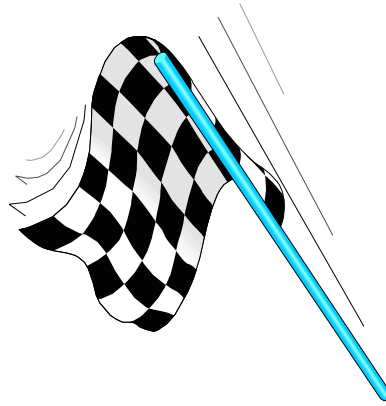


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# CONNECTIONS

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## **“The Job Shop”** *Get The Winning Edge*



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# CONNECTIONS

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## INTRODUCTION

Welcome to The Job Shop ...

**Looking for a job is a job in itself. It requires a positive attitude, preparation, organization, effort, time and commitment. Looking for a job is a task you must undertake yourself ... no one is going to do it for you.**

**The job market is very competitive, and you must gain a “winning edge” on your competition by acquiring the skills and knowledge to conduct a successful job search. This workshop will help you gain that “winning edge” by providing you a strong foundation on job search basics from self-assessment to appearance to job search methods to keeping and advancing in a job.**

**Although this workshop will sharpen your job search skills, it will not help you find a job unless you put what you learned to use. You must go the “extra mile” to learn all you can about finding a job and keeping a job.**

**Feel free to ask questions and take advantage of the software, videos, books and brochures that are available in our Resource Center if you want to expand your knowledge beyond what is presented in class. We hope you find this information beneficial, and we wish you the best of luck in finding employment!**

Sincerely,

*The Connections 'Staff*

## **SELF-ASSESSMENT**

Self-assessment is very important in determining what you want to do. You must know your skills and abilities, the job or career you want, and any barriers you may have. Here are some questions to ask yourself:

- \* Do I know what type of job or career interests me?
- \* Am I qualified for the job or career that interests me?
- \* If I am not qualified, how do I acquire the needed skills? Am I willing to put in the time and effort to get the skills?
- \* Does anything stand in my way? If so, how do I overcome it?

### **“Skills”**

Skills identification is the first step toward finding employment. You must know your skills to complete an employment application, write a resume and answer interview questions. Some of the most desired skills by employers are a willingness to learn, basic skills (math, reading and writing), communication, problem solving, self-esteem and positive attitude, team player, leadership and personal/career improvement.

Skills can be broken down into three areas:

- 1) Job Oriented Skills
- 2) Personal Skills
- 3) Recyclable Skills

Job oriented skills are specific to a job or occupation. For example, an auto mechanic must know how to install brakes and mufflers, change spark plugs and belts, and perform a tune-up.

Personal skills are individual characteristics. Examples are honesty, dependability, flexibility, getting along with co-workers, following directions and punctuality.

Recyclable skills are skills that can be used again and again from job to job. Examples are public speaking, customer service, maintenance, money management, organizing, problem solving, writing, record keeping, training, event planning, and negotiating.

Everybody has skills. You just need to identify them. You also acquire skills from hobbies, volunteering and work you perform around the house. For example, serving as the chairperson of a school fundraiser could involve planning, budgeting, scheduling and public speaking. Taking care of a household entails planning, organizing, problem solving, budgeting and being multi-tasked.

Use this form to identify your skills.

**“Job Oriented Skills”**

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**“Personal Skills”**

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**“Recyclable Skills”**

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## **“Jobs and Careers”**

**Self-assessment is important in finding a job or career that fits your skills, interests, values and life styles. Taking a job that conflicts with what you want may result in stress, frustration and possibly losing the job. Realize that there is not just one perfect job for you but many options that you can pursue.**

**Here are some ways to discover your interests:**

- **Begin with a few simple questions : What would I like to do for a living? What can I envision doing that would make me happy and give me a sense of satisfaction? Write down your answers here.**

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- **Think about hobbies or activities that you like to do and write them down. Next, write down jobs that you can think of that are related to the hobbies and activities.**

