented
 Evaluating
 Examining
 Financial or fiscal
 Analysis
 Financial management
 Financial records

 Following instructions
 Investigating
 Inventory
 Interrelate
 Logical
 Organizing
 Recording facts
 Research
 Surveying

Leadership Skills

Brainstorm
 Competitive
 Coordinating
 Decisive
 Delegate
 Direct others
 Evaluate
 Goal setter
 Influential
 Initiate new tasks

Integrity
 Judgment
 Manage, Direct others
 Mediate problems
 Motivate people
 Multitasking Negotiate
 agreements
 Organization
 Planning
 Results-oriented

Risk taker
 Run meetings
 Self-confident
 Self-directed
 Self-motivated
 Sets an example
 Solve problems
 Strategic planning
 Supervision
 Work schedules

Artistic Skills

Artistic ideas
 Dance, Aerobic
 Designing
 Drawing, Painting
 Handicrafts
 Illustrating, Sketching

Imaginative
 Inventive
 Mechanical drawing
 Model-making
 Perform
 Photography

Play an instrument
 Rendering
 Singing
 Visualize shapes
 Visualizing
 Writer / Editor

Descriptive Words to Use in Your Resume

Able
 Accurate
 Active
 Adaptable
 Adept
 Administrative
 Advantageous
 Aggressive
 Alert
 Ambitious
 Analytical
 Articulate
 Assertive
 Astute
 Attentive
 Authoritative
 Bilingual
 Broad-minded
 Calm
 Candid
 Capable
 Cheerful
 Committed
 Competent
 Comprehensive
 Confident
 Conscientious

Considerate
 Consistent
 Constructive
 Continuous
 Contributions
 Cooperative
 Creative
 Curious
 Decisive
 Dedicated
 Deliberate
 Dependable
 Detailed
 Detail-oriented
 Determined
 Diligent
 Diplomatic
 Disciplined
 Discreet
 Diversified
 Driven
 Dynamic
 Eager
 Easily
 Easygoing
 Economical
 Effective

Efficient
 Effortlessly
 Empathetic
 Energetic
 Enterprising
 Enthusiastic
 Excellent
 Exceptional
 Experienced
 Expert
 Expertly
 Extensive
 Fair
 Farsighted
 Fast-learner
 Flexible
 Forceful
 Friendly
 Generalist
 Hard-working
 Honest
 Imaginative
 Increasingly
 Independent
 In-depth
 Initiative
 Innovative

Descriptive Words (Continued)

Insightful
Instrumental
Inventive
Knowledgeable
Leadership
Logical
Loyal
Major
Mature
Meaningful
Methodical
Meticulous
Motivated
Multilingual
Objective
Open-minded
Optimistic
Orderly
Organized
Outstanding
Patient
Perceptive
Persistent
Personable
Personally
Persuasive
Pertinent
Pleasant
Positive
Practical

Precise
Problem-solver
Productive
Professional
Proficient
Profitable
Progressive
Proven
Punctual
Qualified
Quality-conscious
Quick-learner
Realistic Recent
Reliable
Repeatedly
Resilient
Resourceful
Respectful
Responsible
Responsive Risk-taker
Routinely
Satisfactorily
Scope
Self-confident
Self-controlled
Self-reliant Self-starter
Sharp

Significantly
Sincere
Skilled
Skillful
Solid
Sound
Specialized
Specialist
Stable
Strategically
Strong
Substantial
Successful
Superior
Systematic
Tactful
Talented
Team player
Technical
Thorough
Timely
Uniform
Universal
Up-to-date
Valuable
Varied
Versatile
Vigorous
Well-educated
Well-rounded

Cover Letter

Many employers today want to read a letter of introduction, or cover letter, when they review a resume. A cover letter should tell the employer which position you are interested in, why you think you are qualified for the position. Some information in your cover letter may also be on your resume; overlapping information emphasizes skills and characteristics. Read your cover letter carefully, check for spelling, grammar, and punctuation errors, then have another person proofread it one more time before you print it or press 'send'.

