

ORIENTATION
TO THE
WORLD OF WORK

INTRODUCTION

As a work site participant you will attend this training session - "Orientation to the World of Work" (OWOW). The training is intended to give you information that will benefit you during your internship and assist you in completing your job search requirements to find a permanent job.

It is important to remember that your work site supervisor will expect the same of you as a regular employee. Whether on an internship or working at a permanent job, the basic requirements of being hired, keeping a job or losing a job are the same.

To begin your "World of Work" this training session will include the following topics of discussion:

- What employers want in an employee;
- Work attitudes;
- Appearance;
- Getting along with others;
- Quality and quantity of work;
- Work habits; Supervision; and
- Basic techniques for job search.

The good work habits and skills you develop during your work site participation will help you to obtain and keep a job in the future. We hope that all work site participants will have success with their employment goals, find the materials obtained from this training beneficial and will keep the materials for future reference.

WORLD OF WORK

Why do people work?

What do you have to offer an employer? (Skills)

What personal qualities do you have to offer an employer?

What does an employer expect from you?

What do you expect from an employer?

What is your attitude about work?

1. Taking orders
2. Being on time
3. Calling in when sick

If you were employed in the job you want . . . would you be satisfied?

BODY LANGUAGE

Our Behavior

Other's Interpretation

| | |
|--|-------------------------------------|
| Brisk, erect walk | Confidence |
| Standing with hands on hips | Readiness, Aggression |
| Sitting with legs crossed, foot kicking slightly | Boredom |
| Arms crossed on chest | Defensiveness |
| Walking with hands in pocket/shoulders hunched | Dejection |
| Hand to cheek | Evaluation, Thinking |
| Touching, Slightly rubbing nose | Rejection, Doubt, Lying |
| Rubbing the eye | Doubt, Disbelief |
| Hands clasped behind back | Anger, Frustration, Dread |
| Locked ankles | Apprehension |
| Rubbing hands | Anticipation |
| Open palm | Sincerity, Openness |
| Pinching bridge of nose, eyes closed | Negative evaluation |
| Tapping or drumming fingers | Impatience |
| Steepling fingers | Authoritative |
| Patting hair | Lack of self-confidence; Insecurity |
| Tilted head | Interest |
| Stroking chin | Trying to make a decision |
| Looking down, Face turned away | Disbelief |
| Biting nails | Insecurity, Nervous |
| Pulling or tugging at ear | Indecision |

GROOMING HINTS

During the time that you are participating on a work site, it will be very important for you to be as well groomed as possible. It is very important to be very aware of how you look and come across to other people. Below are some things to keep in mind to make that all important first impression.

- a. It is very important to take a **shower or bath every day**: Many problems regarding grooming occur because a person forgets to bathe regularly. The major problem is body odor which occurs because a person does not take a bath or a shower. A person with body odor is usually not aware of the problem. If a person finds himself/herself sweating a lot, he/she should bathe twice a day.
- b. A person should **use a deodorant every day**.
- c. **Hair should be washed regularly** using soap or shampoo. Hair should not be greasy or uncontrollable. Long hair is appropriate if it is not in one's eyes and is kept clean and neat. If a person wants long hair, he/she must take the time to take care of it.
- d. Fingernails should be neatly clipped and clean.
- e. Facial hair (beards and/or mustaches) should be neatly groomed. Do not have a mustache that covers the lip nor a beard that is not trimmed or shaped. In addition, the neck should not have hair growing on it.
- f. Shoes should be shined and clean. Do not allow your shoes to look 'beat up'. Even if you do not have polish for shoes, you can sprinkle water on them and use a dry cloth to buff them. Tennis shoes can be put in a washing machine (or hand washed).
- g. Clothes should be clean. If clothes are worn for long periods of time without being washed, dirt, stains and odor get deep into the fabric and becomes difficult -- if not impossible -- to get out. Also, clothes wear out faster if they are not washed.
- h. Teeth should be brushed every morning. Brushing teeth regularly keeps them looking good and helps fight bad breath.

