

Workplace Skills:

Do you have the skills that your new employer wants?



9/23/2015

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<http://saubermfg.com/>

Guest Speaker – Jean Petesch, HR Director

After working for NICOR for 14 years, Jean joined her family's business as the Director of Administrative Operations. She has served in this capacity for 25 years. She is responsible for the Human Resource functions for all hourly and management positions. She has an MBA and is a certified Internal Auditor.

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Problem Solving

Understand the Big Picture

Work Ethic

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In this session:

<https://www2.illinoisworknet.com/Qualify/Pages/Problem-Solving.aspx>

Problem Solving

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- Critical & Analytic Thinking
- Reasoning
- Mental Agility

http://www.ehow.com/how_7913195_use-critical-thinking-skills-work.html

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Critical Thinking

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Stephen was looking at a photo. Someone asked him, "Whose picture are you looking at?" He replied: "I don't have any brothers or sisters, but this man's father is my father's son." So, whose picture was Stephen looking at?

There was a robbery in which a lot of goods were stolen. The robber(s) left in a truck. It is known that : (1) Nobody else could have been involved other than A, B and C. (2) C never commits a crime without A's participation. (3) B does not know how to drive. So, is A innocent or guilty?

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Logic Problems



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- Learning Strategies
- Application

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Active Learning



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- Adaptability & Flexibility with Unique Analyses
- Entertaining New Ideas
- Dealing with Ambiguity

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Adaptability

- Generating Innovative Solutions
- Seeing the Big Picture

<http://www.virtualsalt.com/crebook1.htm>

analytic	Critical Thinking	generative
convergent		divergent
vertical		lateral
probability		possibility
judgment		suspended judgment
focused		diffuse
objective		subjective
answer		an answer
left brain		right brain
verbal		visual
linear		associative
reasoning		richness, novelty
yes but	yes and	

Creative Thinking

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- Detecting Errors
- Completing Forms
- Obtaining Information
- Maintaining Logs

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Checking, Examining, & Recording



- Identifying & Understanding
- Construct a Plan to Solve the Problem
- Execute the Plan
- Evaluate Results

http://www.mindtools.com/pages/main/newMN_TMC.htm#list

Problem Solving

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	Urgent	Not Urgent
Important	I <ul style="list-style-type: none"> • Crises • Pressing problems • Deadline driven projects, meetings, preparations 	II <ul style="list-style-type: none"> • Preparations • Presentations • Values clarification • Planning • Relationship building • True recreation • Empowerment
Not Important	III <ul style="list-style-type: none"> • Interruptions, some phone calls • Some mail, some reports, some meetings • Many proximate pressing matters • Many popular activities 	IV <ul style="list-style-type: none"> • Trivia, busywork • Junk mail • Some phone calls • Time wasters • "Escape" activities

- Arranging
- Informing
- Verifying
- Coordinating in Distributed Environments
- Shift Work

http://www.mindtools.com/pages/article/newHTE_92.htm

Scheduling & Coordinating

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- Business Process Modeling
- Database
- Messaging & Communications
- IT Architecture
- IT Security
- Project Management
- Data Mining
- Web Development
- IT Optimization
- Networking



Technical Skills

"The conventional definition of management is getting work done through people, but real management is developing people through work."

— Agha Hasan Abedi

"Surround yourself with the best people you can find, delegate authority, and don't interfere as long as the policy you've decided upon is being carried out."

— Ronald Reagan

"The secret of managing is to keep the guys who hate you away from the guys who are undecided."

— Casey Stengel



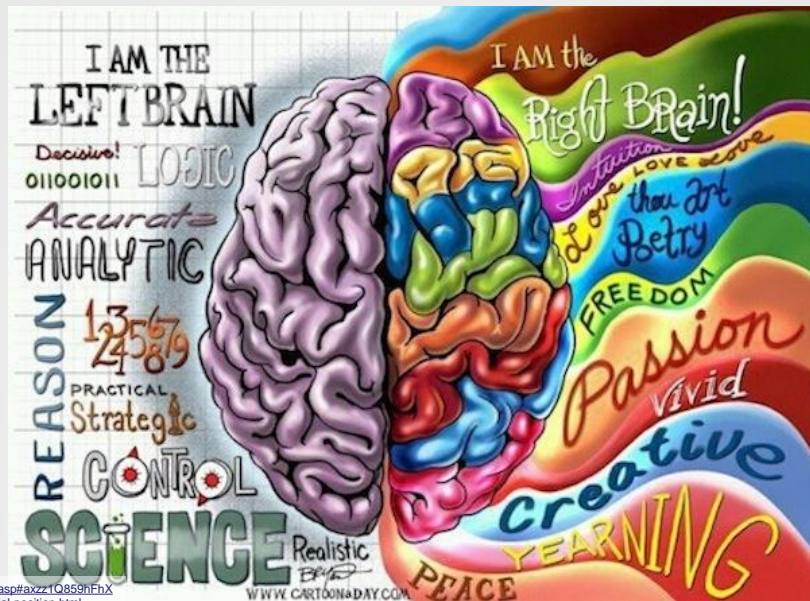


http://www.mindtools.com/pages/article/newHTE_88.htm



Monitoring & Controlling Resources

- Gathering Information
- Preparing
- Ensuring Accuracy
- Ensuring Completeness



<http://www.investopedia.com/articles/07/budgetingforcompanies.asp#axzz1Q859hFhX>
<http://www.inc.com/guides/2010/08/how-to-evaluate-your-financial-position.html>
http://www.ehow.com/how_4464789_make-budget-organization.html

http://www.huffingtonpost.com/john-m-eger/right-brain-left-brain-thinking_b_2631704.html



Preparing and Evaluating Budgets

- Planning
- Identifying Required Skills
- Assessing Qualifications



<http://humanresources.about.com/od/recruiting/a/recruitingtips.htm>



Staffing

- Identifying Performance Criteria
- Measuring Progress
- Reviewing Work
- Soliciting Feedback



<http://www.hrworld.com/features/16-ways-measure-performance-021908/>



Monitoring Work

Things to Remember

Reasoning – use critical thinking, measure risk, and apply logic.

