

# Workplace Skills:

Do you have the skills that your new employer wants?



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## In this session:



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## Attendance and Self-Presentation



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<http://www.gcflearnfree.org/jobsuccess/2> [http://www.ehow.com/how\\_4947376\\_improve-attendance-work.html#ixzz2YxeEEUJA](http://www.ehow.com/how_4947376_improve-attendance-work.html#ixzz2YxeEEUJA)



## Attendance

- Appearance
- Demonstrate self-control
- Substance abuse
- Maintain a positive attitude



<http://www.workrelationships.co.uk/dos-donts-office-etiquette.html> <http://www.mindtools.com/pages/article/newlmd/professionalism.htm> <http://www.businessmanagementdaily.com/qlo/28411/14-Tips-on-Business-Etiquette.html>



# Professionalism

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# Self-Presentation

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# Things to Remember

Attendance is about dependability to keep an organization running smoothly.

Professionalism is how you present yourself - the way you speak, appearance, your subject knowledge, and how you handle interactions with others.



## Career Advancement

- Demonstrate an interest in learning
- Participate in Training
- Anticipate changes in work
- Identify career interests



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## Willingness to Learn

- Continue learning to keep technical skills and knowledge current.
- Maintain licensing, certification and credentialing requirements at the national, state and local levels to stay compliant with industry requirements.



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## Employability & Career Development

IF  
NOT  
NOW  
WHEN?

- Encourage Self-Assessment
- Enhance skills on the job
- Promote Training
- Support learning
- Prepare for the future
- Identify career issues

[http://www.mindtools.com/pages/article/newCDV\\_24.htm](http://www.mindtools.com/pages/article/newCDV_24.htm)  
[http://www.mindtools.com/pages/article/newTMM\\_81.htm](http://www.mindtools.com/pages/article/newTMM_81.htm)

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## Developing & Mentoring (Management)

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# Things to Remember

Career Development will help you achieve goals and move up the ladder in your chosen career field.

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### Communication

“The single biggest problem with communication is the illusion that it has taken place.”  
— George Bernard Shaw



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<http://blogs-images.forbes.com/mikemyatt/files/2012/09/listen.jpg>

[http://www.mhhe.com/business/management/buildyourmanagementskills/updated\\_flash/topic13b/quiz.html](http://www.mhhe.com/business/management/buildyourmanagementskills/updated_flash/topic13b/quiz.html)

- Listening
- Two-Way Communication



# Listening



- Persuasion and/or Influence
- Tone of Voice



# Speaking





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# Phone Etiquette



- Eye Contact
- Facial Expression
- Posture
- Gestures
- Touch
- Intensity
- Timing
- Sounds
- Space

[http://helpguide.org/mental/eq6\\_nonverbal\\_communication.htm](http://helpguide.org/mental/eq6_nonverbal_communication.htm)

[https://blog.udemy.com/wp-content/uploads/2014/04/shutterstock\\_141958054-420x458.jpg](https://blog.udemy.com/wp-content/uploads/2014/04/shutterstock_141958054-420x458.jpg)

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# Body Language



- Technology
- Reading Comprehension

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## Written Communications

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- Gathering and disseminating
- Keeping employees informed
- Updating information

<http://www.managementstudyguide.com/overcoming-communication-barriers.htm>

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## Informing

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- Explaining job duties
- Instructing
- Setting performance goals
- Linking tasks to organizational objectives

<http://www.biz-development.com/HumanResources/Basic-Skills/3.16.10.5.Workplace-Management-Clarifying-Roles-And-responsibilities.htm>

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## Clarifying Roles & Objectives

# Things to Remember

Listening involves being able to actively listen (not just hear) to understand your customers wants or needs and being able to deliver.

Speaking is not just the words, but how you say what you say.


Body Language encompasses everything else happening besides what is being spoken and can tell more than the words.

Written words require the most professionalism as there are no other indicators about the intent behind the words.

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