JOB SURVIVAL

STRATEGIES FOR JOB SUCCESS

The Purpose of this Workshop:

- Improve Your “Soft Skills”
- Increase Your Job Retention
- Get to Know Yourself and Your Skills
- Getting Ahead on the Job

QUIZ TIME!!!!!

Answer the Following Questions Using the Key Shown Here:

➢A=Strongly Agree	➢B=Somewhat Agree
➢C=Somewhat Disagree	➢D=Strongly Disagree

A B C D 1. I often spend more time trying to think of ways to get out of things than it would take me to do them.

A B C D 2. Asking for help on the job is a sign of being weak.

A B C D 3. I think it's okay to take off time from work for personal reasons.

A B C D 4. I usually try to avoid doing job tasks that I dislike doing.

A B C D 5. I have held a couple of jobs for less than 3 months.

Answer the Following Questions Using the Key Shown Here:

➢A=Strongly Agree	➢B=Somewhat Agree
➢C=Somewhat Disagree	➢D=Strongly Disagree

A B C D 6. If my child was sick I would not go to work.

A B C D 7. I'd rather quit a job than do something I don't think I should have to do.

A B C D 8. When someone makes me angry I get even.

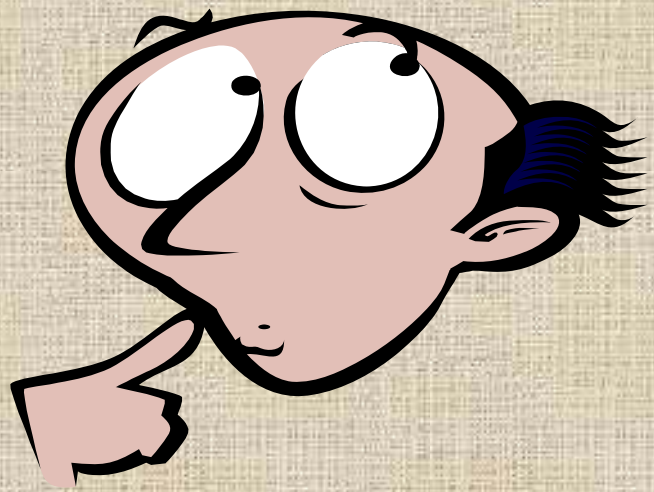
A B C D 9. I find it difficult to take criticism without feeling hurt.

A B C D 10. I seem to be late more than I am on time for things.

Scoring:

Count the total number of A's and B's

If you have 2 or more, you could definitely benefit from taking this workshop.

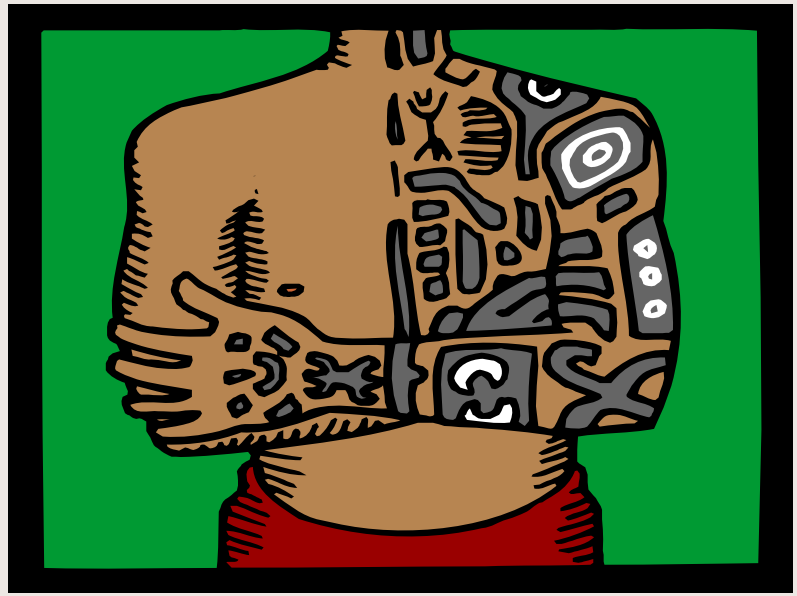


Okay, Where Do I Start?

