



Job Aid Collection

Job aids, reference guides, explainers

01

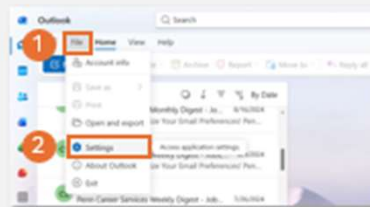
System Feature

Unsubscribe

Stop unwanted email subscriptions from clogging your Outlook inbox!

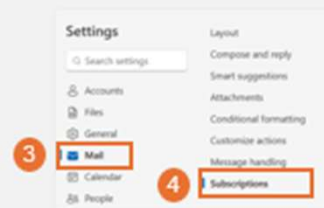
Go to Settings

1. Select the **File** menu.
2. Select **Settings**.



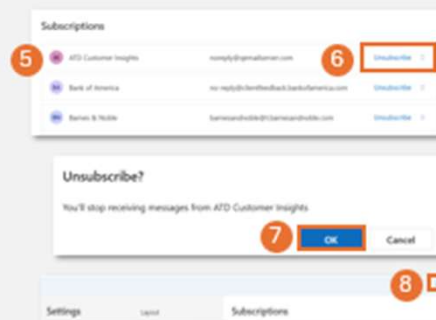
Go to Subscriptions

3. Select **Mail**.
4. Select **Subscriptions**.




Unsubscribe

5. In the **Subscriptions** list, find the subscription you want to cancel.
6. Select **Unsubscribe**.
7. Select **OK**.
8. Repeat for each subscription you want to stop; when finished, **close [X] Settings**.



02

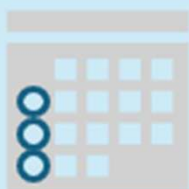
Process

 Pennsylvania Unemployment Compensation System

How to file your weekly certification for unemployment benefits

1 Every Sunday

File your certification every **Sunday** to qualify for benefits for the previous week.



2 <https://benefits.uc.pa.gov>

Visit the PA unemployment benefits website and select **Sign In/Register**.



3 Sign In

Enter your Username and Password, then select **Sign In**.



4 Choose Certification

From your dashboard, choose **File Certification**.



5 Confirm

Select the **checkbox** to confirm you understand the notice.



6 Answer

Answer each question by selecting the circle next to **Yes** or **No**.



7 Review

Review your answers and be sure they are **correct**.



8 **Submit** Select the **Submit** button to process your certification for the week.

Submit

03

Help Article

Reset password

How to reset your password

Tags
#password, #reset password, #forgot password, #login, #account access, #authentication, #troubleshooting, #credentials, #can't log in, #reset link

Categories
Primary Category: Account & Login
Secondary Category: Password & Credentials

Problem description

You can't log in or don't remember your account password.

Step-by-step instructions

1. **Go to the Login box.** This box is in the upper right corner of the home page.
2. **Select the Forgot Password link.** This link appears below the password field.
3. **Enter your account email.** Enter the same email you used when you created your account.
4. **Check your inbox for the reset email.** The message usually arrives within a few minutes.
 - **Subject line:** Password Reset Request
 - **Sender:** no-reply@yourcompany.com
5. **Open the email and select the Reset Password link.** This link will take you to a secure page.
6. **Create a new password.** Your password must meet these requirements:
 - At least 8 characters
 - One uppercase letter
 - One number
 - One special character: ! @ \$ % & ^
7. **Wait for the confirmation.** You'll see a confirmation message once the reset is complete.
8. **Return to the Login box on the home page.** Enter your email and your new password to log in.

Troubleshooting

Didn't receive the reset email? <ul style="list-style-type: none">• Check your spam or junk folder.• Search your inbox for "password reset."• Make sure you entered the correct email address.• Add no-reply@yourcompany.com to your safe senders list and try again.	Reset link expired? <ul style="list-style-type: none">• Reset links expire after 30 minutes.• Return to the login page and request a new one.	Still can't log in? <ul style="list-style-type: none">• Clear your browser cache and cookies.• Try a different browser or device.• Disable any password-manager autofill and retype your credentials manually.
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Frequently Asked Questions

Can I reset my password without using my email?
No. For security reasons, password resets must be completed through your verified email address.