January 5, 2012

Alex Wikstrom
Sun Dog Manufacturing
123 Swiggum St.
Westby, WI 54667

Dear Mr. Wikstrom:

I am interested in the Shipping Manager position advertised in the Westby Times this week. I believe I would be a great fit for this position and welcome the opportunity to talk with you to find out more about the job and your company.

Your Requirements:

- Computer literate, able to learn software programs
- Compare multiple shipping criteria
- Self-motivated
- Friendly, work well with others

My Qualifications:

- I am experienced in shipping with USPS, Fed Ex and UPS and their software programs.
- I understand that each shipper offers different services. I can learn what I need to know for the safe delivery of products to the customer and the most cost-efficient route for the company.
- I enjoy my work and take pride in a job well done. I find this very motivating.
- I encourage you to follow up on my references as I am sure you will see that I am a 'team player' and understand how to recognize company culture and enhance the work environment.

I enjoy playing an important role in enhancing customers' experiences. I also enjoy balancing the technical skills, physical skills and social skills that are required to do a great job in this position. I take pride and ownership in my work and consider the perspective of the customer when packing an order.

My resume is attached for your review. I'm interested in talking with you and learning more about the position and Sun Dog. I read the mission statement and feel I really can get behind it.

Thank you for your time and consideration. I'm looking forward to hearing from you.

Sincerely,

Signature Here

Sue Kastensen

For more examples, check out Best Resume's & Letters for Ex-Offenders by Wendy Enelow and Ronald Krannich, or simply search for 'cover letter examples' in your favorite search engine.

Your Name
Milwaukee, WI
Your email
111-222-3333

EXAMPLE of a *Letter of Explanation*

Re: Letter of Explanation

Insert Date Here.

Dear Sir or Madam,

The things I value most are honesty, integrity and directness. Therefore, in anticipation of the criminal background check, you will find that in October of 2006 I was convicted of the offense of Armed Robbery - Use of Force. I served 24 months in prison for my crime. Upon release in 2008, I unfortunately, returned to the same negative influences and the same circle of negative associations and as a result, I re-offended in 2009. The charge was again, Armed Robbery this time as a Party to a Crime. I know that what I did was wrong. It was a result of poor decision making on my part and it hurt a lot of people. I've learned a great lesson and won't repeat those past mistakes.

While incarcerated, I completed my HSED through the Warren Young School. In addition, after a period of careful self-examination, I began working on ME. I successfully completed coursework in **Walking the Line - the Vow to Succeed Program, Cognitive Intervention Phases I and II, and Re-Entry bridge to Success programs**. I then continued my education, gaining **certifications in Telecommunications Technologies as a Network Cabling Specialist in Copper Based Systems**. Since my release I have done some full time work as laborer in a tannery and volunteered my time at my 11 year old son's school. However, I am looking forward to getting back to work full-time in the field of Telecommunications as an installer so I may further demonstrate the changes in my life and be a responsible member of society.

I can understand why you may be hesitant to hire someone with my background. However, I am eligible for **The Fidelity Bonding Program which can insure you for up to \$25,000** against any act of dishonesty on my part. Additionally, when you hire me, you will be eligible for **Work Opportunity Tax Credits to save you up to \$9,000 this year**. I will be happy to provide you more information about those programs during our interview. Lastly, I recently successfully completed the **Pipeline to Employment Training Program for Former Offenders** sponsored by the **State of Wisconsin Department of Workforce Development** and I can provide a letter of recommendation from them at your request.

I am eager to pursue this or other opportunities with your company because I am confident my skills and experiences will dovetail with the needs of your business.

Thank you for your time and consideration.

Sincerely,

Your name here

*Created by Maurice Sprewer Employment & Training Specialist / Reentry Coordinator
DWD / Job Service 4201 N. 27th Street Suite 602 Milwaukee, WI 53216*

Thank You Letter

Writing a thank you letter allows you the opportunity to share your reflections from the interview, including topics that were discussed and your decision to accept the job if it is offered to you. If you do not want the job you can write a short thank you letter stating that you wish to withdraw your application. If you do want the job, restate the qualifications and social skills you possess related to the requirements of the position and culture of the company. Be sure to send your thank you letter within a day of your interview.