- First Impressions Mean a LOT!
  - Dress Appropriately
  - Be Punctual
  - Adjust Your Attitude

VERY First Impressions

- All of the following are big NO NOs when trying to make a good 1st impression!
  - Droopy Pants!
  - Overabundance of tattoos, piercings, etc.
  - Overpowering cologne or perfume
  - Overall sloppy appearance



Appropriate Attire

- ✓ Practice Good Grooming
- ✓ Keep Hair and Makeup Professional
- ✓ Use Colognes and Perfumes in Moderation
- ✓ Be Mindful of Mannerisms

Dress Appropriately for the Job Have…AND Go the Extra Mile by Dressing for the Job You WANT!!!

Punctuality!!!

- Be On Time
- Know Where to Report
- Know Whom to Report To
- Know Where to Sign In or Clock In
- Know Where to Park

Attitude is Everything…

- ✓ Check Your Attitude at the Door and Be Ready to Learn
- ✓ You May Need to Adjust Your Lifestyle
- ✓ What's Okay at Home is NOT Always Okay at Work!!!!

The Most Important Thing to Remember, Whether It's Your First Day, or Your 101st Day……

ASK QUESTIONS!!!

Understanding the Employment Relationship
What Does My Employer Expect???

- Dependability
- Maturity
- Reliability
- Trustworthiness
- Cooperation

The Employment Relationship
Seeing the Employer's Side of Things

- Important for job success
- Makes you a valuable employee
- Allows room for advancement

DEPENDABILITY

- Attendance is Necessary—

  No Work, No Pay!
- Call Off Only When Necessary
- Arrive on Time!

DID YOU KNOW????

If you arrive 5 minutes late and leave 5 minutes early every day, you have STOLEN **30 hours** of work time from your employer over the course of the year???

Getting to Work on Time

- ✓A reliable alarm clock
- ✓Reliable transportation
- ✓Get up early & allow for the unexpected
- ✓Plan for special conditions
- ✓Notify your supervisor if you are delayed

QUIZ TIME!!!!!

There are good and bad reasons to be absent from work. Review the following list and decide which are adequate reasons for missing work.

- ❑I have a headache and don't feel like coming in.
- ❑My child is ill, and I must stay home with him/her.
- ❑My car isn't working, and I don't have a ride.
- ❑I have bronchitis.
- ❑I had an car accident on the way to work.
- ❑There's been a death in my family.
- ❑I have to baby-sit my sister's children
- ❑I had a fight with my spouse and I'm too angry to work.

There are good and bad reasons to be absent from work. Review the following list and decide which are adequate reasons for missing work.

- ❑I have a meeting with my lawyer.
- ❑I sprained my ankle and must keep it raised.
- ❑I ran out of gas.
- ❑I need to get a new pair of glasses today.
- ❑My house was robbed last night.
- ❑I have to visit my sick friend.
- ❑This is a religious holiday for me.
- ❑I have a hangover.

Key:

GREEN: Good Reason to Miss Work

RED: Bad Reason to Miss Work

YELLOW: You May Get Away With This Once!

- ❑ **I have a headache and don't feel like coming in.**
- ❑ My child is ill and I must stay home with him/her.
- ❑ My car isn't working, and I don't have a ride
- ❑ I had an car accident on the way to work.
- ❑ **I have a hangover.**
- ❑ There's been a death in my family.
- ❑ **I have to baby-sit my sister's children.**
- ❑ **I had a fight with my spouse, and I'm too angry to work.**

Key:

GREEN: Good Reason to Miss Work

RED: Bad Reason to Miss Work

YELLOW: You May Get Away With This Once!

- **I have a meeting with my lawyer.**
- I sprained my ankle and must keep it raised.
- I ran out of gas.
- **I need to get a new pair of glasses today.**
- My house was robbed last night.
- **I have bronchitis.**
- **I have to visit my sick friend.**
- This is a religious holiday for me.

What's the Point???

Employers appreciate dependable employees
who take the time to be on time
and attend work regularly!

What's the Reward???

Employers often reward dependable employees
with such perks as bonuses, raises,
and promotions!

