

## Lesson One

Welcome to Lesson One in the, “Job Keeping Skills” module.

### OBJECTIVES

Five principles to help job seekers:

- ⇒ **Start** at a job.
- ⇒ **Keep** a job.

FLORIDA DEPARTMENT OF ECONOMIC OPPORTUNITY

During this session, we will discuss five principles to help job seekers start and keep their jobs. These principles are the foundation for retention and promotion. This module introduces basic employment skills, as well as essential soft skills that workforce professionals can offer as advice while working with customers in various programs. This will require workforce professionals, like yourself, to pay attention to where your customers are in the career building process and help customers continue to build skills and advance.

#### *Principle One: Be Prepared*

As a workforce professional, you will have to work with a variety of customers. Some individuals will have worked their whole lives and may have lost a long-term job during the economic downturn. While others will have never worked before or have jumped from job to job. Regardless, once our job seeker customers have been offered a job, we



have to help them get ready to go to work. Principle one requires workforce professionals to help job seekers prepare to start working. After all, the first step towards advancement is going to work.

1. Going to work is the first step towards advancement.
  - a. True
  - b. False

So, how can we help customers prepare to go to work? Let's take Anny for example, Anny secures a job as a Unit Clerk at a local hospital. During her job search, she took notes on each



employer she researched. She also took notes after each interview. She collected information on what services and goods each employer offers, as well as what the employer values. Anny's first step is to review her research on her new employer. This will be a good refresher on the employer's values and workplace expectations. Anny may have learned a lot of

information during the interview, including what to wear, work hours, and who she would report to. If Anny learned this information during the interview, she should review those details now. If Anny did not learn this information during the interview, she will have to determine what details are needed for her first day of work.

What details do you think may be important for Anny's first day of work?

- How about, what should Anny wear to work?
- Where should Anny report on her first day?
- Does Anny know how long it will take to get to her new job, as well as park and get in the building?
- What hours will she work?
- Does she need to take any supplies, like lunch, a notebook, pen or paper? After all, she will learn a lot of new information during her first weeks at work. She may even have to attend an orientation. Taking a notebook and pen would be a very good idea.

Let's tackle each one of these elements. Job seekers should plan what clothes they will wear on their first day of work before their first day of work. Waiting until the last minute could create a lot of problems. The outfit should be planned out in advance. The outfit should be clean and pressed to demonstrate professionalism and preparedness. Some jobs will require the job seeker customers to report for an orientation, and the dress requirements for the orientation may be very different than the dress requirements of the job. For example, when Anny was offered the job, she was told that she will attend an orientation on her first day. Not

knowing what to wear, she asked the hiring manager, “what should I wear to the orientation?” The hiring manager simply replied, “dress comfortably. We will tell you more about your required uniform at the orientation.” So, what does Anny wear to her first day at work?

Anny should be prepared to dress comfortably, as well as professionally or what is generally called business casual. Anny should not wear shorts, tank tops, flip flops or short skirts. Like the interview, Anny should make sure her clothes are conservative. She should make sure that she does not wear a lot of make-up, perfume or jewelry. Anny should also be well groomed. When in doubt, Anny should dress up rather than dress down.



Failure to ask the right questions may lead to mistakes. If Anny had not asked this question, she may have purchased clothes for work that were not appropriate. Additionally, she may have reported to her unit instead of the orientation and would not have been dressed appropriately for the orientation.

2. Many job seekers lose their jobs because they will not follow the first principle for advancing in the workplace. What is the first principle for advancement?
  - a. Grow
  - b. Be nice
  - c. Be at work
  - d. Get along with others
  
3. It is alright to wait until the morning of her first day for Anny to plan her outfit and iron her clothes.
  - a. True
  - b. False
  
4. Going to work is the first step towards advancement.
  - a. True
  - b. False

What happens if the job requires an uniform but the customer has not been given the information about what to wear before the first day of work? Let’s take Anny for example again. Let’s say she was offered the job, and she was so excited, she did not think to ask any questions. She was nervous and felt that asking questions would show she was not prepared for work. She calls you and states she got the job. First, you congratulate her because you are excited for her as well. While you are talking with her, you ask, “so what do you have to wear on your first day of work?” Anny stumbles for a minute. “Well, I guess I’ll wear scrubs.” You

are concerned because she used the word “guess.” You ask Anny if the hiring manager told her what to wear on her first day, and Anny states that the hiring manager did not tell her what to wear. What do you do?