Problem Solving – requires flexibility, adaptability, creative thinking, and detecting and repairing errors.

Decision Making – is based upon identifying and understanding, creating a plan, and then ensuring that all of the tools are in place for the execution of that plan.



<https://www2.illinoisworknet.com/Qualify/Pages/Big-Picture.aspx>



Understanding the Big Picture

- Situational Awareness
- Policy & Procedures
- Business Ethics
- Market Knowledge
- Maintain Quality



Business Fundamentals

Applying the difference between right and wrong to business:

- Consider why you should be ethical.
- Learn the ethics “rules of the road”.
- Practice ethical actions.
- Find out the origin of mistakes.
- Make an ethics management plan.



<http://www.brighthub.com/office/entrepreneurs/articles/62627.aspx>
http://www.ehow.com/how_7733543_understand-business-ethics.html



The Importance of Business Ethics

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Customer Focus

- Understanding Customer Needs
- Providing Personalized Service
- Acting Professionally
- Keeping Customers Informed

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Customer Focus

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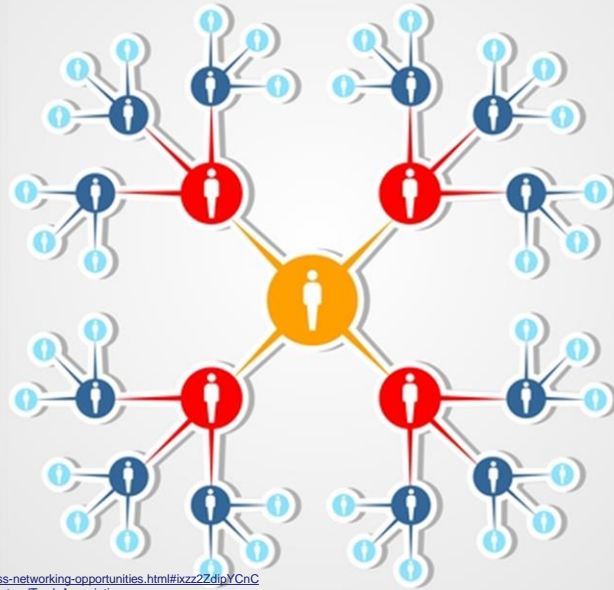
- Safety, Health and Environmental
- Developing an Organizational Vision
 - Generating Excitement
 - Gaining Commitment
 - Inspiring Others

<http://www.businessweek.com/stories/2008-11-25/the-four-elements-of-an-inspiring-visionbusinessweek-business-news-stock-market-and-financial-advice>

analysis

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Organization Concerns



- Building Relationships
- Partnering
- Leveraging Contacts

http://www.ehow.com/how_4392956_maximize-business-networking-opportunities.html#ixzzZ2dipYCnC
<https://www2.illinoisworknet.com/Connect/Pages/StudentandTradeAssociations.aspx>
<https://www2.illinoisworknet.com/Connect/Pages/Videos.aspx>



Networking

- Establish Objectives
- Implement Strategies
- Capitalizing on Alliances
- Recognizing & Dealing with Obstacles
- Identifying Emerging Trends



<http://managementhelp.org/strategicplanning/basics.htm>



Strategic Planning

- Thinking Innovatively
- Influencing Decision Makers
- Encouraging Entrepreneurial Activity
- Championing Great Ideas
- Rewarding Innovation



<http://blog.bayt.com/2014/01/10-ways-to-promote-innovation-at-your-workplace/>
<https://www2.illinoisworknet.com/Jobs/Pages/StartaBusiness.aspx>



Entrepreneurship

Things to Remember

Understanding the Big Picture – is being able to realize the “what”, “why” and “how” of an organization.



<https://www2.illinoisworknet.com/Qualify/Pages/Work-ethic.aspx>

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Work Ethic

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integrity
is doing the
right thing when
no one is
watching

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Behave Ethically
Act Fairly
Take Responsibility

<http://smallbusiness.chron.com/workplace-ethics-behavior-5239.html>

<http://liveorlive.com/wp-content/uploads/2014/09/Integrity-Technology-Security-5-Professionalvas2.jpg>



Integrity

- Ethics & Legal Responsibilities
- Digital Citizenship



http://workethic.coe.uga.edu/cgi-bin/new_owei/owei.pl
http://www.ehow.com/info_7754671_ethics-work.htm#ixzz2ZLc3gAya

<http://www.eeoc.gov/laws/index.cfm>
http://www.ehow.com/info_8050537_nine-elements-digital-citizenship.html
<https://www2.illinoisworknet.com/Pages/Article.aspx?ArticleID=18>



Work Ethic

Things to Remember

Work Ethics are values and behaviors that drive sustained performance and individual success. It means not only working harder, but working with a purpose.



Thank You for Attending



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- ▶ Email us at:
info@illinoisworknet.com