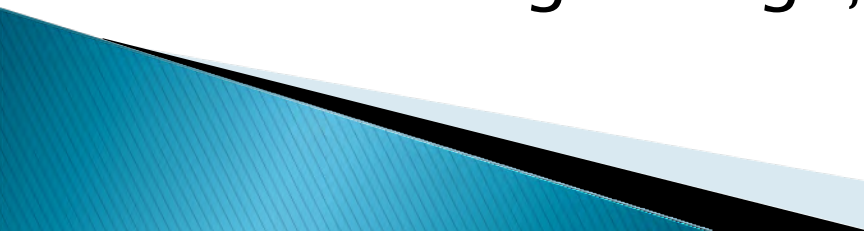


# Orientation to Workplace Skills and Job Retention

A guide to getting and keeping a job using appropriate workplace interaction and etiquette

# Basic Skills required of most jobs

- ▶ **Reading** and interpreting information from a variety of print and online resources
  - ▶ Understanding policies and procedures through written instructions
  - ▶ **Communication** both verbally and written
  - ▶ **Writing** reports, letters, proposals, emails
  - ▶ **Computer Technology** using Microsoft Office Word, potentially spreadsheets, PowerPoint or database
  - ▶ **Math** planning budgets, analyzing statistics, calculating change, inventory, costs
- 

# Self-Awareness and Management

- ▶ A successful employee will be
  - ▶ Self-confident
  - ▶ Self-motivated
  - ▶ Responsible
  - ▶ Reliable
  - ▶ Possess good time management skills
  - ▶ Able to define personal vs. work related responsibilities
  - ▶ Listen

How well do you know yourself?

Do you analyze your behaviors or the behaviors of others?

# REALITY CHECK!

Harsh as it may sound, NO ONE OWES YOU ANYTHING. In other words, your success, your attainment, your happiness and health all depend on what you put into them.


TO GET ANYWHERE IN LIFE YOU MUST SET GOALS AND WORK DILIGENTLY AND WITHOUT FAIL TO REACH THEM.

THERE IS NO QUICK ROAD TO SUCCESS, ONLY ASTOUNDING LUCK OR EXTREME DEDICATION.

SPEND YOUR TIME WORKING TOWARDS YOUR GOALS AND DESIRES AND YOU WILL ACHIEVE SUCCESS.

SET REALISTIC GOALS—you will be more successful when you understand your strengths and weaknesses, your potential and your limitations

# RESPECT

- ▶ Honesty, Ethical and Moral Values play a significant role in shaping your self-concept
  - ▶ Treat others with courtesy and show respect for your employer—showing respect and earning respect are not the same thing
  - ▶ It is ok to disagree with others at work, but honor the ideas and opinions that others may have—never discard someone else's opinion
  - ▶ Offer help when you are able
  - ▶ Treat your employer's property with respect
- 

# RESPECT YOURSELF

- ▶ First value yourself by practicing honesty, ethical and moral values—being dishonest, unethical or vengeful will take all of your energy and keep you from attaining success
- ▶ It is essential to have positive outlets outside of work to balance your life and career
- ▶ When work gets you down, focus your energy on doing something you enjoy
- ▶ Get more rest so you will be better on the job
- ▶ Embrace life-long learning—you and your career can benefit from the more you learn and grow as a person and as a professional and your salary can benefit too
- ▶ The more you learn, the more you earn
- ▶ Honor your relationships with co-workers by being polite, positive and be an especially good listener
- ▶ Understand that the differences between people are what makes us human and diversity is something to embrace not fear
- ▶ Cooperation is very important to a healthy work environment—tension creates problems for everyone and makes the work day longer
- ▶ Conflict is a natural part of the work environment when people do not agree or understand one another—effective people work together to solve conflicts

# Interpersonal Skills

- ▶ Learn positive ways to express yourself and your feelings
- ▶ Learn appropriate responses—never be blunt or insulting—this requires tact and self-discipline
- ▶ Learn to be assertive without being aggressive so that you will earn respect but not be seen as intimidating or unapproachable
- ▶ Learn what it means to have good listening skills

Communicate in person whenever possible to avoid reducing work relationships to email

