



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