RELIABILITY Involves…

- ✓Knowing How To Do Your Job
- ✓Knowing How To Do Your Job Well
- ✓Doing Your Job Without Being "Pestered"
- ✓Completing Tasks
- ✓Completing Tasks in a Timely Manner

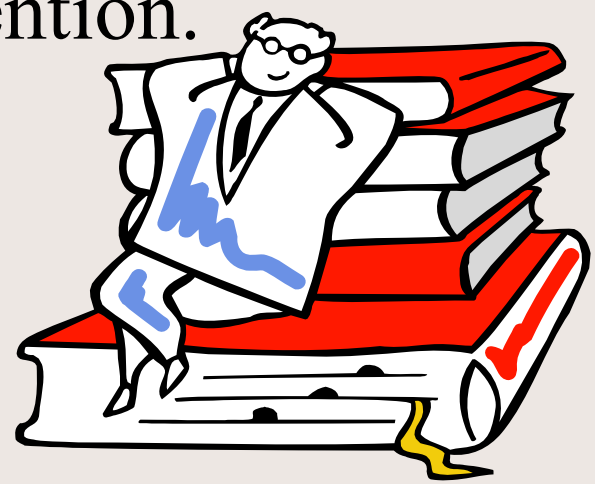
Learning How to Do Your Job

Where do you find information?

- Job Descriptions
- On-the-Job Training
- Classroom Training
- Supervisors
- Co-Workers
- Schools
- Reading

When Do We Stop Learning???

- Learning should be a lifelong process.
- Think of something new you've learned in the last 3 months…where did you learn it?
- Continuous education will improve your skills and increase job retention.



Trustworthiness

- What are ethics?
- Who determines ethical standards?
- Ethical behavior on the job—HOW'S *YOUR* WORK ETHIC?

The Right Behavior is Difficult to Know

- Not knowing what is expected—what is right and what is wrong???
- Conflicts in ethical standards—what you believe is right and what your employer believes is right.
- Dilemmas???? Not everything is so black and white.

QUIZ TIME!!!!!

Making Ethical Decisions

You have decided to find a new job. In redrafting your resume, you realize there is a three-month gap in employment between your last two jobs.You:

- Bridge the gap by extending the end date of your last job. No one will find out.
- Leave the gap. Explain on your resume that you were laid off.
- Leave the gap and say nothing.
- Fill in the gap, if possible, with temporary work you've done, and add your volunteer activities.

The Best Answer Is:

Fill in the gap, if possible, with temporary work you've done, and add volunteer activities in which you've participated.

Do not lie on your resume! You can leave the explanations for the layoff for the interview. Since the gap was only a few months, most employers won't balk. The best approach is to present yourself as hardworking and active. In addition to listing jobs, note volunteer activities you did while unemployed.

Making Ethical Decisions

Your boss regularly takes home supplies from the office. You noticed reams of paper disappearing, boxes of paper clips, rolls of toilet tissue, etc. You:

- Ignore it.
- Follow suit…that stuff is expensive and you figure you've earned it.
- Confront your boss. Tell him that you're on to him and will report him if he does not stop.
- Document the activity and send a copy of the report to Human Resources.

The Best Answer Is:

Document the activity and send a copy of the report to Human Resources.

The activity may seem petty and small and "everyone does it anyway," but it IS stealing! You could just ignore it, but it may be best to report the activity to HR. After all, you're protecting their bottom line. This stuff does cost money, and it can detract from business profits—which could mean layoffs. This may seem extreme, but the activity is not ethical!

Making Ethical Decisions

You notice that your co-worker regularly uses his work PC for personal usage such as shopping on-line. You:

- Ignore it.
- Follow suit…what's the big deal? Besides, I don't have a computer at home.
- Tell your boss. This may help you in the long run.
- Document the activity and send a copy of the report to Human Resources.

The Best Answer Is:

Document the activity and send a copy of the report to Human Resources.

The activity may seem petty and small, and “everyone does it anyway,” but it IS most likely against company policy. Most companies have established procedures regarding usage of company equipment for personal use or gain. Even if you are not aware of such a policy at your company, it still is, at the very least, unethical and could get you fired!