Sue Kastensen
PO Box 63
Westby, WI 54667
608-634-6363
sue@mail.com

January 20, 2012

Alex Wikstrom
Sun Dog Manufacturing
123 Swiggum St.
Westby, WI 54667

Dear Mr. Wikstrom:

Thank you for taking the time to meet with me yesterday about the Shipping Manager job opening. I appreciate the opportunity to interview for this position.

Upon reflection, I believe I am a good fit for the Shipping Manager position and also for the company. I bring four years experience in shipping and receiving and I am familiar with nearly all of the tools you showed me. I learn quickly and will be able to master each of the computer shipping programs easily. My personality is well-suited to accommodate the variety of employees who will bring items to be shipped, and also the freight handlers that I will interface with.

Thank you for listening to me describe my past and what I have learned from my incarceration. Be assured that I have reflected upon, learned from, and moved beyond all types of criminal behavior. I am ready and willing to be a reliable benefit to Sun Dog Manufacturing.

I'm very interested in working with you and your team. I am a dedicated worker and can commit to supporting Sun Dog Manufacturing well into the future. Please feel free to contact me if you would like further information. My cell phone number is 608-634-1234

Thank you again for your time and consideration.

I'm looking forward to hearing from you.

Sincerely,

Signature Here

Sue Kastensen

*** For many more examples, Search the Internet for *Thank You Letter Examples* ***

Self-Employment

CAUTION: Entrepreneurship is NOT for the weak!

The idea of owning a business is attractive to many types of people. Some are drawn to 'be their own boss', to work closer to where they live, or to provide a product or service to an area where it is needed. Some people feel they can take more pride in their work and also be recognized for their efforts, still others feel they can have greater job security and may even be able to sell their business or pass it on to their children. Our shared *American Dream* features a 'rags to riches' story that includes a plucky protagonist that pulls her- or himself up with their bootstraps to achieve financial and social success.

One of our basic human needs is to feel we have the power to determine our destiny. Owning your own business is certainly one way to take control. Unless the start-up is handled cautiously, intelligently and with a long-term commitment, however, a person can drive their dream right into the ground.

This brief document will only cover the very basics (mostly using bullet points!) of things to consider in starting a business. It is merely a check list to assess if this is the right path for you, and also to consider some of the many things you'll need to address to get started...and then to keep it running.

Let's begin with some simple questions to ask yourself:

- What kind of business do I want to start? Will I provide a product or a service?
- Where will my business be located? What type of community supports my business? (examples: neighborhood, city, state, internet)
- Who are my customers? What makes them different from other consumers?
- How must I organize my company: What regulations must I follow? Does this business require special licensing or permits? How should I incorporate? (examples: LLC, S Corp, B Corp, non-profit)
- Where and how will I advertise or otherwise communicate to my customers?
- Does my business benefit all of the members of the community in which it is located?
- What is the name of my business and what is my 'tag line' or 'elevator speech' to describe it?
- How will I explain my business to my grandmother? (good practice; even if she is no longer with us)
- Can I tolerate book-keeping or am I able to pay someone who can?

Are you willing and able to:

- Start organized and stay organized?
- Follow legal procedures (including lots of paperwork!)?
- Ask for help?
- Pay taxes willingly?
- Be flexible, creative and responsive when things don't go as planned?