**Hobbies/Activities**

**Jobs**

<hr/>	<hr/>
<hr/>	<hr/>

- **Ask people that you know about their jobs, work responsibilities, daily work routines, what they like and dislike about their jobs, and how they got their jobs. Write down the jobs that were of interest to you.**

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- **Take career interest tests at Connections. Write down the results.**

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- **Read career books and visit web sites to learn about occupations. You can do this at Connections. Write down the occupations that interest you.**

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- **An informational interview is another way to learn about careers. It is a brief meeting between a person investigating a career and a person working in the career with the purpose of acquiring information to assist you in your career decision.**

**Here are some guidelines to follow:**

- **This is not a job interview. Do not ask about job opportunities at the company.**
- **Ask an acquaintance for names. It is easier to request an informational interview when you are referred by someone the interviewer knows.**
- **Request informational interviews by phone and letter. It is a good idea to send a letter first to inform the person you will be calling instead of calling “out-of-the-blue”.**
- **Follow the guidelines under the Appearance and Job Interview sections.**
- **Topics to discuss include job qualifications, job duties, training required, employment outlook, wages, positives, negatives, work hours, how did the interviewer choose this career and how did he get the job.**
- **Meet with several people about the same occupation so you are not making judgements and decisions based on one person’s point of view.**
- **Send a thank you note for the interview.**

**When considering a job or career, you need to consider your willingness and ability to go to school if you lack the qualifications required. Financially and personally are you in a position to return to school? Are you going to have to work while attending school?**

**“Barriers to Getting a Job or Pursuing a Career”**

**Now that you know your skills and your job and career interests, you need to determine if there is anything or anyone holding you back from getting a job. Do you have any barriers to employment?**

**Barriers could be transportation, child care, no high school diploma or GED, difficulty with basic math and reading, criminal record, age, overqualified, education, little or no work history, a disability, low self-esteem, lack of motivation, poor attitude, drugs, alcohol or a family member. Once you identify any barriers you may have, you must develop an action plan to overcome them.**

**List your barriers and action plans here.**

**Barrier** \_\_\_\_\_

**Action Plan** \_\_\_\_\_

**Barrier** \_\_\_\_\_

**Action Plan** \_\_\_\_\_

## **Criminal Record**

Number one, realize you have a challenge ahead of you, but you can overcome it with perseverance and determination. Number two, do not lie on an employment application about your criminal record. Answer truthfully but do not disclose more than is necessary. If you are hired and the employer finds out later that you lied on your application, you could be fired. Also, your probation officer might call the employer to verify your employment.

If the topic comes up in the interview, state your crime and do not go into details. Move on by focusing on your skills, what you learned from your mistake, and what you have done to improve yourself such as taking classes and volunteer work. You need to establish your reliability and your desire to succeed.

You can use Connections' resources for more information on this topic.

## **Age Discrimination for the Mature Worker**

Some employers may view the age of a mature worker as a barrier and a reason not to hire. You must show your age is an asset.

Here are some tips:

- Prove you are dedicated and more apt to stay in a job than a younger person.
- Stress your vast and diverse experience in dealing with various people and situations.
- Stress your skills and your desire to learn new skills.
- Focus on your experience; not dates.
- Stress you are receptive to change and new ideas and technology.
- On your resume, omit graduation dates if they are a long time ago.
- On your resume, list recent work experience and omit work experience from years ago.
- Dress stylish and professional for today's workplace.

## **Overqualified**

Employers may be hesitant to hire an individual they view as overqualified because the individual may become quickly dissatisfied with the job and quit.

Here are some tips:

- Show a sincere interest in the position and company.
- State you are fully qualified; not overqualified.
- Stress your loyalty and desire to stay in the job for a long time and to build your career with the company.
- Discuss your skills that are relevant to the job.
- In a resume, do not fully disclose all of your skills that may present the image of being overqualified for the job. Tailor your resume to the job so it only reflects the skills needed for the job and nothing more.