“HALO EFFECT”

Most employers believe that people who look and act as if they care about themselves are more likely to care about their jobs. Employers and others generalize about other parts of your life based on the way you are dressed and groomed.

First impressions are often lasting ones. If you are viewed positively during the first four minutes of meeting someone for the first time, then you will have the benefit of what sociologists call the “Halo Effect.” This means that if your clothing and grooming give people a positive impression about you, then they will assume other positive things about you as well.

Unfortunately, if your first encounter with people gives them a negative impression of you, they will assume that you have other negative qualities.

Studies have shown that physical attractiveness and appropriate dress influence hiring decisions. Women being interviewed by women interviewers were judged more harshly than by men interviewers. Women expect a high standard for other women. Men and women can make themselves look more attractive and well-groomed by the way they dress and take care of themselves. Even a well dressed person who purchased clothing from a used store can be attractive and well-groomed and make a positive impression.

People’s reactions to you can vary depending on your appearance. Even though this may seem unfair, there can be a positive side. What can you do to take advantage of the “halo effect” and avoid being the victim of “mistaken identity”? The positive side of this situation is that you can make a habit of being clean, neat, and well-groomed. By looking attractive, you can take advantage of the “halo effect” and cause people to assume good things about you. You can avoid being the victim of “mistaken identity.” (Having people assume things about you that are undesirable and untrue.)

Everyone has an outer self and an inner self. Usually you share your inner self with others only after you have known them. You can make others want to get to know your inner self by creating a pleasant, attractive, and likable outer self.

The way you feel inside shows in your face, the way you move your body, and the clothes you choose. If you respect yourself, it will show in the way you dress; and if you respect yourself, others will respect you as well.

A realistic goal that you can set for yourself is to be physically attractive – not beautiful, not even pretty – but attractive. Everyone can be well groomed!! You can achieve this with your dress, facial expressions, gestures, speech, and posture.

We know it’s what’s inside you that counts; your values, skills, personality, etc. However, many research studies show that physically attractive people are perceived as more intelligent, more likable, and more believable than physically unattractive people.

Whether or not we think this is fair, it happens. In order to be successful, we need to learn the skills necessary to make ourselves look well-groomed. Everyone can have a pleasant appearance. Good grooming practices are important skills that anyone can learn.

EMPLOYMENT "ROADBLOCKS"

Many individuals cannot find a job because of certain employment "roadblocks." It is necessary for those "roadblocks" to be removed before one can become gainfully employed.

You can find listed below examples of what we mean by "roadblocks" along with spaces where you may list your personal "roadblocks" and how you plan to remove the "roadblock."

EXAMPLES OF ROADBLOCKS

- (1) Employment gaps
- (2) No child care
- (3) Former alcohol or drug problems
- (4) Fired from job
- (5) Prison record
- (6) Physical handicaps
- (7) Lack of self-confidence
- (8) Lack of skills
- (9) Lack of interviewing skills
- (10) Bad work habits
- (11) Bad temper
- (12) Low self-image
- (13) Language barriers
- (14) Bad listening habits
- (15) Irresponsible
- (16) Bad work record

PERSONAL ROADBLOCKS AND PLANS TO REMOVE

1. _____
2. _____
3. _____
4. _____
5. _____

What Is An Interview?

- An interview is a face-to-face meeting to gather facts and gain information.
- Your job interview is the most important "SALE" you will ever make.
- The person you talk with holds the key to your getting the job.

Following are some sample interview questions and space for you to write your response:

- It is 9:00 pm and you have just found out that you do not have a ride to work the next day. What would you do?

Response:

- A co-worker has asked you to clock in for him because he is going to be late and doesn't want to get in trouble. What would you do?