Most Common Ethical Problems

- Favoring family/friends
- Cheating an employer out of time
- Stealing from the company
- Using company computers, copiers, etc. for personal use
- Abusing drugs/alcohol
- Violating confidentiality
- Knowing about other's unethical behavior
- Violating company policy

Guidelines for Making Ethical Decisions

- ✓ Is it legal?
- ✓ How will it make you feel about yourself?
- ✓ How do others feel about it?
- ✓ How would you feel if the whole world knew about it?
- ✓ Will the people in authority approve?
- ✓ How would you feel if someone did it to you?
- ✓ Will something bad happen if you don't make a decision?

Maturity

Understanding the BENEFITS of Work

- Economic Benefits
  - Safety/Security
  - Buying what we *want*, not just need
- Social Benefits
  - *"Network"* of friends
- Personal Benefits
  - Self-confidence
  - Self-esteem

Being a Mature Worker Means Understanding That There is a BIG Difference Between Your Personal Life and Your Work Life!!!

Personal Life vs. Work Life

Personal

- **Life should be fun.**
- You should be appreciated for who you are.
- You should be liked by your pals.
- You should be able to trust your friends.
- Friends should help each other with problems.
- If you make a mistake, you should keep it to yourself.
- **Personal appearance is your decision.**
- You should be able to live by your own rules.
- You should be open and honest about your feelings.

Work

- **Work is work. Don't expect it to always be fun!**
- Deal with your personal feelings on your own time. Work comes FIRST!
- Do what you are asked/told, even if you don't want to.
- You are paid to do your job. Don't expect a raise for doing the minimum.
- **Do your best to fit in. Don't dress too differently.**
- Be friendly, but don't expect your co-workers to be your pals.
- If you mess up, ask for help.
- Stay out of other's problems.
- There are NO secrets at work!!!

What's It All About???

Being a Mature Worker Has Nothing To Do With Age…

It's All About Attitude and Respect!!!

Getting Along Day to Day

- Getting along with bosses and co-workers
- Actions to avoid
- Dealing with conflict
- Attitude is EVERYTHING!

Getting Along with Supervisors

- Follow instructions
- Ask questions
  - Ask immediately
  - Summarize
  - Memorize
- Report problems
  - Contact immediately so things don't get worse
- Report results
  - When completing tasks or when unsure of how to proceed
- Discussing job performance
  - Keep it cool
  - Respond appropriately
- Meet expectations

Meeting Expectations

- Be Truthful
- Be Cooperative
- Get Your Work Done
- Be Adaptive
- Take Initiative

Getting Along with Co-Workers

- Get to know others
- Don't try to change everything
- Be honest
- Avoid gossip
- Be positive and supportive
- Show appreciation
- Share credit when deserved
- Return favors
- Ask for help/advice when needed
- Avoid battles
- Follow group standards
- Take interest in co-workers' jobs

Actions to Avoid

How to Avoid Offending Your Co-Workers

- Excessively loud behaviors
- Looking at co-workers' personal items, desk area, computer screen, etc.
- Talking behind someone's back
- Asking someone to lie or "cover up" for you
- Blaming someone else for your mistake
- Taking credit for another's work
- Not pulling your own weight
- Promoting political or religious beliefs
- Complaining about work, company, boss, etc.

Dealing with Conflict

Even though you try hard not to, you're bound to offend someone, sometime…

Dealing with Conflict

- Control your emotions…*RELAX*!
- Identify the reason for disagreement.
- Try to talk it out.
- Express your feelings.
- Listen! Listen! Listen! Give the person time to respond.
- Discuss alternatives for resolution.
- Discuss! Discuss!
- Walk away calmly if no resolution is met. Arrange another time to talk.

Finally…Check Your Attitude!

- "Attitude Determines Your Altitude."
- Remember, "First Impressions Mean Everything."
- People are more accepting of someone who:
  - is interested in workplace and employees.
  - is confident.
  - listens to others more than speaking.
  - gets the job done.

Now That You Know All About Your Employer…
What Can You Learn About Yourself?

- Your Self-Concept
  - How do you see yourself?
- Your Job
  - Identify Your Skills
- What Skills Are Needed in Today's Workplace???
  - Technical Skills
  - Communication Skills
  - Customer Service Skills

Your Self-Concept

According to research, employers want employees with positive self-concepts. Higher morale, more motivation, and greater productivity are indications of a positive self-concept. Because productivity, work quality, creativity, and flexibility are based on self-concepts, a positive self-concept affects your job success.