Hiring managers and employers expect to get questions from new employees. It is better to be prepared than to guess. Anny should draft a list of questions in advance. Anny has a few options. One of those options would be to call the individual who interviewed her to find out if there is a dress code for the first day of work. If the information regarding her ongoing dress code is available, the employer may simply tell her what to get and where to get it.

Once customers are on the job, they will have a better idea of employer expectations about work attire. Customers should be encouraged to look for mentors that are doing well on the job and garner a lot of respect from managers. Our customers should pay attention to what those mentors wear to work. Regardless, our customers should ensure their clothes meet the requirements outlined by the employer in the employee handbook. Let’s take Anny for example again. After her first week of work, she realizes that a lot of the clerks and nurses wear fun scrubs and add bright colors to the Pediatric Intensive Care Unit. After her first paycheck, she decides to purchase her next set of scrubs that also add a bit of fun to her wardrobe. When checking out, the uniform store clerk asks if she would like red socks to match her new scrubs. Anny states that her employee handbook requires she wears white socks, what should she do?



5. During the job offer process, Anny did not get the information she needs to know about where or to whom she should report on the first day of work. Our job seekers need to be prepared to...
  - a. ask questions when offered the job.
  - b. ask questions by calling other employees and asking them what to wear on the first day.
  - c. ask questions through social media.
  - d. ask questions to the Human Resource Department through an appointment.
  
6. Anny receives a job offer and she accepts the job. She is told to wear comfortable and casual clothes on her first day. Anny should not wear...
  - a. Jeans
  - b. A skirt
  - c. Capris
  - d. Flip flops

**Next, our customers should be prepared to travel to their new jobs. This may require our job seekers to conduct a test run so they can navigate traffic or bus lines during the respective time of day. For example, if Anny is to report to work on Monday at 8:00 AM, encourage Anny to wake up one weekday morning and try to get the job by 7:45 AM. This will allow Anny to see how long it will take to travel from home to work on Monday. Anny must be prepared to leave early enough to arrive at work and troubleshoot any potential problems. This means she has to be prepared!**

**As workforce professionals, we have to work with our customers to think through the minor details before the first day of work. These minor details can become a major crisis when our customers are preparing to start their new job. For example, if Anny wakes up in the morning and gets ready for work and realizes she does not have lunch, a notebook or a pen, she may feel overwhelmed. Stopping at the store will make her 30 minutes late, setting a bad precedence. Our customers should make sure that they have all supplies ready for their first day of work before their first day of work. Often times, the first day on the job is used to take care of important Human Resource functions. If customers did not meet with Human Resources prior to their first day of work, they will probably have to provide a copy of their photo identification and social security card, proving that they can work in the United States. Customers who are not citizens but are authorized to work in the United States will have to take appropriate documents on the first day of work.**

7. Job seekers should be prepared to travel to their new jobs and arrive on time. What is an effective method for preparing to get to work on the first day?
  - a. Job seeker calls the employer and asks for directions.
  - b. Job seeker conducts a test run on a workday to see how long it will take to get to work.
  - c. Job seeker searches how long it will take to get to work on a search online app via on the internet (i.e., Google Maps, MapQuest, etc.).
  - d. Job seeker calls another employee and asks how long it takes to get to work each day.
  
8. If job seekers do not provide the required documentation prior to the first day of work, they will likely have to provide proof that they can...
  - a. Pay taxes in the United States.
  - b. Work in the United States.
  - c. Live in the United States.
  - d. Earn money in the United States.

If customers will take their lunch or dinner to work, depending on their shift, the meal should be prepared in advance so it can be eaten during the customer's lunch or dinner break. Our customers will learn a lot of information in their first weeks on the job. They should arrive to work prepared to learn. Unless it is inappropriate, customers should take with them a notebook and a pen. Customers with children must be prepared to work their entire shift. This



will require parents to make sure that their childcare arrangements are secured in advance. Children will need to be dropped off or picked up with enough time for the parents to get to work. Parents should plan for travel time between their workplace and the day care facilities. Employers do not want employees arriving late or leaving early because of childcare issues. In fact, arriving late and/or leaving early because of childcare issues are among the top ten reasons that

lead to employee termination. Therefore, customers with children need to ensure that childcare is secured before the first day of work.