Response:

INTERVIEW

DO'S

- BE EARLY
- GO ALONE
- LEARN ABOUT THE COMPANY - Research the company
- BE WELL GROOMED
- KNOW YOURSELF - Be able to explain your skills/qualifications
- LOOK ALERT
- THINK BEFORE YOU ANSWER
- SHOW ENTHUSIASM....SMILE
- ASK QUESTIONS
- THANK THE INTERVIEWER
- BE HONEST

DON'TS

- BE LATE
- CHEW GUM
- SMOKE
- OVER DRESS
- SLOUCH
- LOOK FOR SYMPATHY
- GET TOO "FAMILIAR"
- ANTAGONIZE EMPLOYER
- TALK BADLY ABOUT PAST EMPLOYERS
- LEAVE WITHOUT "CLOSING"

Make a Good Impression at the Interview

1. Neat and clean personal appearance
2. Interest and enthusiasm about the job
3. Focus on the job, not the money
4. Say only good things about past employers
5. Look at the interviewer when conversing
6. Firm handshake
7. Willing to go where sent
8. Arrive early for the interview
9. Express appreciation for interviewer's time
10. Ask questions about job
11. Definite response to questions
12. Not overbearing, over aggressive, conceited with superiority or "know it all complex"
13. Ability to express self clearly: good voice diction and grammar
14. Plan for career: purpose and goals
15. Confidence and poise; at ease
16. Participate in activities
17. Willing to start at the bottom – don't expect too much too soon
18. Address unfavorable factors in record
19. Tactful
20. Courteous; good manners
21. Mature
22. Demonstrate vitality

23. Decisive
24. Neat and complete application
25. Interested in this job, not just any job
26. Wants ongoing work
27. Interest in company or industry
28. Moral standards
29. Not cynical
30. Hardworking
31. Tolerant: not prejudiced
32. Wide interests
33. Ability to take criticism
34. Honest; sincere

WHAT DO YOU DO WHEN YOU GET THE JOB?

"FIRST DAY ON THE JOB"

DO'S

1. Be on Time
2. Friendly / Cooperative Attitude
3. Willing to Learn About
 - a. Company procedures
 - b. Your job

DON'TS

1. Get too familiar / too friendly
2. Brag about past accomplishments
3. Ask too many questions
4. Bring your personal problems to work

DESCRIPTION OF YOU AS A GOOD EMPLOYEE

1. You do your best.
2. You work for your pay.
3. You try to learn.
4. You follow company rules.
5. You get along with others.
6. You are always on time.
7. You are neat and careful with equipment.
8. You are pleasant but businesslike.
9. You seldom complain, and then only to your immediate supervisor.
10. You are not a “clock-watcher.”
11. You ask for a raise only after you do your job better than anyone else and can handle a better job.
12. You admit mistakes.

13. You quit a job only after a proper two-week notice.
14. You do not seek sympathy.
15. You leave family problems at home.
16. You quit your job only when you have another job to go to.

12 Basic "Rules" to Protect Your Computer

- 1) Never leave your computer logged on unattended, even for a minute. Remember, you are responsible for any activity performed using your user id.

- 2). Always log off when you are done or are leaving your work area for an extended period of time.

- 3) Create an "uncrackable/unguessable" password. A non-word with one or more numbers inserted in the middle (not on the ends) is the best choice. To make a memorable and secure password use the letters from a phrase/song, add digits, and use upper and lower case letter (I Love Paris In The Spring - ILp1TS4 - inserted number one for the I).

- 4) Do not give your password to anyone for any reason or type your password when someone is watching. Don't write down your password, include it in automated scripts, store it on your hard drive/PDA, and don't ask the system to remember your id and password. Employees should never log on with their user id/password and let someone else use their access.

- 5) Never send confidential or personal information (e.g., password, credit card or account information, social security number, driver's license number, etc.) through the network. E-mail, chat, instant messaging, Internet Relay Chat (IRC - Internet version of CB radio that lets people all over the world have real time conversations) and talk are all equally unsafe.

- 6) To protect your computer against viruses and other security exploits install and routinely run anti-virus software. Update your anti-virus software regularly to ensure new virus signatures will be detected.

