

K. Job Maintenance Skills**Intermediate**

Knows appropriate way to talk to supervisor	JM-17
Knows what behaviors will get a person fired immediately	JM-18 JM-5, 6, 7
Knows how to read a pay stub	JM-19,20
Knows how to ask for help with a problem on the job	JM-21
Knows if eligible for sick time, vacation time or personal time	<i>Specific to client and job</i>

Why People Get Fired: The Employer's Point of View

Everyone wants to be accepted and successful on a new job. Surviving on the job may mean that you have to change the way you act and some of your attitudes.

One way to survive on a job is to make sure that you avoid the things that get people fired. Here are the top 10 reasons employers give for firing people. The top 3 are listed first.

- ✓ **Dishonesty:** This is one of the top reasons employers give for firing someone. More employers are now screening new applicants to eliminate people who have been dishonest with previous employers. Employers don't want to pay someone who steals from them or can't be trusted.
- ✓ **Slow work:** This is a major reason for job failure. You can see why: Unproductive employees cost more than they earn. A slow worker is expensive compared to another worker who gets the same job done in less time.
- ✓ **Refusal to follow orders or get along with supervisor:** In a battle with a supervisor, you will almost always lose.
- ✓ **Unreliability; too many days absent or late:** When an employee is absent, it disrupts the work of others. These people may have to neglect their work to make up for the absent worker. Being late sets a bad example for others and often disrupts others' work.
- ✓ **Inability to get along with other workers:** Many workers consider this problem one of the top reasons they don't like their jobs. Although few employers list it among the top reasons for firing someone, it is often a factor. You don't have to like all the people you work with, but you need to be able to get along with them.
- ✓ **Poor attire or grooming:** The way you look is significant. This is particularly true in office jobs and in jobs where you deal with customers. Poor dress and grooming affect how the employer feels about you. This can be one of many things that a terminated employee did not do well.
- ✓ **Too many mistakes:** Someone who makes mistakes can be costly to an employer. Perhaps another employee has to spend time correcting errors. A customer may become unhappy with the company's products or services as a result of sloppy work. That customer doesn't come back and tells others about the bad experience.
- ✓ **Accident-prone; refusal to follow safety rules:** Employers do not want to keep people who have accidents or who do not follow safety rules. Accidents can be costly to employers and dangerous to other employees.
- ✓ **Inability to do the work:** Few people get fired because they could not do the work. Employers tend to hire people they think can do the job and then give them time to learn it.
- ✓ **Abuse of alcohol or drugs:** Substance abuse is a major problem in some organizations. A person who abuses alcohol or drugs often gets fired for being unreliable or for some other reason. The employer may not even know the cause of the problem.

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



Job Maintenance Skills JM-17

Independent Living Skills Module III

COMMUNICATION:



Why do you think good communication skills are important to an employer?

Do you think you have good communication skills?

TAKE AN INVENTORY!

Do you usually get your point across? Yes No

Do you use the most appropriate language to express yourself? Yes No

Do others understand what you want to say? Yes No

Are you able to listen to others? Yes No

If you answered no to any of these questions, can you think of any way to improve your communication skills?

STRATEGY TO IMPROVE MY COMMUNICATION SKILLS:

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?

1

2

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:

Job Maintenance Skills JM-19

Independent Living Skill Module I

UNDERSTANDING YOUR PAYCHECK

Most employers pay their employees by check and, for many people, receiving that check is a very satisfying experience! Some people, however, are confused about why their check is less than they expected.

To avoid unwelcome surprises, you should know that there are a number of deductions that are taken from your paycheck. Your check stub (attached to your check) will identify your gross pay, which is the total amount of money that you earned, and your "take-home pay" or net income, the amount that is left for you after all the deductions are taken.

The standard payroll deductions are:

- Federal income tax
- State income tax
- Social Security/Retirement

Other possible deductions:

- Health and hospital insurance
- Life insurance
- Union dues

Keep your check stubs!!! They are an important record of your earnings and deductions.

PAYROLL CHECK	CARSON'S DEPARTMENT STORE 123 Elm Street Anytown, MA 01234	51-42 321
Pay to the Order of	JESSE SMITH	\$ 145.62
ONE HUNDRED FORTY FIVE		
BOSTON NATIONAL BANK Boston, Massachusetts 0:075341 2090 : 231112 : 1	Ροβερτ.Ω. Χαρσον Robert W. Carson, President	

JM-19

Job Maintenance Skills JM-20

Independent Living Skill Module I

Below is a sample payroll check stub. Often, a paycheck stub will also include year-to-date totals on all earnings and deductions, a breakdown of the hourly wage(s), and other necessary information.

CARSON'S DEPARTMENT STORE		Date of Issue: 10 July 2005	
NAME: JESSE SMITH		Pay Period: 7/1/05 - 7/8/05	
EMP. #: 504		Check #: 324	
SS#: 001-01-0011			
Regular Hours: 30	GROSS EARNINGS:	\$202.25	
Overtime Hours: 0	Current		
Hourly Rate: \$6.75	<u>Deductions</u>		
Overtime Rate: \$8.00	Federal Tax	34.38	
	State Tax	8.10	
	FICA	14.15	
	NET EARNINGS	\$145.62	

Jesse's net pay, his take home pay, is \$145.62. Although he earned \$202.25 for the week of July first through eighth, his employer is required to deduct \$34.38 for Federal tax, \$8.10 for State tax, and \$14.15 for F.I.C.A. (Social Security). This leaves Jesse with \$145.62 for himself.



ACTIVITY

Take a look at your paycheck and answer the following questions

What is your gross income?

How much do you pay in Federal taxes?

How much do you pay in State taxes?

How much do you pay to F.I.C.A.?

Do you have any other deductions? If so, describe.

What are your net earnings?

JM-20

Job Maintenance Skills JM-21

Independent Living Skills Module III

DECISION MAKING/PROBLEM SOLVING:

We all have to make many decisions and solve problems every day. We have to evaluate the pros and cons and use our judgment to come up with the best possible solutions. Our ability to make good decisions and to solve problems in the work place is based on the same principles and valuable to every employer.

Tamara works in a shoe store. All of a sudden she hears water running. As she goes to the back of the store, she sees that a pipe is broken and that water is gushing out onto the floor. Tamara does not know what to do. She decides to wait for the manager to return from her lunch break.

A. *What do you think happens to the store in the meantime?*

B. *How would have you handled this situation?*