## APPEARANCE

Appearance is a statement about yourself. It reflects who you are and the image you want to portray. Clothing, grooming, manners and body language are excellent indicators of your attitude, confidence, motivation and professionalism. Although employers want employees who have the skills for the job, appearance is also very important. As the saying goes, "first impressions make lasting impressions".

The following are "rules of thumb" to follow while looking for a job and for job interviews:

- ***Cleanliness*** - You must shower or bathe everyday. Body odor is very offensive, and it will cost you the chance of getting a job.
- ***Hair*** - It must be clean, neat and combed.
- ***Facial Hair*** - You must be clean shaven. For beards and mustaches, they must be neatly trimmed.
- ***Fingernails*** - Would you want to shake hands with someone who has dirty fingernails? Fingernails must be clean.
- ***Teeth and Breath*** - Teeth must be brushed, and breathe must be fresh. Avoid things that produce an odor such as tobacco, alcohol and coffee.
- ***Smoking*** - For smokers, do not smell like cigarette smoke. This is a huge turn-off to employers who do not smoke.
- ***Make-up*** - Look natural and use it sparingly.
- ***Cologne and Perfume*** - Keep them to a minimum or do not use them at all. You do not want the smell of your cologne or perfume lingering in an employer's office an hour after you left.
- ***Jewelry*** - Keep jewelry on the conservative side. For women, a watch, no more than one or two rings and one pair of earrings are recommended. For men, a watch and no more than one ring are recommended. Men should not wear earrings.
- ***Body Piercings*** - Only one pair of earrings should be worn. Remove all other body piercings.
- ***Clothing*** - Dress for success. Clothing must be clean and not wrinkled. Avoid fads and loud colors. Shoes must be clean.

A general rule to follow is to dress one step above the one for which you are applying. For example, if you are applying for a cashier job, dress as if you were the store manager.

Other examples are:

- For a person seeking a business job, dress in business attire such as a suit.
- For those seeking factory, labor or construction work, dress business casual such as pants and a button-down tucked in shirt.
- Do not wear sneakers, sandals, jeans, shorts and t-shirts.
- ***Body Language*** - Body language says a lot about a person's attitude and confidence. Sit upright and do not slouch. During an interview, keep your hands out of your pockets and nod your head to indicate you are listening. Avoid nervous habits such as tapping or twiddling your fingers, tapping your foot, shaking your leg, touching your hair and fidgeting.

- ***Manners* - Do not use slang terms, swear, smoke or chew gum. Do not take food or drinks with you. Be courteous and polite.**

**Once you get the job, follow these same rules and take time to observe how your co-workers dress and learn company policy on issues such as dress code and smoking. If you are in doubt, ask your supervisor before you act. To be on the safe side, always take the conservative approach.**

## ORGANIZING YOUR JOB SEARCH

**You must be organized in your job search. Detailed and careful planning will not only help you find a job, but it will also help you develop and enhance an important job skill ... organizational abilities.**

**You must keep track of the following on a “Job Search Log”:**

- **Name of employer you contacted**
- **Contact name**
- **Contact date**
- **Application method: resume, application or both**
- **Contact result**
- **Follow-up on outcome of application**

**Example Log:**

<b>Employer</b>	<b>Contact Name</b>	<b>Date</b>	<b>Application Method</b>	<b>Contact Result</b>	<b>Follow-up Outcome</b>

**You must follow-up on applications or resumes that you submitted. You can not just simply complete an application or mail or drop-off a resume and forget about it. You must obtain the person's name with the hiring authority and contact him or her the next day regarding your interest in the job and qualifications for the job. Be prepared on what you will say. This shows initiative and gives you that “winning edge”.**

## **JOB SEARCH METHODS**

There are many resources to use while looking for employment, and you should use all of them. The most common are state employment agencies, temporary employment agencies, newspaper classified ads, Internet and job fairs. The two most effective methods but not as highly used as the common methods are “direct contact” and “networking”.

Approximately 85% of jobs are not advertised. They are in the “hidden job market” and can be discovered through “direct contact” and “networking”.

### **“Common/Traditional Methods”**

#### **1) State Employment Agencies/One-Stop Employment Systems**

Job seekers can register for work in a state's job search system and be matched to jobs.

