

Workplace Skills:

Do you have the skills that your new employer wants?



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<http://eppagroup.com/>

Guest Speaker – Dr. Cathryn Perfetti, LCPC

Cathryn received her PhD from Capella University in Human Service Leadership. She has been in the human service field for 30 years working with populations needing personal, academic, and career guidance. Cathryn was a Counselor and the Director of Career Services at McHenry County College for eleven years, which involved a one year leadership assignment working onsite at the Illinois workNet Center in Woodstock, IL. EPP Advisory Group, Inc. is her private practice located in Algonquin, IL providing personal and organizational development services.

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In this session:



Independence and Initiative



- Planning
- Prioritizing
- Allocating resources
- Anticipating obstacles

http://www.mindtools.com/pages/article/newHTE_04.htm

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Independence



- Fulfill obligations
- Show up on time
- Attend to details
- Comply with policy

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Independence

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- Be persistent
- Set challenging goals
- Achievement motivation
- Take initiative
- Work independently



Initiative

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Things to Remember

Independence is being able to complete your duties without always having a supervisor planning your next moves.

Initiative is being able to plan and organize your next steps in a process to ensure your job is complete.





http://www2.illinoisworknet.com/Qualify/Pages/Leadership_teamwork.aspx

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Teamwork and Leadership



Lead me, follow me, or get out of my way.

General George S. Patton

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- Demonstrate sensitivity & empathy
- Demonstrate insight into behavior
- Maintain open relationships
- Seek feedback
- Respect diversity
- Learn about other Cultures

<http://www.positive-attitude-tips.com/interpersonal-relations.html> <http://lateralaction.com/articles/how-to-get-feedback/> http://www.ehow.com/how_5863108_apply-diversity-skills-out-workplace.html

Leadership – Interpersonal Skills

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http://www.mindtools.com/pages/article/newTMM_60.htm
<http://www.instigatorblog.com/the-secret-to-successfully-delegating-work-in-6-steps/2006/09/01/>
<http://www.manageyourtime.co.uk/understanding-delegation-works-workplace.html>

Could you please...

- Delegate efficiently
- Delegate appropriately
- Monitor progress

Delegation

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http://www.mindtools.com/pages/article/newTMM_90.htm
http://changingminds.org/disciplines/leadership/styles/path_goal_leadership.htm

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Follow me!

- Demonstrate positive regard
- Counsel
- Advocate
- Help



Supporting Others



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- Acknowledge team members and role
- Establish productive relationships
- Identify with the team and its goals
- Resolve conflict

<http://lenwilson.us/5-thing-geese-can-teach-us-about-teamwork/>



Teamwork

- Gather information
- Discourage unproductive behavior
- Encourage resolution
- Building cooperative teams

http://www.mindtools.com/pages/article/newTMM_80.htm
http://www.mindtools.com/pages/article/newTMM_79.htm
http://www.mindtools.com/pages/article/newTMM_52.htm

TEAMWORK



Managing Conflict & Team Building

Things to Remember

Leadership is a process of influence in which one person can enlist the aid and support of others in the accomplishment of a common task.

Teamwork is work done by several associates, each doing a part to achieve a goal without allowing any one's personal importance affecting the efficiency of the group.



<http://www2.illinoisworknet.com/Quality/Pages/Positive-Attitude.aspx>

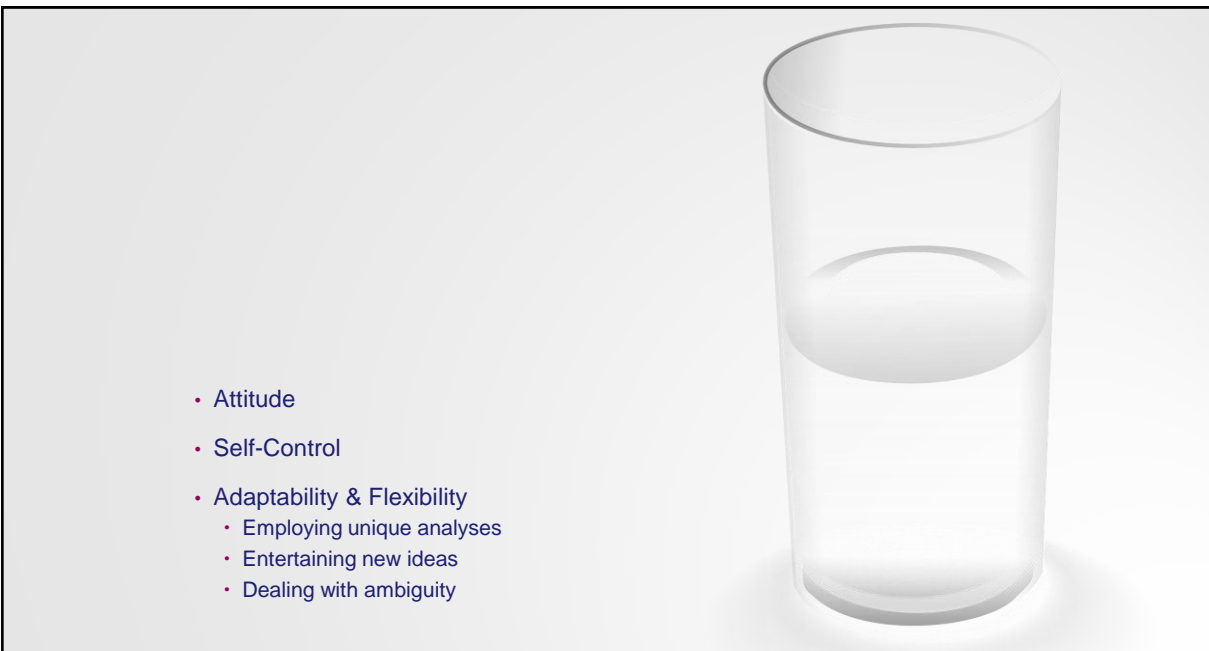


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Positive Attitude



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- Attitude
- Self-Control
- Adaptability & Flexibility
 - Employing unique analyses
 - Entertaining new ideas
 - Dealing with ambiguity



Positive Attitude

- Find optimistic friends.
- Control your negative thoughts.
- Take put-downs as a personal challenge.
- Take action NOW!
- Multi-tasking doesn't work.
- Never give up.
- Believe in yourself.

<http://www.zachieveyourgoals.com/improve-your-positive-thinking/>

Improve attitude

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- Supervision
- Motivating & Inspiring
 - Generating enthusiasm
 - Recognition
 - Rewarding
 - Setting an example

<http://www.monitor1.com/articles/inspire.htm>

Positive Attitude

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- Understand that leadership is a privilege.
- The people you supervise are human.
- Be authentic.
- Work on yourself first!
- Help your employees realize their capabilities.

<http://hiring.monster.com/hr/best-practices/workforce-management/employee-performance-management/motivating-employees.aspx>

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Motivate Your Employees



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- Help your employees see the value they provide.
- Ask your employees what one thing will make their life easier.
- Promote creativity.
- Encourage participation.

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Motivate Your Employees

Things to Remember

Positive Attitude is seeing a glass half full and realizing you have the tools to fill it up.



Thank You for Attending



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- ▶ Watch for information on our upcoming webinars on our social media links:

- ▶ Email us at:
info@illinoisworknet.com

