

Work World Success — 7 Tips

Tip #1: Follow the Work Schedule

Good workers have good attendance. Call your supervisor as soon as you know that you are not able to make it to work. If you are late, call your supervisor to give estimate of your arrival time — then apologize when you arrive. Remember, your actions speak louder than your words. When you get to work on time, your actions show that you are reliable. When you miss work, you will make your boss and coworkers irritated: 1) Your supervisor will have to rearrange the work schedule to cover your job duties. 2) The company will lose productivity (amount of work done) since there are fewer workers. 3) Customers may be upset about slower service. 4) Coworkers will pick up the slack for your job which may create resentment (feelings of irritation or anger). 5) Coworkers may need to come in early or stay late because you are absent. In addition, you may lose your job if absent often.



Tip #2: Follow the Rules

When your supervisor talks: listen, take notes, ask questions, and follow what you are told to do. Read the company handbook. You are expected to know the **policies** (rules) and **procedures** (way of doing things) that are in the handbook! Watch workers to learn unwritten rules (also called “company culture”) and follow these rules. Unwritten rules may include actions such as keeping noise low at work stations, leaving the lunch room clean, following a seating arrangements for meetings, silencing phones in the break room, and other unwritten rules.

Tip #3: Accept “New Hire” duties

New hires need to learn many things about the job. Learn the new **jargon** (words or phrases of words used by workers that are difficult for other people to understand). Learn how to operate the equipment, and find out who to ask for help if there is a problem. New hires may be assigned the most boring or simple tasks until the supervisor is sure that the new hire is a trustworthy worker. Do the best in your new hire tasks, and you will soon be promoted to regular, more interesting tasks.

Tip #4: Get Along with Others

Get along with others at work: 1) Learn everyone’s name; 2) Show respect to everyone — supervisors, coworkers, customers; 3) Do not ask personal questions of others; 4) Do not reveal details about your personal life to others; 5) Keep work relationships professional (business-like); and 6) Politely refuse to date someone at work while you are a new hire. Watch and learn who are the successful and well-liked workers. Make friends with successful workers since they will help you become successful also.

Do not gossip (conversation of unproven stories about others). When a coworker tries to gossip to you:

1) Change the subject; 2) Excuse yourself to do a work task; 3) Encourage gossiper to speak to the person about the situation instead of sharing it with you; or 4) Tell the gossiper that you feel uncomfortable gossiping and request the gossiper to stop.

When you think that someone is gossiping about you: 1) Ignore it; 2) Confront it, and talk to the gossiper about the untruthfulness and unfairness of what is being said; or

3) Calmly and politely report facts about the gossip situation to your supervisor.



Tip #5: Create a Positive Attitude & Environment Around You

The spotlight is on you as a worker. Shine in the spotlight by creating a professional, happy, positive attitude and environment around you. Positive attitudes earn workers promotions and raises. To create a positive environment around you: 1) Take pride (pleasure from doing your best) in your work duties and behavior; 2) Be optimistic (hopeful about the future); 3) Be eager to learn job tasks, new skills, and willing to change if necessary; 4) Be happy to help others; 5) Always thank others for their help; 6) Learn from your mistakes; and 7) See the humor in situations and smile.

Tip #6: Work with Integrity (Trust)

Integrity is defined as moral behavior (doing what is right and not doing what is wrong). Your integrity allows your supervisor to trust that you will do a good job even when the supervisor is not around. You show the supervisor you work with integrity when you: 1) Do not steal company property; 2) Do not cheat on your time sheets; 3) Do not use company equipment for personal use; 4) Do not spread company secrets on social media; and 5) Work your entire work shift.

To evaluate the integrity of your action, ask yourself the following questions: 1) Is the action legal? 2) Would I feel proud about doing it? 3) Would I like everyone to know that I did it? 4) Would my action hurt someone? For actions of integrity, answers should be — yes, yes, yes, no.



Tip #7: Work with Maximum Effort

Workers who work with maximum effort become first in line for promotions and raises. Maximum effort includes **job productivity** (complete tasks in a timely manner), **job growth** (willingness to learn new skills and change as needed), and **job attitude** (emotional behavior in the situations and stresses of the job). Maximum job effort is your work habits, willingness to learn, and positive attitude — all working together to creating a successful worker — you.

QUICK CHECK:

Tip #1: a) What attendance do good workers have? b) What 2 things should you do if you are late? c) What speaks louder than words? d) What do your actions show if you get to work on time? e) What 5 things happen when you miss work?

Tip #2: a) What 4 things do you do when your supervisor talks? b) Define "policies." c) Define "procedures." d) Unwritten rules are also called? e) Give one example.

Tip #3: a) Define "jargon." b) What do you need to find out if there is a problem with equipment? c) Why are new hires assigned simple tasks? d) Why do you need to do your best in new hire tasks?

Tip #4: a) List 6 ways to get along with others. b) With whom should you make friends?

c) Define "gossip." d) List 4 things you can do when a coworker tries to gossip to you. e) List 3 things you can do when you think that someone is gossiping about you.

Tip #5: List 4 of the 7 ways to create a positive attitude and environment around you.

Tip #6: a) Define "integrity." b) Integrity allows your supervisor to trust what? c) List 5 ways to show your supervisor you have integrity. d) List 4 questions you need to ask to evaluate the integrity of your action.

Tip #7: Define: a) job productivity; b) job growth; c) job attitude. d) What is maximum job effort?

Essay: Pretend you are manager of a restaurant. In essay of 50 words or more, describe tips you would tell new hires during the New Hires Training Meeting to help new workers succeed.