Now let's look at some difficult things to consider in starting a business:

- Can I handle a lot of rejection and nay-sayers?
- Will I feel jilted or jaded when my friends are not willing to be my customers or backers?
- Can I live with little to no income for at least 1 year and up to 3 years?
- Am I willing to sacrifice much of my leisure time or social life for up to 3 years as well?
- Do I have a super-strong moral base? (The temptation to cheat can be powerful for many.)
- Can I provide clear proof I will be able to succeed - and that I am a worthwhile risk - to small business loan officers?
- Do I have solid back-up plan for repayment?
- Am I comfortable with risk or will I worry?
- Am I physically strong enough to endure hard work, stress and exhaustion?
- What aspects about running a business matter most to me?
- Am I a 'people person' and if not, can I hire this person, or how will I communicate with customers?
- What are my 'competitors' doing? What do I do similarly or differently to what they are doing?
- How long will it take to start my business before any money begins to come in? Can I start it while I work at another job?
- Am I willing and able to trademark, copyright or patent my name, logo, written or recorded material or invention?

Some possible snags or ways to fail at starting a business:

- Need others to do work or research for you to get started.
- Blame others or 'the system' when things get difficult
- Require more resources from outside investors than you are willing to contribute yourself.

A couple of resources for entrepreneurial hopefuls:

SCORE: <https://www.score.org/>

Small Business Administration: <https://www.sba.gov/>

US Patent and Trademark Office: <http://www.uspto.gov/>

How to Write a Business Plan: <http://articles.bplans.com/how-to-write-a-business-plan/>

Free Government Publications: The Consumer Information Catalog lists approximately 200 free and low-cost publications available to you from various federal agencies. The publications cover topics such as money, health, employment, housing, federal programs, travel, small business, and education.

To write for your free catalog, send your request and address to: **Federal Citizen Information Center**

Also ask for "How to Write a Business Plan Pub #173

Attn: Catalog
Pueblo, CO 81009

Please share your thoughts, ideas, questions and concerns. Your questions, suggestions and ideas will help me improve this page to better serve our future business owners!

Mini Computer Guide

Keyboard Shortcuts - Usually the same on all computers... Macs have slight differences

Windows	Mac OS	Linux	Action
Ctrl + A	⌘ + A	Ctrl + A	Select all content
Ctrl + B	⌘ + B	Ctrl + B	Bold selected text
Ctrl + C	⌘ + C	Ctrl + C	Copy file or selected content
Ctrl + I	⌘ + I	Ctrl + I	Italicize selected text
Ctrl + P	⌘ + P	Ctrl + P	Print document
Ctrl + S	⌘ + S	Ctrl + S	Save current page or work
Ctrl + U	⌘ + I	Ctrl + U	Underline
Ctrl + V	⌘ + V	Ctrl + V	Paste file or content
Ctrl + X	⌘ + X	Ctrl + X	Cut file or content
Ctrl + Y	Shift + ⌘ + Y	Ctrl + Y	Redo, If you did an undo
Ctrl + Z	⌘ + Z	Ctrl + Z	Undo last action, can be done many times
Alt + Tab	⌘ + Tab	Alt + Tab	Shuffle through open programs
Tab	Tab	Tab	Use Tab as a quick way to move around forms
Shift + F3	⇧ + ⌘ + C	Shift + F3	Change selected text to all capital letters, first letter capital or all lowercase.

Email Warnings

1. Beware of SCAMS. Advice on Scams: Scambusters <http://www.scambusters.com/> gives information about how to avoid becoming a victim of identity theft, or of frauds such as pyramid selling, or money laundering scams. The Office of Fair Trading describes SCAMS as:









































Scheming Crafty Aggressive Malicious

Their advice is that "If it looks too good to be true it probably is!"

1. Nigerian "419" email fraud: These are emails from Africa offering to share huge sums of money with you if you let them use your bank to help them get their money out of the country. They ask for your bank account details and an administration fee. But it's a scam. If you comply and pay a small administration fee, then there'll be some complication and more money will be requested - again and again. The big money for you will never materialize. At worst you might get an invite to Africa where being held for ransom is a further threat.
2. Lotteries and Prize Draws: You may get emails saying you are a winner in an overseas lottery or prize draw and asking for your bank account details so that the cash can be transferred. You may also be asked to send money in order to claim your prize. These are scams.
3. Phishing: Many Internet fraudsters use a technique called "phishing" - sending out hoax emails, which look like they have come from your Bank or other online account such as Ebay Paypal. These often say that there has been a problem with unauthorized access to your account, or that you need to reconfirm your details for security reasons. Links in the email would take you to a page that could look like it belongs to your bank, where you will be asked to enter your passwords and personal information. If you followed these instructions and entered your details you would be enabling the fraudsters to access your accounts. It might be safer to use a search engine to find the web site of your bank than a link in an unverifiable email.

