

K. Job Maintenance Skills**Advanced**

Knows how to handle anger in an appropriate manner when angry at supervisor, co-workers or customers	JM-18 JM-7
Knows where and when it is acceptable (and not acceptable) to chat with co-workers	JM-4
Knows how to use company grievance procedure to report and resolve disputes/issues/concerns	<i>Specific to client and job; obtain company's employee manuals to review and discuss</i>
Knows company's "unwritten" policies and can adhere to them	<i>Specific to client and job</i>
Knows what to do and how to ask for a raise	JM-9, 10
Knows what to do to be eligible for a promotion	<i>Specific to client and job</i>
Knows legal rights as an employee	JS-111
Knows and can describe what supports/assistance they may need to maintain employment	JM-8

Job Maintenance Skills JM-18

Independent Living Skills Module II

JASON

Jason gets into a fight with one of his co-workers about a girl they both like. They start yelling at each other in front of the customers in the grocery store they both work in. The manager tells them to stop fighting. However, Jason is so angry that he continues to scream. The manager fires him.

What possible consequence could Jason's firing have for him?

What strategies does Jason need to work on in order to improve his job maintenance skills?

Can you think of with two examples of why someone might lose his/her job due to poor job maintenance skills?

<p>1</p>

<p>2</p>

Why do you think it is important to maintain a good employment record?

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Now that you have utilized your own experiences and the information given in this workbook, you can establish your employment plan. You might want to follow the sample on the following page to do so:

There are many reasons why an employer might fire a person. Almost any reason can be enough if it is a serious problem. More often, however, people are fired for more than one reason. For example, they may be late to work too often and make too many mistakes.

TIP

There are many reasons people lose their jobs. If this happens to you, learn from the experience and look for a new job that does not present the same problems.

Tips on Handling Work Conflicts

Two of the top 10 reasons why people get fired have to do with the ability to get along with other people at work, either supervisors or coworkers. One important part of being able to get along with other people is being able to handle conflicts and disagreements in a fair and peaceful way without causing additional problems. The following tips will help you handle disagreements at work:

- ✓ **Talk directly to the person involved:** Unnecessarily involving supervisors and other workers in a problem just makes the problem worse. Don't contribute to office gossip by discussing the problem with others who are not involved.
- ✓ **Control your emotions:** Make sure you are calm before you try to confront someone about a problem. Yelling or crying will not help you find a solution and may make others lose respect for you.
- ✓ **Stay positive:** Don't just complain about problems—offer solutions. Find points where you agree with the other person and work from there to find a compromise.

“The way a team plays as a whole determines its success.”

Babe Ruth



TIP

Don't wait until a formal review to find out how you are doing on your job. Ask your supervisor for feedback on ways you can improve your job performance.

Other Expectations

- ✓ **Stay away from problem employees:** Some people tend to be negative about their jobs. Others do things against the rules, waste time, or in other ways are not good workers. These people may be fun to be with, but spending time with them will affect your performance. Your coworkers and supervisors may begin to see you as a problem. Be friendly, but do not socialize with people like this any more than is necessary.
- ✓ **Keep personal activities and problems at home:** You are paid to get a job done. Making personal phone calls, paying bills, coming back late from lunch, or talking to other staff about what you did last weekend are not what you are being paid to do. Although socializing for a few minutes on the job is acceptable, you can easily overdo it.

TIP

Limit your personal activities and discussions to breaks, lunch times, and hours outside of work.

- ✓ **Manage children and other family members:** Although children or other family members may be the most important part of your life, they are not your employer's concern. Make sure that childcare arrangements are in place prior to accepting a job. If your children are in school, arrange childcare so that you do not miss work when they are ill. Strongly discourage personal phone calls except in emergencies. When interviewing for a job, tell employers that you will be a dependable worker and that childcare has been arranged. Assure them that you needn't miss work for this reason.

ACTIVITY

Get Off to a Good Start on Your Job

You need to start a new job with a good attitude and thorough preparation.

GOOD START WORKSHEET

List the issues and problems that may get in your way when starting a new job. Also think of tasks you need to do before starting the job, such as arranging for transportation. Then list a solution to each issue or the steps you need to take to complete the task. Example: *Issue*—I tend to oversleep. *Solution*—Get to bed earlier and use two alarm clocks.