- 7)** Update your operating system on a regular basis with the latest security patches, updates and drivers. This will ensure that your computer is up-to-date and will help prevent against viruses and other security breaches.
- 8)** Never make or use illegal duplicates/copies of software, manuals, images, music, video, etc.
- 9)** Dispose of personal or confidential information in a secure manner (e.g., shred, wipe, incinerate).
- 10)** Make sure your data and applications are properly backed up. Store backups in a location away from the original source of the data (e.g., hard drive).
- 11)** Make sure you protect your computer with surge protectors, by not eating or drinking near it, and by keeping your work area clean.
- 12)** Maintain the confidentiality of all data, keeping in mind the privacy of all individuals.
- 13)** Never use the computer for personal use, unless permitted by the company.(Example of personal use : Listening to radio stations off the computer, sending personal e-mails, “surfing the web” looking for personal information).

TO KEEP YOUR JOB

Listed below are several things you should be willing to do in order to keep your job. Remember, your work habits are the most important.

- Have a good attendance record: Get to work on time!
- Learn your job: Ask questions when you don't understand.
- Avoid making mistakes, but if you make one – admit it!
- Be courteous and friendly with co-workers.
- Follow all the safety rules and other rules of the company.
- Be neat in your work and personal appearance.
- Be loyal: Don't criticize your company to customers.
- Accept the responsibilities of your job along with the privileges.
- Show that you fit into the company by dressing to fit the job.
- Accept constructive criticism.
- Give at least a two week notice upon termination.
- Know and use your benefits properly.
- Learn to give and take in your relationships with co-workers.
- Take breaks on time and return to work immediately following break.
- Show a willingness to learn.

Converting Your Temporary Job to a Permanent Position: Tips for Success

Temporary work is a great opportunity for job-seekers to get a foot in the door. Yes, most temporary workers are hired with the promise of working only for a certain amount of time. By making a name for yourself during those short months you are on the job, you may be able to turn that temporary position into something permanent.

What are some tips for making a name for yourself?

1. **Be dependable.** Know your schedule and always show up on time. Tell your supervisor that you are available in a pinch if there's a need. Managers are constantly struggling to find reliable workers, so as long as you are dependable, this tip should be an easy one to master.
2. **Do the work.** Show that you are not just working the job to make some cash, but instead there to help the company. Workers who are just putting in their "time," are easy to spot - and managers know who those folks are. Instead, show your value by always trying to go above and beyond what is asked of you.
3. **Network within the company.** Get to know all the managers - and make sure they know your strengths. The more managers who know who you are and what you're capable of, will give you multiple opportunities to shine and land one or more permanent openings.
4. **Look the part.** Companies admit to hiring people who look like their customers (like they belong). Even if you wear a vest or coat, or some other type of uniform, if you are dealing with customers, you should always try to look and dress your best. Good grooming and hygiene are essential.
5. **Be the problem-solver.** Whenever there is a problem that needs to be resolved, volunteer to help solve the problem. Managers love workers who are not only self-sufficient, but who think proactively, taking care of little problems before they become major catastrophes.
6. **Avoid the grapevine.** Spending too much time gossiping about fellow co-workers is one of the sure ways to make a name for yourself - in the totally WRONG way. Now, this tip doesn't mean you should not be friendly; quite the opposite. You should be friendly with all co-workers (as well as customers) - just stay away from talking about other people.
7. **Don't overdo the employee discount.** Sure the discount is there for you to use - and it's a great win-win to have the extra income AND get discount, just don't go crazy with it. Share the discount with your family members, but don't have the whole neighborhood coming to the store to get your discount.
8. **Express your interest.** There is certainly no harm in talking with all the managers - once you've established some rapport with them - about your interest in a full-time position should one become available.

Final Thoughts

Temporary employment is a great way to get a foot in the door. If you avoid the pitfalls and focus on showcasing your enthusiasm, accomplishing as much as you can while on the temporary payroll, you can slowly position yourself for a permanent slot with the company.

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