NOW, NOW, MANCINI, WE ALL HAVE TO START SOMewhere!

Making the most of your student job
What this workshop will cover:

- Expectations and professional conduct
- Basic office etiquette and customer service
- Working well with your supervisor and having a great evaluation
- Skills employers want and how to identify and market your skills
- Building your resume
Expectations

- Training
- Time commitment
- Attendance and absences
- Accountability
- Behavior
- Customer service
- Dress Code
Beyond the stated expectations . . .

- Be on time
- Friendly to staff and customers
- Practice ethical behavior
- Take ownership of your job
- Be willing to learn new things
- Ask questions
- Help out with other projects when asked
- Go beyond your job description
Confidentiality

Know your FERPA - Family Educational Rights and Privacy Act. You may release directory information about a student, ask the Registrar’s Office for this list.

Generally, not acceptable to talk about students who come into your office – avoid any gossip about people who come into your office.

Know what files or other information in your office is considered confidential information, and treat it as such.
<table>
<thead>
<tr>
<th>Basic Office Etiquette</th>
<th>Phone Etiquette</th>
<th>Professional conduct</th>
<th>Email Etiquette</th>
<th>Customer Service</th>
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Final Jeopardy
What is office etiquette?
$100 Answer from
Basic Office Etiquette

• Proper behavior at the office
• Common courtesy
• The ability to get along with people from all walks of life
$200 Question from Basic Office Etiquette

Why is office etiquette SO important?
$200 Answer from
Basic Office Etiquette

• Good manners make a good impression on your boss and co-workers, as well as customer you serve
• 85% of success at work is based on soft skills
• Having a basic knowledge of business and social skills will give you a competitive edge – your key to success
What is the difference between “business talk” and “small talk”?
Small talk may include topics that are inappropriate for an office environment.

(personal issues, opinions on politics and religion, dating/sex life)
What are some sloppy speech patterns you should avoid at work?
$400 Answer from Basic Office Etiquette

- Using fillers: ums, your knows, OKs
- Talking so fast you are not understood
- Grammatical errors, incomplete sentences
What is considered proper attire to wear at the office?
$500 Answer from Basic Office Etiquette

• Clean and neat is key
• Avoid looking like you just rolled out of bed
• Careful with “message T-Shirts”
• Generally, no body piercing, flip flops, cut offs, sweat pants, “just came from the gym”
• Check with your office about their rules
How soon should you respond to voice mail messages?
$100 Answer from Phone Etiquette

Voice mail messages should be responded to promptly

(As soon as you have the time to call back)
What is the proper way to answer a phone call?
$200 Answer from Phone Etiquette

• Use a warm and friendly tone of voice
• State the name of your office, followed by your name
• Ask “How may I help you?”
• Listen carefully to the customer
Phone Etiquette

Before transferring someone to voice mail, what options can you give them?
$300 Answer from Phone Etiquette

Offer to transfer someone to a “live” person if that is possible.

Another option is to hold, if the person will be available soon.
$400 Question from Phone Etiquette

How do you handle an angry caller?
Phone Etiquette

- Don’t take it personally
- Remain calm and respectful
- Listen – hear them out
- Show empathy
- Ask questions, offer options
- Tell people what you can do, not what you can’t do
- Try to find a positive solution
What is one thing that you should not use voice mail for?
$500 Answer from Phone Etiquette

Avoiding answering the phone!

"Your call is not important to us. You may hang up at any time."
$100 Question from Professional conduct

When is humor NOT appropriate at work?
$100 Answer from
Professional conduct

When you are telling a potentially offensive joke.

Be careful to censor yourself!
$200 Question from Professional conduct

Is there ever an appropriate time to complain at work?
$200 Answer from Professional conduct

Be a problem solver – not a complainer
Nobody likes a whiner!

- Don’t complain about your boss or co-workers
- Off-hand comments can come back on you
- Avoid office gossip

If you have constructive ideas for improvements at work, share them at an appropriate time and in an appropriate way.
$300 Question from Professional conduct

What are some ways that you can show respect to others in the office?
$300 Answer from Professional conduct

• Respect personal space – knock before entering an office
• Respect their time – ask if you can interrupt someone to ask a question
• Respect their role in the office – be courteous and polite to everyone!
What is one thing you should never do at a meeting?
$400 Answer from Professional conduct

Show up late!

Be careful about making negative comments or other inappropriate remarks during a work or office meeting

(complaining is off limits!)
$500 Question from Professional conduct

What should you do if you make a mistake at work?
$500 Answer from Professional conduct

• Admit it - take responsibility
• Don’t blame others
• Apologize but don’t beat yourself up
• Present your boss with a plan to fix it
$100 Question from Email Etiquette

When is it appropriate to give out a staff member’s email address?
$100 Answer from Email Etiquette

When it would also be appropriate to give out their phone number.

Check with the staff member and ask their preference for handling this
$200 Question from Email Etiquette

Is it proper to send attachments in an email?
Yes, but if you are sending a very large attachment, check with the recipient first.
What should you do to ensure your email messages sound professional?
$300 Answer from Email Etiquette

- Use proper grammar, punctuation and spelling
- Be polite – terseness can be misinterpreted
- Be efficient – get to the point, using proper language
- Use a relevant subject line
$400 Question from Email Etiquette

How often should you check your email messages?
Preferably three or four times a day
Always check your email first thing in the morning when you come in, midday, and before you leave.