Issue, Problem, or Task	Solution or Steps to Be Taken

Get Ahead and Move Up on the Job

If you want to advance on your job, you have to do more than the minimum. Here are some extra things you can do to help you get ahead:

1. Dress and groom for a promotion.

- * If you want to get ahead in an organization, dress and groom as if you worked at the level you hope to reach next. This is not always possible, but at the very least, be clean and well groomed.
- * Wear clothes that fit well and look good on you. Copy the clothing styles of others who are successful in the organization. Even when your coworkers see you away from work, present the image you want for yourself at work.

2. Be early and stay late.

- * Get to work a few minutes early. Use this time to list what you plan to get done that day. At the end of the day, leave a few minutes after quitting time.
- * Be willing to stay late to meet an important deadline. If you stay late, let the boss know. Stay late only when you have an important deadline to meet, unless you are asked.

3. Be enthusiastic.

- * Go out of your way to find ways to enjoy your job. Tell others what you like about it, particularly those you work with. Emphasize those parts of your job that you like to do and do well. Share this enthusiasm even in conversations with your friends.
- * Make a particular effort to tell your supervisor what you like about your job. This will help you focus on the parts of your job you are most likely to want to do more of. It will also help others notice that you do them well.

4. Ask for more responsibility.

- * As soon as you begin a new job, look for ways to learn new things.
- * Volunteer to help out in ways you feel will make you more valuable to the organization.
- * Let the boss know you want to move up.
- * Ask for advice about what you can do to be more valuable to the organization.

JM-9

5. Ask how you can earn more money.

- * In your first week on the job, ask your supervisor to see you for about 30 minutes of private time. When you have his or her attention, say that you want to be more valuable to the organization. Ask what you can do to get a raise as soon as possible. One suggestion is to request special assignments to help develop your skills.
- * Before you leave the meeting, ask for a specific future date to go over your progress and what you have to do to get the raise. Ask the boss to give you feedback on your progress from time to time.

6. Ask for training.

- * Get as much training as possible! If the training sounds interesting or useful but is outside of your job responsibilities, request it anyway.
- * Define the type of training you need to do your job better, and look for it outside the organization. Explain to your supervisor how the training will help the organization. Ask for help in finding the best training source.

7. Take on difficult projects.

- * You won't get much attention unless you do more than what is expected of you. Look for projects that you think you can do well and that would benefit the organization in some clear way.
- * Don't promise too much, and keep a low profile while you do the work. If no one expects too much, it is easier to be seen as successful even if your results are not as good as you had hoped.

8. Get measurable results.

- * Keep records of what you do. Compare them to past performance or the average performance of others in similar situations. If your results look good, send a report to your supervisor. For example, if the number of orders went up 40 percent over the same month last year with no increase in staff, that's a big accomplishment.
- * Look for ways to present what you do in numbers, such as dollars saved, percentage of sales increased, number of persons served, number of units processed, and size of budget.



U.S. Equal Employment Opportunity Commission

LEGAL DISCRIMINATION & RIGHTS

Employees & Job Applicants

The U.S. Equal Employment Opportunity Commission enforces Federal laws prohibiting employment discrimination. These laws protect you against employment discrimination when it involves:

- *Unfair treatment because of your race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.*
- *Harassment by managers, co-workers, or others in your workplace, because of your race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information.*
- *Denial of a reasonable workplace accommodation that you need because of your religious beliefs or disability.*
- *Retaliation because you complained about job discrimination, or assisted with a job discrimination investigation or lawsuit.*

If you believe that you have been discriminated against at work, you can file a "Charge of Discrimination." All of the laws enforced by EEOC, except for the Equal Pay Act, require you to file a Charge of Discrimination with us before you can file a job discrimination lawsuit against your employer. In addition, an individual, organization, or agency may file a charge on behalf of another person in order to protect the aggrieved person's identity.

Note: Federal employees and job applicants have similar protections, but a different complaint process.

Not all employers are covered by the laws we enforce, and not all employees are protected. This can vary depending on the type of employer, the number of employees it has, and the type of discrimination alleged. Also, there are strict time limits for filing a charge that you should be aware of. Because of this, we strongly urge you to read the following information to help determine your rights and what action you need to take.

For more information about Legal discrimination and the legal rights of an employee go to:
<http://www1.eeoc.gov/employees/>

JS-111