For more Fair Shake computer guides, tutorials and short-cuts visit our New To Computers page at:

www.fairshake.net/new-to-computers

 New – Create a new document like a blank sheet of paper.  Open – Open a saved project - something you already worked on.  Save – Save your progress on this project. We recommend you often save.	 Common style type – You can set common style types that you like and then add them to any selected text by choosing them from the drop down menu. Default/Normal would be common paragraph formatting while Heading1 or Heading2 might introduce sections or important paragraphs as their titles.
 New / Write – This is the button you use to start a new message. When you arrive in your email you are in the reading portion, use this button if you would like to create a new email.  Write	 Font – Fonts change the way your letters look. There are hundreds of fonts, most people choose from one of the fonts displayed in these icons because they are professional and are easy to read.
 Print – Start printing your document on the default printer.  Print Preview – View what your document will look like on paper and also view more printing options.	 Text Size – By selecting text and choosing a number within this list you can make your text larger or smaller.
 Cut – Remove selected object or text from the document and keep it ready to paste somewhere.  Copy – Copy selected object or text and keep it ready to paste somewhere.  Paste – Paste the most recent cut or copied object/text.  Copy Formatting – Highlight object or text with a desired format and click this button, then highlight some other object or text you want the format copied to.	 Left Alignment – Pushes all your lines of text as left as they will go.  Center Alignment – Puts the text within a line in the absolute middle.  Right Alignment – Pushes all your lines of text as right as they will go.  Justified Alignment – Spaces all the words within a line to fill the whole line.
 Undo – Undo the previous action. This can usually be done a few times.  Redo – Redo action previously undone. This can be done as many times as you used the Undo feature.	 Numbered List – Start a list or turn selected text into a list. When you press the enter / return key a number will appear in front of the next list item.  Bulleted List – Start a list or turn selected text into a list. When you press the enter/return key a number will appear in front of the next list item.
 Insert Hyperlink – Add a link to your document that will open in an internet browser. Be ready with the address (http://www.address.com), highlight what you want to link and press the button. Insert the link and click <i>ok</i> or <i>apply</i> . 	 Bold – Use the style Bold  Italics – Use the style <i>Italics</i>  Underline – Use the style <u>Underline</u> You can combine any or all of these styles.
 First Line Indent – Location to indent the first line within a paragraph.  Hanging Indent – Location to indent all lines within a paragraph after the first line while leaving the first line unaffected.	 Decrease Indent – Pull selected paragraph to the left.  Increase Indent – Push selected paragraph to the right.
 Spell Check – Check the document for spelling errors. If there is more than one button then you can use the second one to turn on / off the red line under misspelled words.	 Text Color – Change the color of selected text or text you are about to type.  Highlight Color – Change the color behind the selected text or text you are about to type.
 Attach Files - Sometimes you want to send another document or photo along with your message. Do this by clicking the attachment button and finding the file/image. 	 Find / Search - Use key words from within the subject or body of an email to find emails within your folders quickly. When you search you will get a list of emails that all contain the word(s) you entered. 
 Line Spacing – Increase or decrease the amount of space between lines.	 Add Photo / Image - Add an image to your message. Click the button and then locate your image.