Tip: use the “out of office” message when you will be gone
What should you do if you have to respond to an angry or unpleasant email message?
$500 Answer from Email Etiquette

Stop, pause, and think before you hit that reply button!

It is better not to respond to someone when you are angry, you might regret it later.
$100 Question from Customer Service

What is the proper way to acknowledge customers who come in the front door?
$100 Answer from Customer Service

• Stand and greet them, say hello
• Smile and make them feel welcome
• Ask how you can help them
$200 Question from Customer Service

What are several things you can do to provide great customer service?
$200 Answer from Customer Service

• Respond quickly
• Make eye contact, smile
• Listen and ask questions
• Provide accurate information
• Be willing to go the extra mile
$300 Question from Customer Service

How do you show you are listening?
$300 Answer from Customer Service

- Ask questions
- Paraphrase
- Clarify their needs
- Remember your tone of voice and body language communicates as much as your words
$400 Question from Customer Service

Why are first impressions important?
First impressions are what people most remember about you and your service.

How you handle dissatisfied customers is critical to your success.

Don’t oversell your services, but do over-deliver to customers.
$500 Question from Customer Service

How do you know when customers got what they wanted?
$500 Answer from Customer Service

Ask them “Did you get what you needed?

Always remember the Golden Rule: Treat others as you would want to be treated
Final Jeopardy

What is one thing that you can do today to improve your professionalism at work?
Final Jeopardy Answer

There is no one right answer to this question - think seriously about how others see you at work, and how you can do more for both co-workers and customers.
Getting along with your supervisor

"In the future, if you want to get my attention,
I'd appreciate it if you didn't yell out--
Yo, Big Cheese!"
Some “Rules of the Road”

• ALWAYS be respectful toward your boss
• When criticized, listen carefully and respond with appropriate questions
• Don’t argue with your boss
• If unclear, ASK!
• Listen and pay attention
• Keep the boss informed (no surprises!)
How to have a great evaluation

Things that you may be evaluated on: Quality and quantity of work, dependability, initiative, teamwork.

Keep a record of any special projects you completed, extra assignments you did, any evidence of a solid track record.

If there are any weaknesses in your work performance, be prepared to discuss how you are addressing these.

"Your resume is quite impressive. However, I'm a little concerned about you biting your last 4 bosses."
Skills employers are seeking

• The ability to use information
• Interpersonal skills
• Marketing skills - sell your ideas
• Knowing when to act and when to respond to direction
• Involvement - know how to participate with others
• Managing change
• Time management
• The ability to be a team player
• Personal accountability
• Computer literacy

Transferable skills: Skills that can be applied to many different job situations and transfer from your academic and college work experiences to your professional career.
## What employers want

### Job Outlook Survey

National Association of Colleges and Employers (NACE)

<table>
<thead>
<tr>
<th>Skill</th>
<th>Importance</th>
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<tbody>
<tr>
<td>Communication skills</td>
<td>4.6</td>
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<tr>
<td>Strong work ethic</td>
<td>4.6</td>
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<tr>
<td>Teamwork skills (works well with others)</td>
<td>4.5</td>
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<tr>
<td>Initiative</td>
<td>4.4</td>
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<tr>
<td>Interpersonal skills (relates well to others)</td>
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<tr>
<td>Problem-solving skills</td>
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<tr>
<td>Analytical skills</td>
<td>4.3</td>
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<tr>
<td>Flexibility/adaptability</td>
<td>4.2</td>
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<tr>
<td>Computer skills</td>
<td>4.1</td>
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<tr>
<td>Technical skills</td>
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<tr>
<td>Detail-oriented</td>
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<td>Organizational skills</td>
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<tr>
<td>Leadership skills</td>
<td>3.9</td>
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<tr>
<td>Self-confidence</td>
<td>3.9</td>
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<tr>
<td>Friendly/outgoing personality</td>
<td>3.8</td>
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<tr>
<td>Tactfulness</td>
<td>3.8</td>
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<tr>
<td>Creativity</td>
<td>3.6</td>
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<tr>
<td>Strategic planning skills</td>
<td>3.3</td>
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<tr>
<td>Entrepreneurial skills/risk-taker</td>
<td>3.2</td>
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<tr>
<td>Sense of humor</td>
<td>3.1</td>
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</tbody>
</table>

5 point scale:
- 5 = extremely important
- 4 = very important
- 3 = somewhat important
- 2 = not very important
- 1 = not important
Marketing your skills to employers

1. Identify a skill
2. Think of a specific example of how you have used this skill in your job
3. Show the outcome or result of the specific example (tip: make sure it is an example with a positive outcome)
Building your resume

Develop examples for three to five skills you are using at work; Do this for other jobs you’ve had

Look at your campus activities, leadership involvement and volunteer experiences and define your skills through examples

Computer skills – develop a specific list
What is your Web 2.0 image?
Questions?

Concerns?

Comments?
Thank You!

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