Will resetting my password log me out of other devices?
Yes. For your protection, all active sessions are automatically signed out.

Related articles

Updating Your Email Address | Enabling Two-Factor Authentication | Troubleshooting Login Errors

04

Checklist



eLearning Accessibility Checklist

Ensure that all learners, regardless of ability, can engage with educational content.

Content

- Writing is clear and simple.
- Content is logically organized with structured headings.

Visuals

- There is high contrast between text and background colors.
- All images have alt text to describe their purpose.

Multimedia

- There are captions and transcripts for all video and audio.
- In addition to audio, visual cues are provided.

Interaction

- Navigation is intuitive.
- Interactions can be accessed with both mouse and keyboard.

Flexibility

- There are no strict time limits on tasks.
- Options to control volume and playback speed are provided.

Revisions

- Regularly test the product with users of varying ability.
- Keep the learning up-to-date with accessibility standards to ensure usability and compliance.

05

Quick Reference

Performance Solutions

Quick Reference Guide for Performance Consultants

Training
Activities that focus on the acquisition of knowledge and skills

When to use

Lack of knowledge and skills

What can be applied

- classroom training
- on-the-job training
- technology-enabled training
- job aids
- self-study

Who can help

- business area management
- SMEs
- technical writers
- programmers
- communication specialists
- instructional designers

Consultation
Activities that focus on enabling and supporting high performance

When to use

Lack of support and feedback

Lack of recognition and rewards

Lack of consequences

What can be applied

- feedback systems
- recognition programs
- reward systems
- incentive plans
- job rotation programs
- promotion systems

Who can help

- business area management
- HRBPs
- engagement specialists
- compensation specialists
- OD experts
- career development specialists

Tech/Structure
Activities that focus on physical setting, available tools, organizational structure

When to use

Lack of required equipment, tools, space

Organizational structure complicates work efforts

Unclear accountability for results

What can be applied

- ergonomic improvements
- workspace redesign
- equipment upgrade
- performance support systems
- reorganization
- information systems

Who can help

- business area management
- HRBPs
- SMEs
- IT staff
- ergonomists
- facilities management
- workflow specialists
- OD experts

Process
Activities that focus on how performers complete their work

When to use

Ineffective job and/or process design

Lack of information to enable performance

What can be applied

- job redesign
- competency modeling
- quality processes
- systems documentation
- policies/procedures
- communication cadence

Who can help

- business area management
- HRBPs
- SMEs
- IT staff
- procedure writers
- workflow specialists
- QA experts

06

Performance Support

6 SIMPLE ROUTINES TO REDUCE DECISION FATIGUE

1 | Morning Pre-Sets

Before bed:

- Assemble your outfit
- Prep your breakfast
- Make your lunch
- Pack your bag

2 | Meal Plans

Limit the number of options:

- Create a weekly menu
- Prep ingredients, meals, orders
- Package meals for grab-and-go and heat-and-eat convenience

3 | Digital Calm

Silence is golden:

- Turn off nonessential notifications
- Schedule "Do Not Disturb" time
- Set times for checking messages
- Create rules and auto-replies for email and other apps

4 | Decision Set Strategy

Conquer a set of related decisions:

- Define the assignment
- Identify the elements
- List your constraints
- Consider the options
- Make/commit to decisions

5 | Low Impact=Low Effort

Make low impact decisions fast:

- Is it safe?
- Is it practical?
- Is it timely?
- Is it affordable?

6 | Next-Day Intentions

End of the workday:

- Scan late-day messages for emergent priorities
- Create a list of one to three must-do items for tomorrow
- Review tomorrow's schedule and resolve any conflicts

Article Summary



Sun Safety 101

Keep yourself and those you care for sun-safe this summer, and all year long.