Childcare is very expensive, especially for parents of young children. During summer breaks, school-aged children may need full-time care. Working customers should not wait until the last minute to make sure they will have care for children during the summer break. Parents must make arrangements for childcare well in advance. Several workforce programs may be able to help paying for some of the costs associated with childcare. Customers who are receiving temporary cash assistance and participating in the Welfare Transition program may be able to receive a childcare referral through the program to offset some of the costs of childcare. If parents are not eligible to receive childcare through a workforce program, they may have to find an alternative arrangement. As the workforce professional, it is important for you to know what programs are available in the community that may help parents pay for part of their childcare costs to encourage employment and advancement in the workplace.

9. Principle One of the Job Keeping Skills requires workforce professionals to help job seekers...
  - a. Prepare to start working.
  - b. Maintain a positive attitude at their jobs.
  - c. Prepare to like the job.
  - d. Maintain positive relationships.

### **Principle Two: Be Present at Work**

Principle two, customers must be “present” at work. This means that customers have to show up to work every day and be prepared to get the work done. It is not enough for customers to be present physically, they must be present mentally too. This requires our customers to maintain a positive attitude and focus. This also requires job seekers to refrain from calling in sick when they are not sick or avoiding work. Customers should have a back-up plan in the event emergencies, such as car problems or child illnesses. Helping customers walk through various scenarios and action plans for each scenario could mean the difference between job loss and job success.

### **Principle Three: Like the Job**

**You may even be asking yourself, “Really...we have to work with our customers on maintaining a positive attitude?” Think about it. Have you ever worked with someone that has a bad attitude? Did you enjoy being around them? Did they get all of their work done? Was their work done efficiently and effectively? A positive attitude towards the job will impact how successful the job seeker is at maintaining the job, as well as advancing. After all, attitude plays a huge role in “altitude.” It is natural for individuals to become bored at work or even so busy they are overwhelmed. It is natural for individuals to want more. It is also natural for individuals to have issues that seem frustrating or to become “stressed out.” This happens to everyone.**

10. A positive attitude towards the job will impact how successful the job seeker is at \_\_\_\_\_, as well as \_\_\_\_\_.
- collaborating/communicating
  - researching/persuading
  - maintaining/advancing
  - listening/responding
11. Helping job seekers develop action plans that manage barriers to success is one of the main methods for helping job seeking customers secure work and keep a positive attitude.
- True
  - False

**What we do with that energy defines our success. If our customers get bored, customers should be encouraged to speak up and take on new assignments. If customers are having trouble managing various projects, they should work with managers to prioritize their work. In addition to organizing priorities, this also offers customers an opportunity to work closely with supervisors. Attitude is very important. A person can only climb as high as his attitude will allow. Keeping a positive attitude will help our customers climb up the career ladder. While a negative attitude will prevent them from succeeding and may lead to termination.**

12. Sarah shows up to her new job every day. In addition to being present physically, principle two of Job Keeping Skills requires Sarah to...
- be present emotionally.
  - be present spiritually.
  - be present mentally.
  - be present socially.

Even if our customers are having a hard time, encourage them to refrain from complaining.



Remember, there is a difference between a concern and a complaint. If your customer has a valid concern that needs to be addressed, your customer may need to be guided to report that concern according to the employee handbook or guidelines outlined in law. For frustrations that do not rise to the level of a formal complaint, customers should establish social networks where they can discuss issues productively without bringing negativity into the workplace. You, the workforce professional, may have to work with customers to establish action plans, which will help them manage issues and overcome problems without complaining. Empower your customers to solve issues and become workplace leaders.

How can I help customers grow or maintain a positive attitude? Remember, many of our customers will be leaving long-term unemployment. If former job seekers see a large number of obstacles standing between them and their first day of work, they may give up or become mired in negativity. So, our first step is to help our customers prepare to troubleshoot issues. We can help our customers develop action plans to manage barriers to success.