To be a good employee, you must believe you are a good employee. In other words, you must have confidence in yourself. Your confidence comes from your self-concept, which is a mixture of your self-image (how you see yourself) and self-esteem (how you feel about your self-image).

La Verne Ludden, Job Savvy: How to be a Success at Work

QUIZ TIME!!!!!

Views of Life	TRUE	FALSE
1. Other people control my life.		
2. I am responsible for the success in my life.		
3. Success in life is a matter of luck.		
4. When things go wrong, it's usually because of things I couldn't control.		
5. The last time I did something successful, I knew it was successful because of my own efforts.		
6. The last time I failed at something, I knew it was because I just wasn't good enough to get the job done.		
7. Most successful people are born successful.		
8. It seems that most things are beyond my control.		
9. When I fail, it is usually someone else's fault.		
10. When I succeed, it is usually because of someone else's efforts.		

Scoring/Interpretation

Statement 1, T=0, F=1

Statement 2, T=1, F=0

Statement 3, T=0, F=1

Statement 4, T=0, F=1

Statement 5, T=1, F=0

Statement 6, T=0, F=1

Statement 7, T=0, F=1

Statement 8, T=0, F=1

Statement 9, T=0, F=1

Statement 10, T=0, F=1

0-3, Outside My Control—I'm not responsible for my successes or my failures. I need to work on my self-concept.

4-6, Sometimes In Control—I'm sometimes responsible for my successes/failures. My self-concept could be improved.

7-10, In Control—I'm responsible for my successes. I have confidence in myself and have a good self-concept.

Identify Your Skills

- Self-Management Skills
- Transferable Skills
- Job-Related Skills

Self-Management Skills

These are Valued Most Highly by Employers

- Self-management skills are very much related to the control you have over your life. Think about the quiz you just did. Are you in control of your life? Employers look for these self-management skills and value employees who display them.

Examples of Self-Management Skills

- ✓ Arrive on Time
- ✓ Follow Instructions
- ✓ Get Along With Others
- ✓ Come to Work Every Day
- ✓ Get Things Done
- ✓ Work Hard/Self-Motivated
- ✓ Ask Questions

Transferable Skills

These skills can be used in many different occupations to help you achieve more responsibility and higher pay.

- ✓ Meet Deadlines
- ✓ Problem Solver
- ✓ Public Speaker
- ✓ Good Listener
- ✓ Organized
- ✓ Teacher/Counselor
- ✓ Accept Responsibility
- ✓ Understand/Control Budgets
- ✓ Manage Time Effectively
- ✓ Provide Good Customer Service

