

# WORKPLACE ESSENTIALS

## Office Etiquette

- ✓ Arrive on time
- ✓ Call if you're going to be late or can't come in
- ✓ Remember office resources are not for personal use
- ✓ Don't work on homework without your supervisor's approval
- ✓ No personal calls
  - If you do receive a call, keep it brief
- ✓ No surfing the internet, text-messaging, e-mailing, or instant messaging
- ✓ Leave no trace
  - If you mess it up, clean it up
  - If you use the last of something, replace it

## Professional Image

### *Attire and Grooming*

- ✓ Follow the workplace dress code
- ✓ No bare midriffs, revealing clothing, or visible undergarments
- ✓ Always appear neat and well-groomed – not like you just rolled out of bed!
- ✓ When in doubt, mirror your supervisor's professional appearance

### *Speech and Mannerisms*

- ✓ Be enthusiastic and friendly – your attitude influences your speech and mannerisms
- ✓ Say what you mean – be clear and concise
- ✓ Expand your vocabulary
- ✓ Avoid slang and NEVER use foul or offensive language in the workplace
- ✓ Do NOT discuss topics inappropriate to the workplace, such as religion, politics, money, or extended conversations about your romantic life or your health

## Establishing Positive, Professional Relationships

- ✓ Do your job
  - Let your co-workers know they can count on you
- ✓ Be considerate and thoughtful
  - Think how your behavior affects others
- ✓ Respect other's differences
  - You will meet people with different opinions, experiences, and perspectives
- ✓ Keep your supervisor informed
  - Your supervisor should hear news and updates from YOU, not through the office grapevine
- ✓ Avoid conflict and gossip
  - Be social, but don't engage in non-productive conflict or office gossip
- ✓ Stay out of office politics
  - Don't form alliances or cliques and DON'T take sides
- ✓ Be positive – no one likes a complainer

## **Workplace Challenges**

### *Making Mistakes*

- ✓ Be accountable
  - Take responsibility for your actions
- ✓ Apologize, but don't make excuses
- ✓ Learn from your mistakes
- ✓ Avoid careless errors
- ✓ Don't beat yourself up
  - Everyone makes mistakes!

### *Receiving Criticism*

- ✓ Listen
  - Don't interrupt or try to explain
- ✓ Stay calm
  - Avoid getting angry or defensive
- ✓ Make sure you understand what the person is saying
- ✓ Seek privacy
  - Being criticized in front of others is not acceptable. If you find yourself in this situation, calmly ask the person to continue the conversation elsewhere

### *Stress*

- ✓ Identify your stressors
  - What pushes you over the edge?
- ✓ Manage your time
  - Keep a personal calendar and a running to-do list
  - Be honest about how much time each task will actually take
- ✓ Get organized
  - Not being able to find something creates unnecessary stress!
- ✓ Ask for help
  - Don't be afraid to say you don't know
  - Don't overwhelm yourself with class, work, and extracurricular activities.  
Know your limits!
- ✓ Take time for yourself
  - Get plenty of sleep
  - Exercise and eat right
  - Spend time doing things you like to do