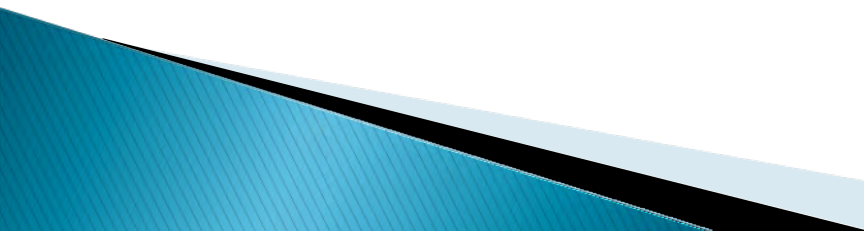
Since email is a vital communication tool, be sure you know good email etiquette

# What to do when you have a conflict at work


- ▶ Address the issue when it happens and avoid pulling other people or past events into the situation
- ▶ Be specific on what the issue is and confront the issue itself, not the person involved
- ▶ Generate solutions to the problem by sitting down with the person when you have cooled off
- ▶ In some instances, it may be appropriate to ask for a neutral mediator who will hear both arguments to help you reach an agreement
- ▶ Follow company policies when you have a conflict with another co-worker or supervisor



# Use group situations to learn effective communication skills

- ▶ Meet and greet people to learn about differing opinions, cultures and backgrounds
  - ▶ Learn from interacting and watching others interact—you will gain an appreciation for others you work with and their contributions and knowledge; likewise, others will get to know you too
  - ▶ Learn about yourself and your style of interaction to become better in group situations
  - ▶ Having strong interpersonal skills will make you a happier and more effective co-worker
  - ▶ You will be respected for your communication skills
- 

# The power of words

- ▶ Words are the foundation for communication
  - ▶ The way you say something both verbally or in writing changes the meaning
  - ▶ Email is not a substitute for saying something face to face and should be professional with appropriate grammar, capitalization and punctuation
  - ▶ Body language is another mechanism for delivering communication
  - ▶ Symbols relay the old saying “A picture is worth a thousand words”
- 

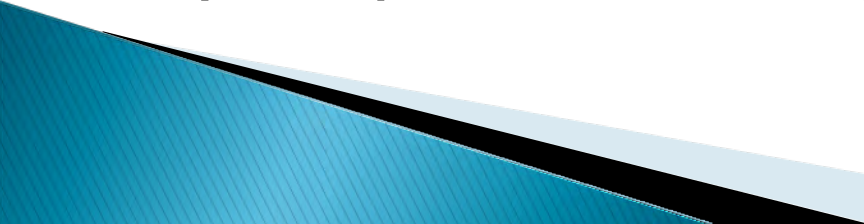
# Avoid these methods of poor communication

- ▶ Being passive—avoiding all conflicts and never speaking up
- ▶ Being Aggressive—being verbally or physically pushy

# Avoid these methods of poor communication

- ▶ Passive–Aggressive–trying to control others in sneaky ways
- ▶ Never ridicule others
- ▶ Never lecture another employee
- ▶ Do not become dismissive about other employee concerns
- ▶ Don't become the office counselor
- ▶ Don't gossip
- ▶ Don't stir emotions or tattle on co-workers

# Most importantly, DO NOT

- ▶ use your cell phone at work or while talking to other co-workers in person
  - ▶ conduct personal business during work time
  - ▶ take longer breaks because you feel you are owed something
  - ▶ Say anything in email that you would not say in person to the person
  - ▶ Share your opinions or feelings towards fellow employees with your co-workers—keep your personal thoughts to yourself
- 

# Listening is very important

- ▶ Empathetic Listening means listening and understanding the viewpoint of the person speaking
- ▶ Listening Logically means listening with the intent to get the bulk of what someone is saying without every detail

Restate what the person has said to be sure you understand

You can miss information if you are not listening closely

# Listening

- ▶ The average person speaks 200 words per minute but the mind processes words at twice that speed
- ▶ To be an effective listener:
  - ▶ Wait your turn and listen to what is being said
  - ▶ Don't talk while someone else is talking
  - ▶ Don't correct the speaker
  - ▶ Don't finish the speaker's sentence
  - ▶ Don't change the subject

The mind can fill in the blanks with irrelevant information if you are not an active listener

Listening is difficult and takes patience

# Finally, Attitude is Everything!

- ▶ Your greatest asset to a long and healthy career is practicing a positive mental attitude
  - ▶ Accept that change is a necessary part of life and work and adapt accordingly
  - ▶ Believe in yourself and others
  - ▶ Set personal and professional goals
  - ▶ Do the right thing
  - ▶ Care about others
  - ▶ Seek to improve yourself personally
  - ▶ Do what you enjoy and enjoy what you do
- 