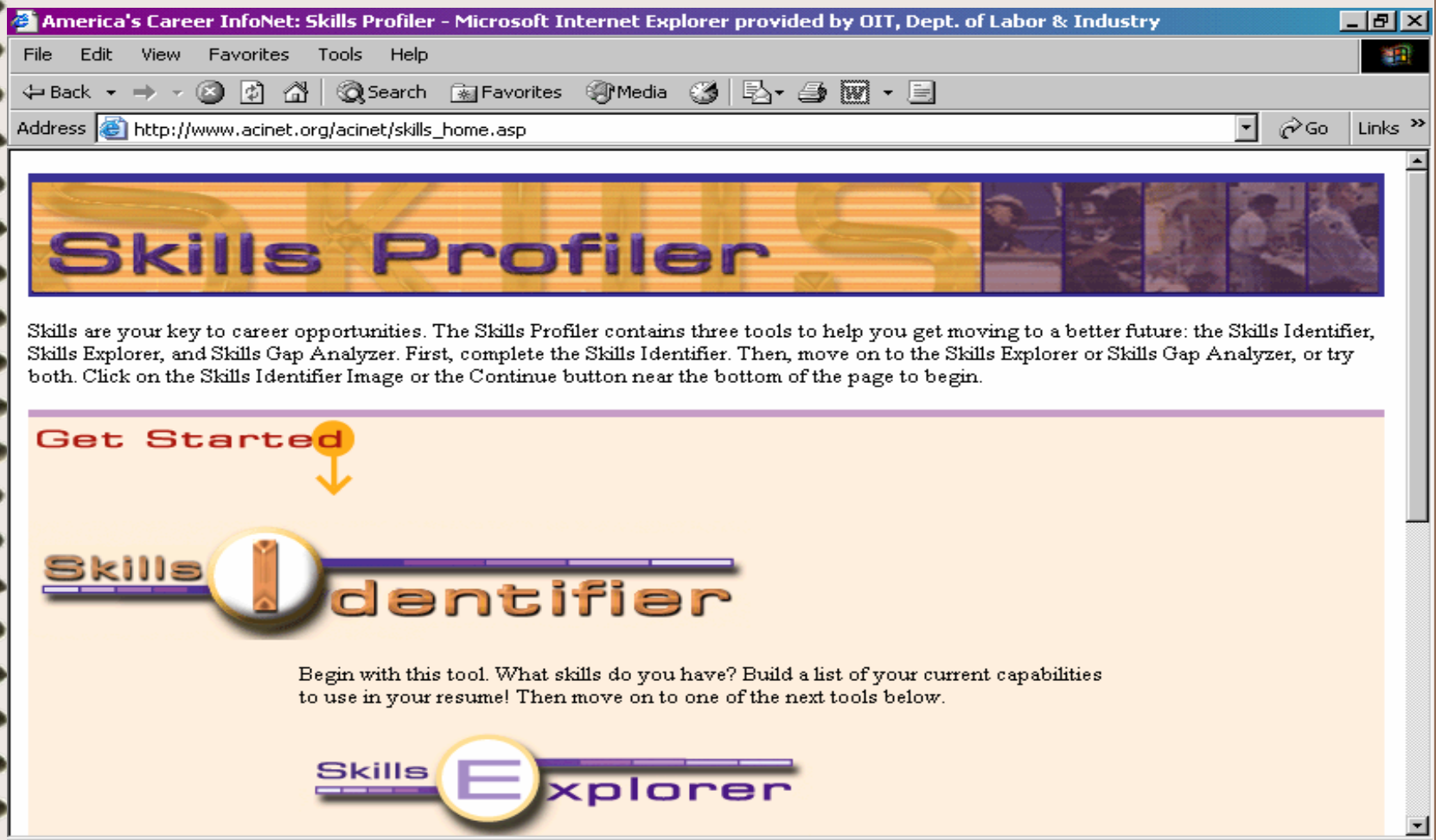
Job-Related Skills

Some job-related skills are the result of years of training; others can be learned in a short period of time.

- ✓ Skills gained from school courses or vocational training
- ✓ Skills gained from other jobs or volunteer work
- ✓ Skills gained from hobbies, family activities, extracurricular activities, etc.

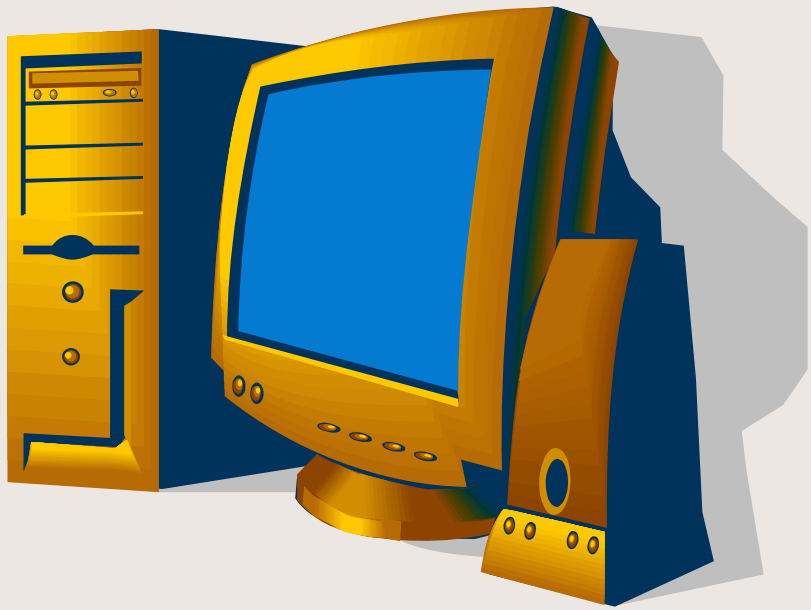
Take the Skills Profiler

http://www.careeronestop.org/CareerTools/CareerTools.asp



What Are Employers Most Sought-After Skills???