Let's review an example. Anny is very excited about her new job. She starts her job and things are going very well for her. One morning, she is getting ready for work when she realizes that she has a flat tire. Anny does not have a plan of action. She does not know what to do and becomes overwhelmed. Instead of dealing with the problem and getting to work, she calls her boss and states she cannot go to work. If Anny had a plan of action, she could have implemented the plan. Instead of calling in, she could have still gotten to work and fixed her car. So, how do we help Anny create a plan to tackle the issue? The LWDB may offer workshops for customers who have secured employment to help them prepare for jobs. This is a great opportunity to connect customers to community resources, counseling and other opportunities. Customers can write down emergency plans that they can use in the event of a crisis. Additionally, the LWDB can approach common issues, such as managing emotions with a difficult customer or manager to help newly hired customers prepare for the inevitable.

For example, Anny announces to you that she secured a job as a Unit Clerk in the Pediatric Intensive Care Unit. You are excited to hear about her new job opportunity and tell her that planning ahead is the key to success. You tell her that if she plans for emergencies or problems now, she can tackle them with a positive attitude and avoid becoming overwhelmed. You invite her to come to a workshop where she is provided a journal created locally to address common issues. Inside this book is a wealth of community resources that she can use. The first few pages list common phone numbers, such as United Way and Community Action Agency. In the second chapter of the journal lists "common issues" that keep customers from moving forward.



What will you do if you get a flat tire?

1. First do you have a spare tire?  Yes  No

If you have a spare tire, your plan is as follows:

a. Call your boss. Supervisor's Name: \_\_\_\_\_ Number: \_\_\_\_\_

b. Tell your boss that you have a flat tire, but you are changing your tire to get to work as soon as possible. Provide your boss an estimate as to how fast you think you get to the office.

c. Go back into the house and change out of your dress clothes. Put on clothes that may get dirty. If you cannot change the tire yourself, who can you call to come and help you?

Name: \_\_\_\_\_ Number: \_\_\_\_\_

Each page has space for an action plan. On page 10, it asks, "What would you do if you have a flat tire?" The instructor works with Anny to write out her steps. First, she states that she will call her boss and let her boss know that she has a flat tire. It has a space for Anny to write in her supervisor's name and phone number. She states to her boss, "I will make sure that I get to the office right away." She indicates that she does not have a spare tire, but she knows several people that could take her to her office. So, she lists those people and their phone numbers as well. As a last resort, she calls the local taxi company to find out how much it would cost to travel to and from work until she could get her tire fixed. Because Anny has a plan, she is ready to face those tough issues. Additionally, she has decided that she will buy a spare tire with her first paycheck just to make sure she is not "caught between a rock and a hard place" later on.

**Principle Four: Get Along With the Boss**

Principle four requires our customers to get along with their supervisors. As much as we would like for this to be the automatic product of a great working relationship, the reality is that we often have to work at making relationships successful. This includes relationships in the workplace. One of the top ten reasons that individuals become unemployed is because they do not get along well with supervisors. Additionally, they fail to take instructions or constructive criticism without becoming argumentative or disrespectful. A positive relationship with a manager can help propel an individual into a promotion or a better job opportunity. Regardless of the boss' behavior, employees should work hard to remain respectful and take instructions and constructive criticism from managers and supervisors.

13. According to principle four of the Job Keeping Skills module, what is recommended to maintain a professional relationship with your boss?
- Following instructions and take constructive criticism.
  - Follow protocol and be a team player.
  - Be reliable and responsive.
  - Be present and useful.

