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