- ✓Technical Skills
- ✓Communication/Presentation Skills
- ✓Customer Service Skills



Technical Skills

- Word Processing
- Spreadsheets
- Database Management
- Graphic Design
- Knowledge of Various Software

Communication/ Presentation Skills

- Team Skills
- Sales Skills/Persuasive
- Speaking Effectively
  - Language
  - Cultural Awareness
- Writing Consistently
  - Emails, Memos, Reports
- Listening Attentively

Customer Service Skills

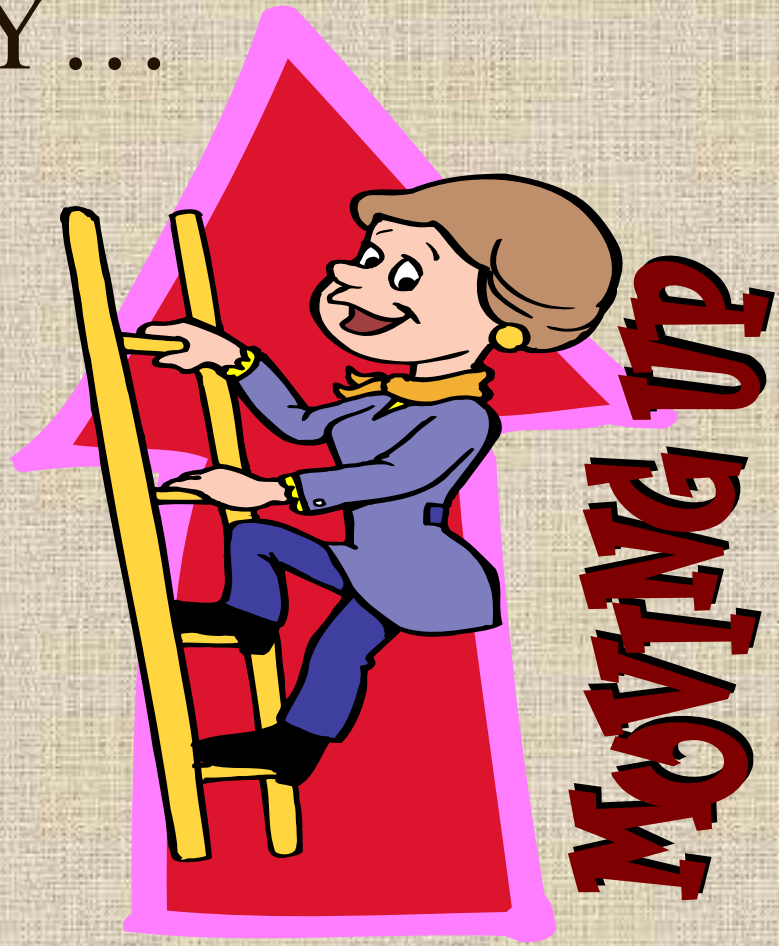
What would you expect???

- Timely assistance
- Friendly attitude
- Someone to listen
- Nice appearance
- SMILE ☺
- Competence
- Problem solving
- Someone willing to go the "extra mile"
- Courteous attitude

Why is It Important???

- Pride in a job well done
- You're representing your employer to the public—you may be making the "1st impression" of the company
- Customer service affects the "bottom line"
- Poor customer service affects you as well as your employer
  - NO Customers??? NO Job!!!

And FINALLY…



GETTING AHEAD!

Getting Ahead on the Job

Workers are often concerned with promotions and raises after they have been on the job for a while. Although every company is different, and there are no standard procedures, there are some common rules for determining whether you are due or deserve a raise or promotion.

Policies on Pay Increases

Pay raises are usually discussed during a job interview. If they haven't been discussed, here are some common times to be eligible for a raise:

- Completion of Probation
- Incentive Increases
- Cost of Living Raises
- To "Keep" Employees
- Reward for Extra Effort or Taking on More Responsibility

Promotions

- More Self-Esteem!!!
- More Responsibility!!!
- More Respect!!!
- More Pay!!!