**Principle Five: Get Along With Coworkers**

**Principle five requires our customers to get along well with other employees. Conflicts will arise; however, employees who are able to manage their emotions and work with others in a meaningful manner are more likely to be successful in the workplace. Our customers have to be prepared for what they will face on the job. Customers have to be ready for both positive and negative experiences alike. Once again, the Local Workforce Development Board or LWDB can offer customers an opportunity to connect with professionals and prepare for engaging others in the workplace in a successful manner.**

14. Job seeker customers who want to excel in the workplace will have to demonstrate the following skill...
- Report the situation or behavior of other colleagues.
  - Avoid the situation or behavior of other colleagues.
  - Be quiet regardless of the situation or behaviors on their colleagues.
  - Remain calm regardless of the situation or behavior of others.
15. In order for our customers to manage their relationships at work successfully, they have to
- Accept that both positive and negative relationships exist in the workplace.
  - Adjust their attitudes accordingly to suit different workplace relationships.
  - Be more productive than their coworkers to win the favor of their bosses.
  - Be isolated from any workplace conflicts to prevent negative relationships.
16. What are the five principles associated with Job Keeping Skills?
- Be punctual, like the job, dress appropriate, get along with the boss and co-workers.
  - Be at work, like the job, dress appropriately and get along with boss and coworkers.
  - Be prepared, be at work, like the job, get along with the boss and coworkers.
  - Be prepared, network, like the job and get along with others.
17. The five principles of the Job Keeping Skills are to help job seekers \_\_\_\_\_ and \_\_\_\_\_.
- do the job/enhance skills
  - start a job/keep a job
  - do the job/capitalize on opportunities

- d. start a job/have a positive attitude
18. Nancy is starting her new job and was not told what to wear to work. What advice would you give this new employee about work attire?
- a. Be prepared to dress comfortably by wearing flat shoes and casual attire.
  - b. Dress to impress by wearing stylish clothing.
  - c. Dress to impress by wearing makeup, perfume and jewelry.
  - d. Be prepared to dress professionally by not wearing shorts, tank tops, flips and flops and/or short skirts.

## Lesson Two

Welcome to lesson two in the Job Keeping Skills module. Career advancement means something different for each person. For example, one person may believe that advancement means becoming a nurse, while another may believe that advancement means climbing the corporate ladder until he or she reaches an executive position. Regardless of their goals, there are principles that will help our customers become prepared for work and advance in their careers. During this lesson, we will discuss five of those principles which are designed to help job seeker customers get recognized as a leader and advance.

### Principle One: Be at Work

The first principle is to be at work. This means to be physically present and mentally aware of the work. When you show up to work early or on time every day and focus on completing your work during your shift, you are sending a message to the manager that you are reliable and dependable. Make sure your boss sees you every day. Return from all breaks early or on time every day. Over time, your boss may want to promote you.

The first principle should sound familiar to you. After all, it is also a principle for starting and retaining a job. It seems like a “no brainer,” but the reality is that many individuals lose their jobs because of excessive tardiness and/or absenteeism. This is the first step to advancing: is being at work each day so the management leaders see you as and recognize your reliability and dependability. This requires you to get up and be at work early or on time. This requires you to be hard working and visible throughout the day.

19. Once the job seeker secures a job offer, we have to help the new employee meet the first steps towards advancement. Specifically, we must help the job seekers prepare...
- a. to be at work.
  - b. to get different job.
  - c. to work with others.
  - d. to work with managers.

20. The fastest way to get a good job or advance in a career is to be employed and demonstrate \_\_\_\_\_ and \_\_\_\_\_ to employers.
- persistence/trust
  - determination/loyalty
  - creativity/diplomacy
  - dependability/reliability

### Why did the employer schedule Anny for fewer hours at work?

Anny gets the clerk job at the hospital. At first, Anny was doing a great job. After a while, Anny got burnt out. At first, she called in late several times, then she called in sick. She began missing a lot of work. In June, she got her schedule and noticed she had very few hours listed. The lack of hours on the work schedule is the result of a problem. This employer is sending Anny a message. If she is not going to be reliable for the employer, the employer will phase her off the schedule. So, why was Anny missing work? Well, Anny was getting bored at work. Instead, she should have worked with her boss to take on more work or more projects that could hold her attention.

### Principle Two: Get Along With Others

Many individuals are terminated because they do not get along well with others. When individuals lose or lack professionalism, they fail to demonstrate courtesy, respect for those they work with, and a positive attitude. Customers who want to excel in the workplace will have to demonstrate they are calm, cool and collected regardless of the situation or behavior of their colleagues.