Sun Safety Matters

Sunlight contains two kinds of ultraviolet (UV) rays that affect your skin: UVA rays (think aging), and UVB rays (think sunburn). Both can pass through clouds and windows, so your skin is **always** exposed—winter, spring, summer, and fall.

Protecting yourself is important to reduce the risk of premature aging, sunburn, skin cancer, and eye damage from sun exposure.

Take Cover Every Day



Sunscreen



UV blocking sunglasses



Protective clothing



Brimmed hat



Shade

Sunscreen Shopping Checklist

- ✓ SPF 30 or higher
- ✓ Broad Spectrum (UVA+UVB protection)
- ✓ Water resistant for swimming / sweating
- ✓ *Mineral* for sensitive skin or kids 6m+
- ✓ *Chemical* for lightweight feel

How to Apply Sunscreen

- 15 minutes before going outside
- Use one ounce (full shot-glass)
- Don't miss ears, neck, scalp, feet
- Reapply every two hours
- Use SPF lip balm

Extra Care

- Medication interactions can increase sun sensitivity
- In older adults, thinner skin burns more easily

Extra Concern

Get medical advice for:

- New or changing moles
- Severe sunburn with blisters
- Signs of heat exhaustion

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08

How To

How to give feedback

Be respectful

- Try to imagine how your words could be perceived by others.
- Think about how you would react getting the same feedback.

Be specific

- Give clear examples of what you have seen or experienced.
- Offer clear suggestions for actions the individual can take to improve.

Be factual

- Focus on what you saw and on the impact it had.
- Avoid making judgements.
- Separate your own emotions from the facts.

Be helpful

- Deliver feedback with positive intent.
- Focus on the work or the actions you have seen rather than on the individual or on personality.

Step by Step: Effective Feedback

1: Identify the situation

I have noticed that in our team meetings ...

2: Describe the behavior

... you tend to go into a lot of detail about your work.

3: Explain the impact

This takes up a lot of meeting time and prevents others from contributing.

4: Offer next steps

Before the next meeting, try making a list of the two or three most important points about your work, and share only those things.

09

Tip Sheet

Make Meetings Make Sense!

<p>Do we really need a meeting?</p>	<p>There are plenty of alternatives to formal meetings. Is this ...</p> <ul style="list-style-type: none">One person sharing info? Recorded videoStatus, report, instructions? Email, shared docQuick Q&A, check-in? Teams, Slack	<h4>DECIDE</h4> <p>More options from Forbes</p> <p>READ NOW</p>
<p>Yes, The team needs to decide how to move forward.</p>	<p>When you need to hold a meeting, set it up for success! Use your meeting invite to prepare attendees.</p> <ul style="list-style-type: none">Purpose Establish a clear purpose. Provide an agenda and supporting materials.People Invite the people who have a stake in the outcome.Playbook Determine the best method (place), date, and time for your purpose.	<h4>INVITE</h4> <p>Format and tips from Otter.ai</p> <p>COPY NOW</p>
<p>Our goal is to agree on a schedule for the next phase.</p>	<p>Conduct an effective, productive meeting that achieves its purpose.</p> <ul style="list-style-type: none">Beginning Open with the goal of the meeting and state the intended outcome.Middle Stick to the agenda. Be sure everyone has the chance to contribute and be heard.End Document decisions. Review next steps and assign action items.	<h4>MEET</h4> <p>Quick tips from WSJ</p> <p>WATCH NOW</p>
<p>I'm sharing a list in our team channel that I'm using to track our action items.</p>	<p>Send a follow-up message the same day or the next day confirming the decisions made at the meeting.</p> <ul style="list-style-type: none">Appreciation Thank all participants for their contributions to the goal.Recap Summarize the key discussion points and the decisions reached.Action Items List action items, assignments, and deadlines. TRACK THESE ITEMS UNTIL COMPLETE!	<h4>CONFIRM</h4> <p>Tracking advice from Indeed.com</p> <p>READ NOW</p>

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10 Guide

Five steps for meaningful development conversations



01

Schedule conversations at least twice per year.
An employee's career goals and aspirations will change over time, so you should have development conversations regularly.



