

## **K. Job Maintenance Skills**

### **Basic**

Knows how to dress for work appropriately	JM-1, 2
Knows the importance of reporting to work on time	JM-11, 2
Knows job responsibilities and how to complete job tasks	JM-11-16 JM-3
Knows to contact employer when not able to go to work	JM-3

# Job Maintenance Skills JM-1





## Independent Living Skills Module II

### WHAT TO WEAR

Wearing the right kind of clothes to the right occasion can save you from embarrassment and missed opportunities.

Take an inventory of your clothes and decide what you would wear at the following occasions:

*I Would Wear:*

<p>A Job Interview</p> 	
<p>High School Graduation</p> 	
<p>A Celtics Game</p> 	
<p>At Work</p> 	

The kind of clothes a person wears is often considered to be a part of his/her identity. There are times, however, where you might want to deviate from "your style." It is not appropriate to wear jeans, sneakers, or baggy clothing to a job interview, for example, even though you may feel more comfortable in those clothes.

In general, taking good care of your personal appearance is well worth the effort.

## Get Off to a Good Start—Meet Employer Expectations

You were hired because the employer felt you had the skills and abilities needed to get the job done. You now will be expected to become a productive employee. This is your chance to prove that you really do meet all three major employer expectations: appearance, dependability, and skills.

### Expectation #1: Appearance

Here are some things to consider when beginning a new job:

- ✓ **Self-image:** Show confidence in the way you present yourself.
- ✓ **Dress:** Be neat and clean in your appearance and grooming. Dress appropriately for the type of job you are starting.
- ✓ **Personality:** Be natural and friendly, and show respect to your coworkers and supervisors. Don't forget to smile.
- ✓ **Communications:** Use good verbal skills when you talk to others. Show your interest by asking questions and being positive.
- ✓ **Behavior:** Be cooperative with others, and work hard at adjusting to the work routine expected of you. Find someone to help you learn the basics of the job.

### Expectation #2: Dependability

One way to prove that you are worthy of your new job is to show that you are dependable. All employers expect you to be reliable. Make the following a part of your daily job habits:

- ✓ **Be at work on time:** Arrive a few minutes early. Allow yourself enough travel time by considering the traffic situation and the route you will take.
- ✓ **Follow the expected work schedule:** Take only the time allowed for breaks and lunch. Be sure to arrive back at your workstation on the scheduled time or a few minutes early.

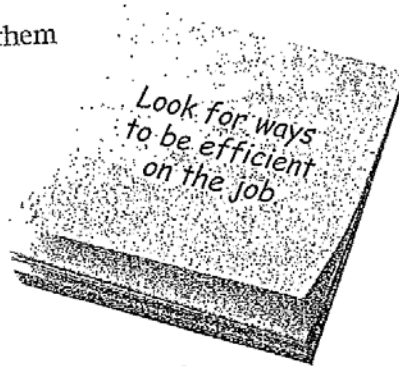


- ✓ **Know what duties you should be performing:** Be sure that you complete what is expected of you. Ask your supervisor to explain any special procedures or rules to you. Ask for and read at home any personnel and procedural materials related to your job.
- ✓ **Don't miss work:** A minor illness (like a cold) is not a good reason for missing work, and neither is a personal problem (such as childcare). If you miss more than three days per year for these reasons, it may be too much.
- ✓ **Call if you will be absent or late:** If you will be more than a few minutes late or absent for any reason, call in at the beginning of the workday. Talk directly to your supervisor and explain the situation. Do not leave a message. Sometimes, you may be able to call the day before if you think there could be a problem.

### Expectation #3: Skills

Your performance on the job will show the employer whether he made the right choice in hiring you. How well will you measure up?

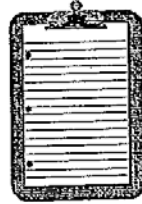
- ✓ **Show that you have the skills:** Then apply them daily.
- ✓ **Strive to improve your skills:** Develop new ways to do a better job.
- ✓ **Seek ways to learn new skills:** Learn all you can from any job you have. Do the job as well as you are able. Look for ways to spend your time more efficiently.
- ✓ **Accept responsibility:** Take responsibility for your job and your performance.
- ✓ **Know company policies:** Read personnel and procedure manuals.
- ✓ **Work quickly but carefully:** Perform at a steady and quick pace. Find a pace that you can keep up all day without making errors.
- ✓ **Be willing to take on additional responsibilities:** Try your best to do something extra when you are asked. Volunteer for tasks that allow you to learn something new.



# Job Maintenance Skills JM-11

## Independent Living Skills Module II

Now that you're a member of the work force, you'll want to keep these few tips and general expectations in mind:



- Get to work on time.
- Learn your company's rules and policies. (Is your lunch period 30 45 minutes?)
- Listen and follow directions carefully. If you have any questions about your duties, don't hesitate to ask your supervisor.
- Don't miss work without a good excuse. If you are going to be late or miss a day of work because you are sick, be sure to call your supervisor in advance.
- Try to be flexible. An employee who is willing to learn new tasks or to help out in a crisis might be the employee who receives a raise or a promotion.
- Be a team player.
- Exhibit good communication skills.
- Be polite.
- Exhibit good decision making and problem solving skills.
- Keep up with the work pace.