Ohio: [www.scoti.ohio.gov](http://www.scoti.ohio.gov)

West Virginia: [www.state.wv.us/bep](http://www.state.wv.us/bep)

Pennsylvania: [www.state.pa.us](http://www.state.pa.us)

#### **2) Temporary Employment Agencies**

These are private companies (no fees charged) that place individuals at businesses to work. The temporary agencies are the employers. This is a good way to acquire work experience, and at times, the jobs become permanent working for the business.

Adecco: 304-243-1400

Career Search: 304-232-2247

Manpower: 304-232-0028

Extra Support Staffing: 740-671-3996

Personnel Temporary Services: 304-547-5066

Kelley Services: 304-243-0230

3) **Newspaper Classified Advertisements**

You must read the "Help Wanted Ads" everyday. Newspapers are available at Connections and libraries.

\* The Times Leader

\* The Intelligencer

\* Wheeling News Register

4) **Internet**

Through the Internet, you can access job openings on local, state, national and government websites.

SCOTI(Ohio's job search system): [www.scoti.ohio.gov](http://www.scoti.ohio.gov)

Ohio Government Jobs: <http://statejobs.ohio.gov/applicant/index.asp>

Federal Jobs: [www.usajobs.opm.gov/](http://www.usajobs.opm.gov/)

America's Job Bank(funded by the Department of Labor): [www.ajb.org](http://www.ajb.org)

Monster: [www.monster.com](http://www.monster.com)

Oglebay Park: [www.oglebay-resort.com/jobs/index.html](http://www.oglebay-resort.com/jobs/index.html)

WesBanco: <http://ns3.hgo.net/wesbanco/jobslst.asp?viewtype=location>

Ohio Valley Medical Center: [www.ovhse.com/jobs.asp](http://www.ovhse.com/jobs.asp)

Wheeling Hospital: [www.wheelinghospital.com/HumanResources/employment.htm](http://www.wheelinghospital.com/HumanResources/employment.htm)

FlipDog: [www.flipdog.com](http://www.flipdog.com)

5) **Job Fairs**

At job fairs, you have the opportunity to speak with many employers at one location. Arrive early, and make sure you are prepared by wearing appropriate clothing, having plenty of resumes, knowing what you are going to say, and taking pens and paper to take notes and write down the names of the employers' representatives. Also, make sure you have the details on your work history, references, etc. in case you have to complete an application. Use the Personal Data Record to record this information.

## **“Non-Traditional Methods”**

### **1) Direct Contact**

**The direct approach is the best approach. Identify businesses that have the type of position you want and apply directly. The yellow pages are a good source for business listings. Make sure you are prepared by dressing professionally, having copies of your resume, having pens and paper and taking your Personal Data Record. Be prepared to complete an application and for possibly an interview.**

**Remember as stated earlier, “first impressions make lasting impressions” so be courteous. You never know who you are going to speak with first when you enter an office ... receptionist, manager? If you are rude to a receptionist and make a bad impression, she will convey this to the person with the hiring authority.**

**Ask if you can speak with the person who is in charge of hiring for the position that you want. If that person is not available, get his/her name and telephone number. Leave your resume, complete an application if possible and call the person the next day to follow-up on your visit.**

**Tell the person why you are calling and ask if you can set up an appointment to discuss your employment application. If the answer is “no” and the company is not hiring, thank the person for his time and ask him to keep you in mind for future openings. Take the opportunity to ask for two or three names of other companies and people you can contact. This is called networking which is the next job search method.**

**Note: Make sure you send a thank you note. The company may not be hiring now but could in the future. Always leave a good impression.**

### **2) Networking**

**You must spread the word that you are looking for employment. Word-of-mouth is a great way to find a job. The purpose is to develop contacts and resources to help you achieve your goal of finding employment. This can be done through two general sources:**