### How do we help or empower our customers to successfully manage their relationships at work successfully?

First, we have to accept that almost all individuals have to work with other people. For most people, both positive and negative relationships will exist in the workplace. As a result, we can offer our customers the opportunity to prepare in advance for managing difficult situations and people. This will help our customers navigate those situations more successfully. This may include workshops, as well as networking opportunities where employed customers come together and discuss situations at work and how to deal with negativity in a positive way.

One method to help customers implement principle number two is to teach workforce customers to "R-E-S-P-E-C-T" those they work with. Those who want to advance revere their coworkers. Those who respect their coworkers encourage their coworkers to share ideas and learn to take constructive criticism in a positive way. This does not mean our customers need to change to please everyone, this element simply means that workforce customers will hear what others have to say with the goal of growing as a team member. Customers must learn to praise instead of taking all of the credit. Workforce customers must show that they are peace

Teach job seekers to "RESPECT" others at work.  
Reverence for others.  
Encourage others to share ideas.  
Share praise.  
Peacekeepers.  
Examine behaviors.  
Criticise less.  
Treat others as you want to be treated.

keepers. Remember the rule, "if you cannot say anything nice, don't say anything at all." Customers who want to be seen as leaders will examine their behaviors with a goal of becoming a better teammate. Do not criticize others. Criticizing others does not lead to anything positive. Recognize positive actions of teammates instead. Basically, treat others on your team like you want to be treated. Those who want to grow and advance will treat those they work with and those they work for with respect.

21. Job seekers who want to excel in the workplace will have to demonstrate the following skill...
  - a. report the situation or behavior of other colleagues.
  - b. avoid the situation or behavior of other colleagues.
  - c. be quiet regardless of the situation or behaviors on their colleagues.
  - d. remain clam regardless of the situation or behavior of others.
  
22. Getting along with others at work requires teammates to...
  - a. know and understand coworkers.
  - b. respect and revere coworkers.
  - c. like and care for coworkers.
  - d. take care of others.

### **Principle Three: Become an Expert**

Principle three requires customers to become experts in their fields. Customers must learn all they can do about their jobs. It does not matter what the job is, the individual should learn as much as possible. The customer should become the individual who can answer questions. Subject matter experts are seen as workers who are growing beyond their roles. They may also be seen as leaders. Customers should be able to network with coworkers and managers. Customers show know the names and faces of those they work with and for, allowing them to create polite and professional conversation. Customers should know the needs of both coworkers and managers, giving customers the opportunity to help address those needs.

### **Principle Four: Grow**

Principle four requires workforce customers to grow. There are two elements associated with this principle. First, our customers must build skills beyond what they already know. This does not mean that all customers must go to college or traditional classes. Rather, customers can learn new skills for free on the internet or through apprenticeship type relationships. Component two of principle four is to take on projects that are bigger than their current position to show managers they are willing to take on new projects to grow and help the organization succeed.

**Principle Five: Do Not Quit**

**Principle five requires customers to remain employed. Even when our customers get tired of their jobs, they should work to maintain a positive attitude. Do not quit. Customers should start applying for jobs while they are employed. It is easier to find a new job while working. Why? Going to a job everyday and working hard shows employers you are reliable and dependable. It is easier to find a different or better job while employed.**

23. Once job seekers secure a job offer, we have to help those new employees meet the first steps towards advancement. Specifically, we must help job seekers prepare
  - a. to be at work.
  - b. to get a different job.
  - c. to work with others.
  - d. to work with managers.
  
24. In the Job Keeping Skills module, the five principles of career advancement are designed to help job seeker customers \_\_\_\_\_ and advance in their careers.
  - a. gain work experience
  - b. build better résumés
  - c. get recognized as leaders
  - d. become prepared for work
  
25. The easiest way to find a better or different job is to be employed.
  - a. True
  - b. False
  
26. The first principle for advancing in the workplace requires the employee to...
  - a. Be present and visible throughout the workday.
  - b. Be able to get along with both coworkers and the boss.
  - c. Be able to learn new skills.
  - d. Be able to become the expert.
  
27. A positive attitude toward the job will impact how successful the job seeker is at \_\_\_\_\_, as well as \_\_\_\_\_.
  - a. Collaborating/communicating
  - b. Researching/persuading
  - c. Maintaining/advancing
  - d. Listening/responding