



Keeping Your Job

Congratulations on obtaining a job! Now what do you need to do to keep your job?

The key to being an indispensable employee is to be willing to ask questions, accept constructive criticism, giving 100% effort all the time, and keep a positive attitude. Most individuals lose their jobs not because of an inability to do the work, but due to the inability to work within a team atmosphere and a lack of “soft skills”.

Resources

- Understand your employer’s expectations for attendance and adhere to work schedules (at work when scheduled, notify your employer at least one hour in advance about absence due to illness, arrange time off in advance and complete appropriate vacation/day off forms).
- Understand your employer’s expectations regarding punctuality and adhere to them (arrive on time for work, take and return from breaks as scheduled, and call prior to being late to notify appropriate person).
- Understand your employer’s expectations of timeliness for task completion or product delivery and manage time accordingly. If in doubt ask questions, such as, what does “late” mean to **your** employer.
- Manage multiple tasks or responsibilities, prioritize work activities and schedule work accordingly.
- Know your employer’s mission, this provides you with information about what is important to your employer.

Interpersonal Skills

- Demonstrate understanding, friendliness, adaptability, empathy, and politeness in new and on-going group settings. (Often referred to as teamwork)
- Assert self and present ideas in familiar and unfamiliar work settings.
- Demonstrate a willingness to learn new things or new ways of doing things.
- Never be afraid to ask for information, assistance or instructions.
- Learn from mistakes, everyone makes them. Take responsibility, learn and go on.
- Demonstrate speaking, listening, writing, and social skills to participate as an effective team member.
- Communicate thoughts, feelings, and ideas to justify decisions or support position on workplace issues.

- Understand that some topics are not appropriate for the workplace. If you would not discuss the issue with your mother and/or priest, you should probably not discuss it at work.
- Ask for feedback on performance or input for task completion, and do not take offense if it is constructive criticism.
- Interact appropriately with persons of authority and respond appropriately to workplace requests.
- Be willing to offer assistance to others when you have the time and ability to do so.
- Interact with co-workers in a professional and courteous manner.
- Respond appropriately to all customer requests.
- Resolve conflicts with persons of authority, co-workers, and customers in the appropriate manner.
- Understand the impact of your work on others and the final outcome.
- Recognize that the individual who signs the checks also writes the rules.
- When addressing a problem propose a solution as well. This lets those with authority know that you are not simply complaining but offering a better way.

Information

- Select the appropriate information sources, analyze the information for meaning, and communicate the results accordingly in order to accomplish work tasks.
- Choose appropriate language/manners of expression and engage in appropriate conversations in the workplace.
- Research issues and situations at the workplace to form your own opinion, action plans, and make recommendations for completing work tasks.
- Ask appropriate questions to clarify intent, understand outcomes, or solve problems.
- Respond appropriately to written and oral instructions in the workplace.
- Complete necessary forms, reports, and documents accurately.

Systems

- Follow workplace procedures for use of machinery and equipment.
- Follow workplace safety procedures and develop safe working behaviors.

- Know where and to whom to go within the workplace when a problem or specific situation arises.

Technology

- Select appropriate tools, equipment, and parts to accomplish task most efficiently.
- Maintain equipment and technology in proper working order.
- Use workplace equipment, tools, and technology for the ways in which they were intended.

Thinking

- Recognize problems that exist (discrepancy between what is and what should be or could be), identify possible causes of the problem and create plans to solve the problems.
- Recognize and apply new knowledge and skills in both familiar and unfamiliar situations.
- Specify goals to achieve, generate alternatives to accomplish the goals, consider risks, evaluate possible solutions, and choose the best plan of action.

Personal Qualities

- Exert a high level of effort and perseverance toward goal completion, work hard to learn new tasks.
- Seek out information to improve skills and performance.
- Believe in your own self-worth and maintain positive view of self in order to contribute to workplace.
- Be a self-starter/initiate work activities and complete tasks without having to be told.
- Demonstrate self-control by responding unemotionally and non-defensively to workplace requests and situations (even when they may be unpleasant).
- Demonstrate trustworthiness by adhering to workplace policies, expectations, and values.
- Understand the impact of violating organizational values and choose an ethical course of action.
- Demonstrate honesty when faced with critical decisions at the workplace.
- Select appropriate and clean clothing or uniform and maintain personal hygiene (washed and styled hair, clean hands, absence of offensive body odors and fragrances) in accordance with company standards.
- Use cellphones only during breaks or in accordance with company policy.

- Limit personal calls/emails/texts to EMERGENCY situations or those allowed by the employer.
- Stick to the task and complete projects fully even when undesirable or unpleasant.



You do not want to be the gentleman with the cup!

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