*Do you think any of the above listed expectations would be difficult for you to meet? If so, which one(s)?*

*Why?*

## Job Maintenance Skills JM-12

### Independent Living Skills Module II



#### ACTIVITY

Take an inventory of your work habits.

*The following statements reflect work habits that are important to most employers. How do your work habits rate? Circle the answer that describes your behavior most clearly.*

I come to work early.

Often

Sometimes

Never

Rarely

I talk with my friends at work about things other than work.

Often

Sometimes

Never

Rarely

I am willing to do things that are outside my regular duties.

Often

Sometimes

Never

Rarely

I call in to work sick when I am not sick.

Often

Sometimes

Never

Rarely

I make sure all my work is done before I leave.

Often

Sometimes

Never

Rarely

When I don't know how to do something, I ask questions or seek my supervisor.

Often

Sometimes

Never

Rarely

When I have ideas or ways to improve production or the work environment, I share them with my supervisor.

Often

Sometimes

Never

Rarely

I complain to my fellow workers about my company and my supervisor.

Often

Sometimes

Never

Rarely

## Job Maintenance Skills JM-13

### Independent Living Skills Module II

Think about your work habits. Do they demonstrate:

- |  | <u>Yes</u>               | <u>No</u>                |
|--|--------------------------|--------------------------|
| • A full day's work for a full day's pay?      | <input type="checkbox"/> | <input type="checkbox"/> |
| • Good use of your time at work?               | <input type="checkbox"/> | <input type="checkbox"/> |
| • Flexibility in work assignments?             | <input type="checkbox"/> | <input type="checkbox"/> |
| • Willingness to help out?                     | <input type="checkbox"/> | <input type="checkbox"/> |
| • Respect for your employer's property?        | <input type="checkbox"/> | <input type="checkbox"/> |
| • Loyalty to your employer?                    | <input type="checkbox"/> | <input type="checkbox"/> |
| • If you were an employer, would you hire you? | <input type="checkbox"/> | <input type="checkbox"/> |

As stated earlier problem solving and decision making skills are important assets.



# Job Maintenance Skills JM-14

## Independent Living Skills Module II



### ACTIVITY

*Problem solving skills are important assets for all employees and will help you to maintain your job. The following examples consist of problems that you might run into at work. Read the description of the situation, then offer your solution.*



### BETH

Beth took the job as a nurse's aide because she really enjoys working with and caring for people. However, work is not what Beth expected. She has found that she spends her time at work emptying bed pans, counting supplies, and running errands for the nurses. Her job will give her tuition benefits for nursing courses; however, she will have to work at the hospital for a year before she can receive this benefit. Beth thinks that it will take at least six years to get a nursing degree if she goes to school while she works. She recently heard about a job at a daycare center. The job pays the same, but there are no educational benefits.

*If you were Beth, what would you do? What would you advise Beth to do?*

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### JASON

Jason is part of a cleaning crew in an office building. He has keys to unlock the offices so he can clean them. It is 7:00 P.M. and the office building is closed. A man comes up to the building, asks Jason to let him inside and then into his office. The man says he has forgotten his keys, has left his briefcase inside and is leaving on a plane at 9:00 tonight.

*If you were in Jason's place, what would you do?*

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## Job Maintenance Skills JM-15

### Independent Living Skills Module II



**TIASHA**

Tiasha is walking into work at Filene's when Ken pulls up next to her in the parking lot. Ken tells her that in order to use the car he had to agree to drop his brother off at school and he will be a few minutes late for work. Ken then asks Tiasha to punch his time card.

*If you were Tiasha, what would you do? What would you advise her to do?*

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**LISA**

Lisa is a new computer keypunch operator. Some of her co-workers tell her to slow down her work pace. Her co-workers claim she is making them look bad. The machine records the number of entries at the end of the night. Lisa thinks her amount of work is appropriate; however, she doesn't want to make other people in the office angry.

*If you were Lisa, what would you do? How can you help her to solve her problem?*

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**CARLOS**

Carlos works at a fast food restaurant. He knows that Roger, a friend and co-worker, adds free fries and shakes to friends' orders when he can. These friends are now asking Carlos for free food. They tell him that he doesn't have as much courage as Roger or he would slip them some food.

*If you were Carlos, what would you do?*

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# Job Maintenance Skills JM-16

## Independent Living Skills Module II



James lives a long way from his job. He takes the first bus that comes near his house. The bus is scheduled to pass his corner at 6:30 A.M.; however, it is frequently late. When the bus is late, James usually misses his transfer connection. The last time James was late, his boss warned him not to be late again. James' bus was late this morning. He is dreading his arrival at work. He knows he will be late again.

*If you were James, what would you do?*





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Can you think of any problems you would have difficulty solving at your workplace?

*If so, describe.*

*List all the possible solutions for your potential problem at work.*

-  SOLUTION 1 \_\_\_\_\_
-  SOLUTION 2 \_\_\_\_\_
-  SOLUTION 3 \_\_\_\_\_
-  SOLUTION 4 \_\_\_\_\_