- \* friends, family and acquaintances**
- \* employers**

#### **“Friends, Family and Acquaintances”**

**Make a list of family, friends and acquaintances. Inform them of the type of job you are seeking and give them a copy of your resume. Discuss with them their employer, their type of business, positions that are employed, the person with the hiring authority and any current job openings. Once you get this information from them, ask them for a name or two of someone else they may know as another source to build your network.**

**Next, you must contact the person with the hiring authority by following the “direct contact” method. Your chances of getting a job are generally improved when you are referred to an employer by someone the employer already knows.**

### **“Employers”**

**Incorporate networking into your “direct contact” method when cold-calling on employers. If your employer visit or telephone call results in no job opportunity, ask the person if he could provide two or three names of other employers he knows that may be hiring. Make sure you get a contact name. Then contact these companies and follow the same process to expand your network.**

**Note: While networking, make sure you track all of your contacts and results on your Job Search Log and remember to send a thank you note acknowledging your appreciation of the person’s time.**

## EMPLOYMENT APPLICATIONS

The employment application is part of that critical first impression. Everyday, job seekers lose out on job opportunities due to incomplete, inaccurate and messy applications.

The following are “rules of thumb” for completing an application:

- **Have your Personal Data Record with you so you have accurate information on your employment, dates (month/day/year), education, etc.**
- **Have pencils and erasable pens (black)**
- **Have your driver's license and social security card in case the employer requires a copy**
- **Read the entire application before filling it out**
- **Be honest; do not lie on the application. If hired, lying can get you fired.**
- **Do not have “scratch outs” on the application**
- **Use correct spelling and grammar**
- **Do not write in spaces where it says “office use only” or “do not write below this line”**
- **If a question does not apply to you, put “n/a” rather than leaving it blank**
- **Print or type the information**
- **Be neat and clear**
- **For the type of position, do not list “anything”; be specific**
- **For salary requirements, list “open” or “negotiable”**
- **If a question asks about a criminal record, do not leave it blank or lie by checking “no”; be honest; check “yes” and print “will explain in interview”**
- **When listing your previous employment, stress your skills and experience from these jobs that are relevant to the job for which you are applying**
- **For “reason for leaving”, do not raise red flags by putting things such as “personal”, “health”, “argument with boss”, “disagreement with co-worker”, “fired”, “illness”, “more money” or “arrested”. Negative reasons can be explained in the interview where you have the chance to sell your skills to the employer. If you list them on the application, you may not get an interview. List reasons that are more neutral or positive such as “lack of work” or “left for another/better job”. Even “terminated” sounds better than “fired”. Use “resigned” rather than “quit”.**
- **Make sure you have 4 - 8 references with full names, phone numbers, addresses and occupations. Use employment or professional references. Obtain permission to use them as references. Do not use family members.**
- **Sign and date the application.**
- **Proofread the application.**
- **If possible, take the application home where you can carefully plan your responses on a separate sheet of paper before putting them on the application.**

## JOB INTERVIEW

An interview is the best way for an employer to determine if you are the right person for the job, and the best way for you to determine if the position is right for you. The employer is evaluating you, and you are evaluating the employer. If you have been called for an interview, you can assume the employer is interested in your qualifications. The interview is where the hiring decision is made. An interview can be stressful, but you can reduce the stress through preparation, research and practice.

The following are “rules of thumb” for having a good interview:

- Practice your interview questions and your responses by knowing why you want the job, how you can benefit the company, what you know about the company, your skills, your strengths, your accomplishments and your goals. Be prepared to back up your answers with examples that prove your strengths and skills. Do not make your answers too short or too long. Try to avoid simply answering “yes” and “no”.
- Research the company so you know its history, products, services, etc.
- Go to the interview by yourself.
- Make sure you know the directions to the interview site.
- Arrive 10 - 15 minutes early; do not be late.
- Take extra copies of your resumes, typed lists of references and letters of recommendation if possible
- Have a pen and notepad for note taking.
- Make a good first impression and emphasize your skills.
- For dress and grooming, follow the guidance under the “Appearance” section. Dress a step above the position for which you are applying.
- Be polite and courteous to the receptionist and everyone you meet.
- No gum, food, drinks or cigarettes
- Do not be negative in any way in what you say or how you act.
- Greet the interviewer with a smile and firm handshake.
- Look the interviewer in the eye when you speak.
- Upon the greeting, express your gratitude for the interview and the employer’s time. Address him or her as Mr. or Ms.
- Maintain good posture by not slouching and crossing your arms.
- Display a positive attitude and enthusiasm.
- An interview is the opportunity to sell yourself and “brag” a little and “sell” yourself. No one is going to do it for you.
- Take notice of anything in the interviewer’s office that indicates his interest in a hobby or other that could be an ice breaker.
- Do not bring up the topic of salary and benefits. The best strategy is to avoid these topics until you have been offered the job.
- Do not say anything negative about a former boss or employer.
- Remember that the interview is not over when you are asked if you have any questions. This is your opportunity to ask a few questions about the company and the job which expresses your interest in the job. Again, do not ask about salary and benefits.
- When closing the interview, express your appreciation for the job, your interest in the job, briefly summarize your qualifications and ask for a specific date and time to call back to check on your status.

- After the interview, evaluate the positives and negatives, and use them to improve your interviewing skills.
- Send a thank you letter expressing your appreciation, your interest in the job, and a short line about your qualifications

### “Potential Interview Questions”

You must be prepared to answer the following questions:

- 1) **Tell me about yourself.**

*The employer does not want to know your personal and family history. Direct your response to the job for which you are applying and seize the opportunity by summarizing your background and skills and how they relate to the job requirements.*

- 2) **What do you know about our company?**

*Research the company so you are knowledgeable and can ask questions when the time comes.*

- 3) **What are your strengths?**

*State your strengths and back each one up with an example. The strengths you cite should related to the job.*

- 4) **Why do you want to work here?**

*Again, researching the company will help you here.*

- 5) **Why did you apply for this job?**

- 6) **Why should we hire you?**

*You need to stress and sell your credentials and how they are an asset to the company.*

- 7) **How can you benefit our company?**

- 8) **Have you ever been fired?**

*Be honest. Admit your mistake and turn it into a learning experience. Do not bash your former employer or boss. If you lie, it could come back on you.*

- 9) **How do you feel about working overtime?**

- 10) **What are your weaknesses?**

*Do not “shoot yourself in the foot”. Do not be negative. Do not say something like “I am always late for work” or “I do not get along with co-workers”. Do not say “none” because no one is perfect, and everyone has weaknesses.*

*Make a weakness a positive. For example, say "At times, I am over conscientious about my job and worry if things are going to work out or not. However, things always work out. It is just my nature to worry a little, but I am working to improve on this by reading a book on the subject".*

- 11) What would former co-workers say about you as an employee?
- 12) What are your short-term and long-term goals?

*Make sure your responses are directed to the company. For example, my short-term goal is to succeed in this job and help the company succeed. My long-term goal is to help the company succeed and to put myself in a position through hard-work and training for any advancement opportunities that may develop.*

*You do not want to say anything that would indicate this job is short-term and a stepping stone in your plans to get a better job.*

#### **"Potential Questions to Ask the Employer"**

- 1) What are the specific duties and responsibilities of the position?
- 2) What is the company's management style?
- 3) What are the expectations of the job?
- 4) What type of training program is there for the position?
- 5) What are the growth plans and goals of the company?
- 6) How is job performance evaluated?

**Sample Thank You Letter**

**Name**

**100 Main Street  
Town, Ohio 00000  
(000) 000 - 0000**

**(This is your address and telephone number)**

**November 17, 2004**

**John Smith  
Manager  
ABC Company  
100 Job Avenue  
Town, Ohio 00000**

**Dear Mr. Smith:**

**Thank you for meeting with me on Tuesday regarding the auto mechanic position that is available with your company. I thoroughly enjoyed our conversation.**

**As we discussed in the interview, I have five years of experience in all phases of automotive repair, and I am ASE certified. My skills would be a great asset to your company, and I am confident in fulfilling the requirements for the job and in meeting your expectations.**