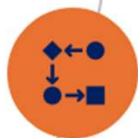
02

Understand current skills and strengths.
What brought the employee to this point in their career and what energizes them is a powerful starting point.



03

Explore aspirations for growth.
Engage employees in conversations about long-term ambitions and which roles or career paths might interest them.



04

Co-create a development plan.
Clarify employees' career goals and identify where they might need to build skills. Work together to create timelines and milestones.



05

Implement the plan and review progress.
Follow-up regularly with each employee to evaluate progress and adjust as needed.

11

Explainer

US gender pay gap

Key data, 2024-2025 (leanin.org)

Women earn roughly 81¢ for every \$1 earned by men



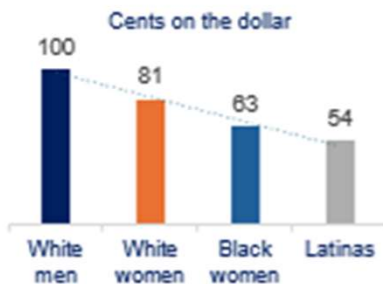
The gap widened in 2024 and 2025 after shrinking for years, with some reports noting women earn 76-81 cents on the dollar, depending on data inclusion of part-time work.

Key factors include:

- occupational segregation (women are concentrated in lower-paying industries);
- fewer women in top leadership roles; and
- the *motherhood penalty* (the need to balance childcare with work, which disproportionately impacts women).

Race and ethnicity

Comparing earnings of women of different races and ethnicities to earnings of white men.



Attaining pay equality

At current rates, pay equality may not be reached until 2088.



12

Reference

The Parts of Medicare

PART A



Hospital Insurance

- Part of "Original Medicare"
- Inpatient hospital care
- Limited stays in skilled nursing facilities (SNF)
- Hospice care
- Some at-home health care
- Most Original Medicare enrollees do not pay a Part A premium

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PART B



Medical Insurance

- Part of "Original Medicare"
- Doctor visits
- Outpatient care
- Durable medical equipment (DME), such as wheelchairs and walkers
- Preventive services
- Under Original Medicare, Part B premium and deductibles apply

PART C



Medicare Advantage

- Alternative to Original Medicare (Parts A+B)
- Offered by private insurers approved by Medicare
- Bundles hospital and medical coverage
- Some offer additional coverage like dental, vision, and fitness memberships
- Monthly premiums and out-of-pocket costs apply

PART D



Prescription Drug Coverage

- Optional coverage
- Offered by private companies
- Helps to cover the cost of prescription drugs
- Tiered formularies applied to coverage
- Opt-in required to enroll
- Offered as stand-alone drug coverage only or bundled into Medicare Advantage (Part C) plans

13

Template

Getting where you want to go

Goal setting template

	S What are the specifics in the goal?	M How will you measure your success?	A How will you achieve the goal?	R Is this goal realistic for you?	T What is the timeframe for this goal?
Goal #1					
Goal #2					
Goal #3					

14

Planner

Getting where you want to go

Action plan template

Goal			
Action Step What step will I take to get closer to my goal?	Resources What will I need to take this step?	Support Who can help me take this step?	Timing When will I complete this step?
Step 1:			
Step 2:			
Step 3:			
Step 4:			
Progress			

15

Process

How to form NEW HABITS

1 Define a change target
Identify a change you would like to make (more exercise). Set a specific goal (3x a week).

2 Create replacement habits
Identify negative habits that could prevent you from reaching your goal (gaming). Replace them with positive habits that support reaching your goal (hit the gym *before* going home).

3 Review progress regularly
Create a routine for checking in with yourself. Assess your progress toward the goal. If yesterday didn't go according to plan, set an intention to get back on track today.

4 Have a relapse plan
Stress can have a negative effect on motivation. Be aware of when stress may spike and plan ahead to get help with accountability.