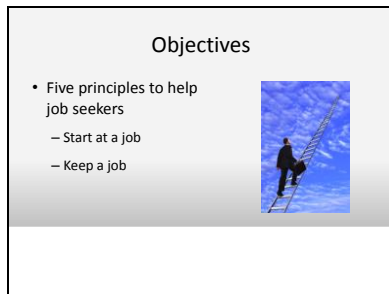


Slide 1



Welcome to lesson one in the Job Keeping Skills module.


Slide 2



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.

Slide 3

Principle One: Be Prepared




- Workforce professionals work with a variety of job seekers who have differing employment histories
- Once job seeker customers secure a job offer, we have to help them prepare to go to work

As a workforce professional, you will 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 has 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.

Slide 4

Principle One: Be Prepared

- First, the job seeker needs to review his/her research on his/her new employer
 - What are the employer's values?
 - What are the workplace expectations?




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 work place 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. 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.

Slide 5

Principle One: Be Prepared


- What details can you think of that may be important for Anny's first day of work?
 - What should Anny wear to her first day of work?
 - Where should Anny report on her first day of work?
 - Who should Anny report to on her first day of work?
 - What supplies does Anny need on 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? Does Anny know who to report to on her first day of work? What hours will Anny 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 good idea.

Slide 6

Principle One: Be Prepared



- Job seekers should plan what they will wear on their first day at work
 - The outfit should be planned out in advance, clean and pressed

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." What does Anny wear to her first day at work?

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Principle One: Be Prepared




- Anny should be prepared to dress professionally
 - No shorts
 - No tank tops
 - No flip flops
 - No short skirts

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.

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Principle One: Be Prepared



- Our job seekers need to be prepared to ask questions
 - Job search process
 - Job offer process
- Failure to ask the right questions may lead to mistakes


In this situation, Anny asked questions to get the information she needed.

Our job seekers need to be prepared to ask questions when they are offered the job. Workshops and counseling can help job seekers learn when to ask questions and what questions are appropriate during the job search and job offer process. 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 to the orientation, and would not have been dressed appropriately for the orientation.

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Frequently Asked Questions



- What happens if the job requires a uniform, but the customer has not been provided the information associated with that uniform?

What happens if the job requires a 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?

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Frequently Asked Questions


- Employers expect to get questions from new employees
 - Anny should write down all of her questions
 - Anny should call the interviewer or hiring manager and ask her questions

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. You may have to help Anny identify and draft the types of questions she should ask. 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 at 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.

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Principle One: Be Prepared

- Once customers are on the job, they will have a better idea of the employer's expectations related to work clothes
 - Customers can look at what other employees are wearing
 - Customers can opt to wear clothes more in line with coworkers while meeting the employer's expectations and requirements




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 that add bright colors to the Pediatric Intensive Care Unit. After her first pay check, 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 wear white socks, so she declines the offer.

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Principle One: Be Prepared




- Our customers should be prepared to travel to their new jobs
 - Practice run
 - Wake up early enough to get ready and travel

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 a.m., encourage Anny to wake up one weekday morning and try to get the job by 7:45 a.m. This will allow Anny to see how long takes 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!

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Principle One: Be Prepared

- Ensure all supplies are ready to go the night before
 - Identification
 - Proof of work authorization



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 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.

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If customers will take their lunch or dinner to work, depending on their shift, the meal should be prepared in advance so that it can be eaten during the customer's lunch or dinner break.

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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 pen.

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Principle One: Be Prepared

- Customers with children must be prepared to work their entire shift
 - Children need to be dropped off at school or day care timely
 - Children need to be cared for during the entire work shift

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.

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Frequently Asked Question



- What happens if the customer cannot afford childcare?
 - Some programs managed via the workforce system offer childcare assistance to offset the cost of childcare
 - Community programs


Childcare is very expensive, especially for 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. For example, the regional workforce board may opt to pay some childcare costs through the Workforce Investment Act program as a support service if the customer is both eligible and enrolled in the WIA program. Customers who are receiving temporary cash assistance and participating in the Welfare Transition program may also 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 the WIA or Welfare Transition program, they may have to find an alternative arrangement. As the workforce professional, it is important for you know what programs are available in the community that may help parents pay part of their childcare costs to encourage employment and advancement in the workplace.

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Principle Two: Be At Work

- Customers must be “present” at work
 - Physically
 - Mentally

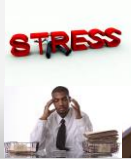


Principle two, customers must be “present” at work. This means that customers have to show up to work every day and be prepared to get the work done. It is not enough for customers to be present physically, they must be ready to work each day they are scheduled. This requires our customers to maintain 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 a 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.

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Principle Three: Like the Job

- Everyone loves their job, right?
 - Attitude is Altitude
- It is natural for all individuals to
 - Become bored at work
 - Want more
 - Have issues that are frustrating
 - Become “stressed out”




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.

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Principle Three: Like the Job

- What we do defines our success
 - If customers get bored, they should speak up to take on new assignments
 - If customers are overwhelmed, they should work to prioritize assignments with managers
 - If customers want more, they have to show they are ready to do more by engaging in new opportunities




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, offering customers an opportunity to work closely with supervisors. Attitude is very important. A person can only climb as high as his or her 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.

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Principle Three: Like the Job

- Do not complain
 - Valid issues should be addressed constructively
 - Follow employee handbook or other workplace guidelines
 - Follow laws designed to protect employees




Even if our customers are having a hard time, encourage them to refrain from complaining. Remember, there is a difference between a concern and complaining. 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 their workplaces. 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.

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Frequently Asked Questions

- How can I help my customers maintain a positive attitude?
 - First, help customers prepare to troubleshoot issues
 - Recognize issues will occur
 - Develop action plans to implement



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 actions plans to manage barriers to success.

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Frequently Asked Questions



Let's review an example. Anny is very excited about her new job. She starts her job and things are going 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 issues? The regional workforce board 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 regional workforce board can approach common issues, such as managing emotions with a difficult customer or manager to help newly hired customers prepare for the inevitable.

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Frequently Asked Questions

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 far 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: _____

Community Action Agency: _____

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. Each page has space for an action plan. On page 10, it asks, “What would you do if you had 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 the 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 pay check just to make sure she is not “caught between a rock and a hard place” later on.

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Principle Four: Get Along With the Boss



- Customers have to work on creating positive working relationships with managers
 - Follow instructions
 - Take constructive criticism

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.

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Principle Five: Get Along With Coworkers

- Customers have to work on creating positive working relationships with other employees



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 regional workforce board can offer customers an opportunity to connect with professionals and prepare for engaging others in the workplace in a successful manner.

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Conclusion

- In this session, we discussed five principles designed to help newly hired customers start and keep their jobs
 - Be prepared
 - Be at work
 - Like the job
 - Get along with the boss
 - Get along with the coworkers

In this session, we discussed five principles designed to help newly hired customers start and keep their jobs. Principle one requires that we help our customers prepare for the first day at work. Principle two requires our customers to be “present” at work each day, giving employers 100 percent. Principle three focuses on helping customers maintain a positive attitude. Principles four and five require customers to get along with other people, which includes both supervisors and coworkers. In the next lesson, we will discuss helping customers move up the career ladder using the five principles of advancement.