Suggested Reading

The Adult Years: Mastering the Art of Self-Renewal

Fredric M. Hudson 1999 Jossey-Bass

Amusing Ourselves to Death

Neil Postman 1985 Penguin Books

Brave New World

Aldous Huxley 1946 Harper Perennial

The Careless Society: Community And It's Counterfeits

John McKnight 1996 Basic Books

Character Strengths and Virtues : A Handbook and Classification

Christopher Peterson and Martin E. P. Seligman 2004 Oxford University Press

Community: The Structure of Belonging

Peter Block 2008 Berrett-Koehler Publishers

Democracy and Education: An Introduction to the Philosophy of Education

John Dewey 1916 The Free Press

The Depression Cure: The 6-Step Program to Beat Depression Without Drugs

Stephen S. Ilardi 2010 Da Capo Press, Incorporated

The Doors of Perception

Aldous Huxley 1954 Harper Perennial

Dr. Seuss and Philosophy: Oh, The Thinks You Can Think!

Edited by Jacob Held 2011 Rowman and Littlefield Publishers

Escape From Freedom

Erich Fromm 1941 Henry Holt and Company

Four Arguments for the Elimination of Television

Jerry Mander 1977 Quill

Freedom And Accountability At Work: Applying Philosophic Insight to the Real World

Peter Koestenbaum and Peter Block 2001 Jossey-Bass Pfeiffer Publishing

The Globalization of Addiction: A Study in Poverty of the Spirit

Bruce K. Alexander 2010 Oxford University Press

Inventing Ourselves: Psychology, Power and Personhood

Nikolas Rose 1998 Cambridge University Press

Learned Helplessness: A Theory for the Age of Personal Control

Christopher Peterson, Steven Maier and Martin Seligman 1993 Oxford University Press

Learning as Transformation: Critical Perspectives on a Theory in Progress

Jack Mezirow 2000 Jossey-Bass

Man for Himself: An Inquiry Into the Psychology of Ethics

Erich Fromm 1947 Henry Holt and Company

Man's Search For Meaning

Victor Frankl 1946 Available through Beacon Press

Mediated: How The Media Shapes Your World And The Way You Live In It

Thomas De Zengotta 2005 Bloomsbury Publishing

No Contest: The Case Against Competition

Alfie Kohn 1986 Houghton Mifflin

Nonsense: Red Herrings, Straw Men and Sacred Cows: How we Abuse Logic in Our Everyday Language

Robert J. Gula 2007 Axios Press

On Personal Power: Inner Strength and It's Revolutionary Impact

Carl Rogers 1977 Delta Books

Out of Our Minds: Learning to be Creative

Ken Robinson 2001 Capstone Publishing

Pedagogy of the Oppressed

Paulo Friere 1968 Bloomsbury Academic Publishing

Plato, not Prozac!: Applying Eternal Wisdom to Everyday Problems

Lou Marionoff 1999 HarperCollins

Practical Wisdom: The Right Way to Do the Right Thing

Barry Schwartz and Kenneth Sharpe 2010 Riverhead Books / Penguin

The Psychology of Attitude Change and Social Influence

Philip Zimbardo and Michael R. Leippe 1991 McGraw-Hill

The Righteous Mind: Why Good People Are Divided by Politics and Religion

Jonathan Haidt 2012 Pantheon Books

Teaching as a Subversive Activity

Neil Postman 1969 Delacorte Press

Thinking Fast and Slow

Daniel Kahneman 2011 Farrar, Straus and Giroux

Understanding Human Nature

Alfred Adler 1927 Available through One World Publications

What About Me? The Struggle for Identity in a Market-Based Society

Paul Verhaeghe 2012 Scribe Publications

What Does It Mean To Be Well Educated? And More Essays on Standards, Grading and Other Follies

Alfie Kohn 2004 Beacon Press

Whatever it Takes: Geoffrey Canada's Quest to Change Harlem and America

Paul Tough 2008 Houghton Mifflin Books

Neil Postman on the difference between
1984 (George Orwell) and *Brave New World* (Aldous Huxley)

What Orwell feared were those who would ban books.

What Huxley feared was that there would be no reason to ban a book, for there would be no one who wanted to read one.

Orwell feared those who would deprive us of information.

Huxley feared those who would give us so much that we would be reduced to passivity and egoism.

Orwell feared that the truth would be concealed from us.

Huxley feared the truth would be drowned in a sea of irrelevance.