



A Job Readiness...



and Work Entry Program



# Job Readiness Skills

Topics Outline



# **WorkGo Job Readiness Skills Outline**

## **Successful WorkPlace Attitudes & Behaviours**

### **1. Importance of Positive Attitudes in Work & School**

- ◆ The importance of a Positive Attitude in getting hired, enjoying work, and being successful
- ◆ The meaning of job success – doing your job well, being part of a team, enjoying your work
- ◆ Thinking Positively – everyone controls their own attitudes and behavior. Avoid negatives, look for positive options in work situations

### **2. Be There**

- ◆ The consequences of being late, missing work, or calling in sick as an excuse
- ◆ Keeping your employer informed at all times
- ◆ Meeting and exceeding your employer's expectations

### **3. Keeping Your Focus**

- ◆ Keeping your mind on the job
- ◆ Avoiding non work talk or dealing with personal business at work
- ◆ Focusing on safety and efficiency at work

### **4. Doing Your Very Best**

- ◆ Showing initiative in work situations
- ◆ Always trying to improve knowledge and skills
- ◆ Setting reasonable goals then working to meet them

### **5. Accepting Guidance and Direction**

- ◆ Following procedures and standard practices
- ◆ Asking for help, directions, or instructions
- ◆ Accepting advice & criticism.

### **6. Being Flexible**

- ◆ Being willing to do "extra"
- ◆ Being ready to step up and help when needed
- ◆ Knowing how to balance your own and other's needs

### **7. Staying Calm**

- ◆ Controlling your emotions
- ◆ Making constructive suggestions
- ◆ Learning, practicing and using good communication

### **8. Looking After Yourself**

- ◆ Being ready for work – sleep and exercise
- ◆ Avoiding abuse of alcohol and drugs
- ◆ Managing and reducing stress

### **9. Honesty**

- ◆ Respecting employer's time and property
- ◆ Importance of completing work tasks
- ◆ Being honest with yourself and others

### **10. Positive Attitudes Work**

- ◆ Positive attitudes are noticed by others
- ◆ Positive attitudes lead to more interesting work and better jobs
- ◆ Positive attitudes create enjoyment and success

## Successful *Service* Skills

### 1. Service = Success

- ◆ Providing good service an important skill for success
- ◆ Good service applies to customers, co-workers, and all other people at work
- ◆ Providing good service ensures success and enjoyment at work

### 2. Service Essentials

- ◆ Doing more than is expected
- ◆ Being prepared to put in an extra effort
- ◆ Treating others the way you would like to be treated

### 3. Handling Difficult Situations

- ◆ Being flexible and imaginative in solving customer problems
- ◆ Being helpful and courteous no matter how difficult
- ◆ Always doing what is best for the customer

### 4. Effective Communication

- ◆ Thinking your ideas through before talking or acting
- ◆ Speaking clearly and sincerely
- ◆ Listening carefully before explaining your point of view

### 5. Dealing with Customers

- ◆ Treating customers with respect, making eye contact and dealing directly with concerns
- ◆ Communicating information clearly, using language and terms customers can understand
- ◆ Always look for direct explanations

### 6. Professionalism

- ◆ Always being on your best behavior
- ◆ Always improving knowledge and skills and work performance
- ◆ Treating every customer with understanding and respect

### 7. Satisfying the Customer's Needs

- ◆ Paying attention to customer and understanding their needs
- ◆ Dealing with customer's concerns and complaints
- ◆ Learning to listen, observe, ask questions and make suggestions

### 8. Key Points for Good Service

- ◆ Always think about how to give the "Best" service
- ◆ Great service reflects on you, your co-workers, and who you work for
- ◆ Do more than is expected, communicate clearly, and always, be Professional