

Communication

Listening/ Speaking/Body Language/Written

- Listen carefully to instructions – acknowledge you have heard them
- Use appropriate conversations at work – avoid personal topics
- Keep a sense of humor
- Ask if you don't know
- Be aware of body language
- Write neatly & accurately
- Make a good first impression

Customer Service

- Give customers your full attention
- Use appropriate greeting
- Listen & respond to needs
- Be courteous & polite
- Exercise self-control
- Remain calm in difficult situations
- Make eye contact
- Say please & thank you

Initiative

- Accept responsibility
- Learn more about your job & learn new skills
- See things that need to be done & do them without being asked
- Work to improve your performance
- Identify new opportunities for you and your employer
- Plan & organize
- Be creative

Decision Making

- Make choices
- Solve problems
- Accept change
- Compromise
- Be flexible
- Avoid emotional responses

Social Skills for Successful Employment "Being Professional"

Leadership/Teamwork

- Recognize your strengths
- Recognize areas you need to improve
- Build on experiences, even the mistakes
- Help others reach a goal
- Recognize contributions of others
- Cooperate
- Do your fair share

Integrity

- Follow through on commitments
- Be loyal
- Avoid negative talk
- Be honest and discuss problems promptly
- Maintain trust others place in you
- Treat others as you'd like to be treated
- Be aware how your actions affect others
- Produce quality

Maturity

- Be ready for work
- Work well with your team
- Accept supervision
- Use criticism to do better
- Use time wisely
- Be tactful with others
- Be patient with yourself and others
- Develop competence
- Address or accept boredom
- Use failure to improve
- Be optimistic
- Develop self-confidence

Ethics – Being Professional

- Be honest
- Have good attendance
- Be productive
- Be on time
- Avoid gossip
- Respect co-workers
- Follow the rules
- Keep your promises
- Have empathy
- Think for yourself – avoid group thinking/bias