**Again, thank you for the opportunity to meet with you. I am very much interested in working for ABC Company, and I am looking forward to speaking with you again. If you have any questions, please call me at (000) 000 - 0000.**

**Sincerely,**

***(Signature)***

**Joseph Johnson**

## SALARY NEGOTIATION

- **You must know what you want and what you need, taking into account your training, experience and skills. You need to know the pay range for the position you desire. Research will help you by contacting local companies regarding their pay scales, asking people who work in the field, checking Labor Market Information, reading occupational books and accessing web sites. Resources are available at Connections to assist.**
- **Employment applications often ask for salary from previous jobs. Make sure you provide the information if requested. If not, your application may be discarded. Applications also ask for expected salary. Write “negotiable”. Do not list a specific dollar amount. Do not provide salary information if it is not requested.**
- **During an interview, never bring up the topic of salary or benefit. You want to show the employer that you are more interested in the position and the company than the salary. You should never discuss salary until you are offered the job. If the interviewer asks you your salary expectations prior to a job offer, ask the interviewer for the company’s normal pay range. You could then reply you would consider an offer in this range. If the interviewer wants a more specific response, state something like “mid to upper teens “ if you believe the pay is between \$14,000 - \$19,000. Do not state a single figure; state a range. As a last resort, state you would accept any reasonable offer.**
- **Never turn down a job offer in an interview because the pay is too low. If it is too low, thank the interviewer for the offer and state you need to think about it over night. You can turn down the offer tomorrow and ask the employer to keep you in mind for any jobs that pay more. Also, remember, it never hurts to ask for higher pay ... because you never know. However if you want the job and can live with the pay, accept it right away!**

## **JOB RETENTION**

When you are hired, a relationship is established where the employer pays you in exchange for your skills and abilities. Your goals are to help the employer succeed by putting in a fair day's work and to remain employed. In most cases, you will be evaluated by the employer on your performance. The following tips will help you meet these goals and to achieve good performance evaluations.

- **Make a good first impression.**
- **Be on time.**
- **If you are going to be late, call your supervisor. Your excuse should be a valid one.**
- **Be honest and reliable.**
- **Conduct your personal business at home or on breaks. Unless authorized, do not use work phones for personal use.**
- **Maintain proper appearance. Refer to the appearance section. Ask your supervisor or read the personnel manual if you are uncertain on dress code and other areas.**
- **Work safely.**
- **Schedule time off per company policy.**
- **Do not misuse and abuse sick time.**
- **Ask questions if you do not understand something.**
- **Ask about workplace rules.**
- **Do not use drugs or alcohol at work.**
- **Get along with co-workers.**
- **Avoid problem co-workers.**
- **Be a team player.**
- **Do not bring your children to work.**
- **Work fast but carefully.**
- **Stay busy. If you complete your work, ask for something else to do.**
- **Learn all you can about your job and company to create more opportunities for yourself.**
- **Be enthusiastic and positive.**
- **Be respectful to your supervisor.**
- **Follow instructions.**
- **Treat others how you want to be treated.**
- **Use appropriate language.**
- **Be able to accept constructive criticism and admit your mistakes.**
- **Communicate with your supervisor and co-workers.**
- **Be aware of the company's sexual harassment and discrimination policies. Be careful of what you say such as telling jokes of a sensitive nature.**
- **Periodically conduct a self-assessment to see how you are performing on the job in respect to what you are doing well and areas that need improvement.**

## **JOB ADVANCEMENT**

Following the guidelines under Job Retention will get you off to a good start on your new job. If you want to advance into a higher paying job, follow these tips:

- **Let your boss know you are willing to put in extra time if needed. However, do not work overtime unless it is approved by your boss. Many companies do not want to incur extra costs by paying overtime.**
- **Be enthusiastic about your job.**
- **When you complete a job, ask for another one. Ask for extra responsibility.**
- **Speak with your boss about advancement opportunities and what is required to do so.**
- **Improve yourself through company training and learning new skills outside of the workplace.**
- **Do more than is expected of you in your job.**