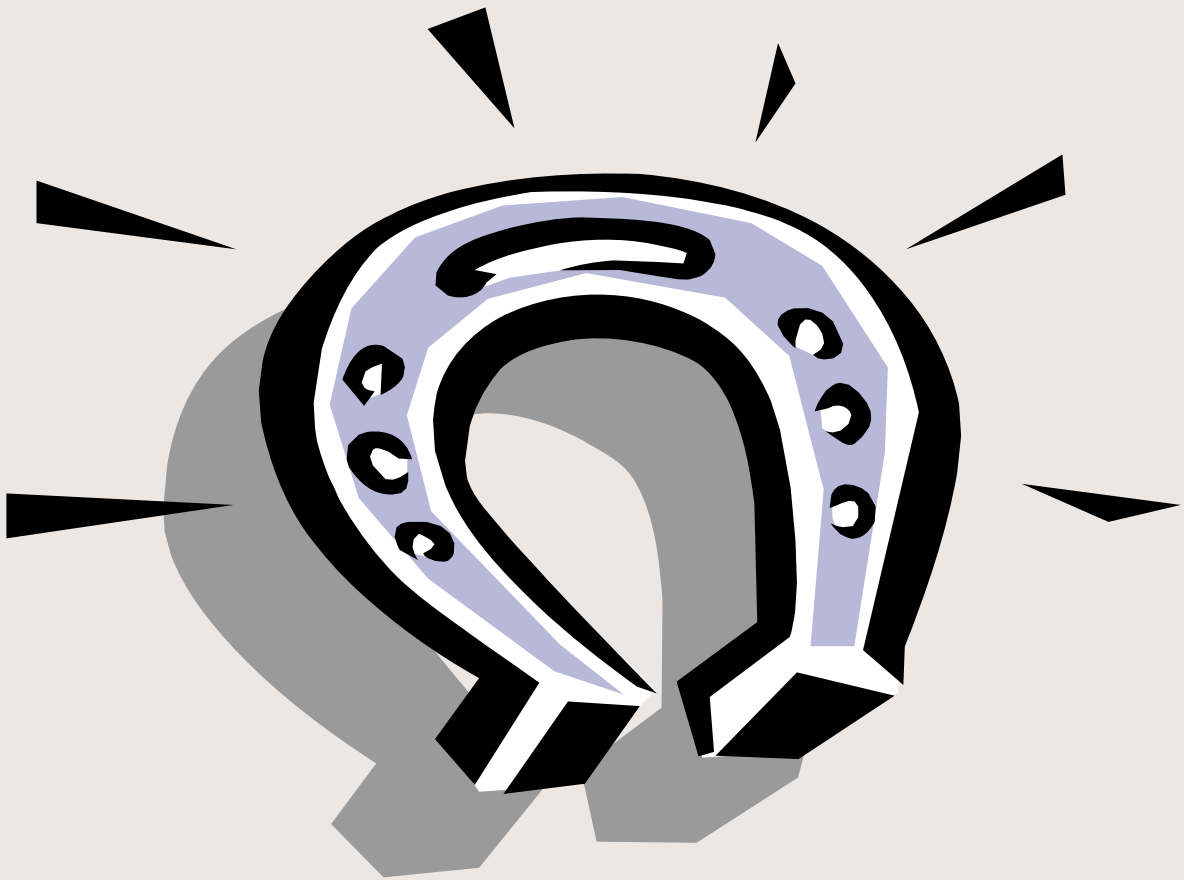
How to Put Yourself in Line for a Promotion

- Go above and beyond the call of duty
- Get noticed for all your efforts!
- Keep track of job openings
- Talk to your boss
- Network!!!

Career Development

- Keep Your Resume Current
- Explore Job Opportunities
- Identify Your Skills
- Set a Goal
- Develop a Plan

Yes,You May Leave Your Job Someday….

- Be Prepared
  - Job Dissatisfaction
  - Other Opportunities
  - The Inevitable
- Have Another Job!!!
- Give Notice!
- Don’t Burn Any Bridges
- Continue to Perform Your Job
- Don’t be Bitter or Disruptive

Good Luck
In Your Career!