

## **Work Ethic**

Standards, behavior.

### ***Feel more in control***

Two ways to put ourselves in control of our lives.

- Make a promise and keep it
- Set a goal and achieve it

### ***Earn Respect and Trust***

People appreciate your contribution. Tendency to degrade importance of one's work.

People know you pull your own weight, which helps them do their own jobs. They don't have to spend their time fixing your mistakes.

You are dependable.

You keep informed. Important not only within your job duties but also about your job and your industry.

You are responsible, a responsible person, to yourself and others. Responsible to not spread rumors, to not be insensitive to others, and a lot of others.

You are personable. Engineers can often seem detached from the rest of the world. We aren't that type since we solve problems that have already been solved elsewhere. This is not the type of person that people want to deal with.

### ***You Advance Your Career***

Employers and coworkers see you as a valuable member of the team and reward you in many ways, including: promotion, more money, new job opportunities.

There are jobs that have no advancement. For example, teaching at a community college; teacher will get different job titles, but the job remains the same.

### ***Work Ethic and Work Excellence***

Work excellence and excellent work ethics are closely related.

An *ethic* is a principle of good behavior.

To have a *good work ethic* means to be honest and hard working.

Many employers consider it the most important quality an employee can have. They may call it *character* or *integrity*.

Excellence focuses on how well you perform your job, what you produce (your value to your employer), and the qualities it takes to be productive, including your level of skills, knowledge, and ability.

You need both excellence and a good work ethic to succeed at work. If you have a good work ethic but are incompetent, employers will not want you. Nor will they want you if you are incredibly productive but steal from them. (Dumpster diving in business trash isn't legal, since the trash is either the property of the business or the trash company.)

Together, a good work ethic and the qualities of excellence make you valuable to any employer. They put you in charge of your own career.

### ***Pride in Work***

Know the value of your contribution. Might not see the dollar contribution of your work.

Strive to be the best at whatever you do.

View every job as an opportunity to make Me, Inc. better and more successful.

Don't think of any job task as demeaning.

### ***Attendance***

Be at work on time.

Don't take days off unless necessary. Limited on number of days off. Can get fired if take too many days off.

Be responsible when you can't show up. Help reassign your responsibilities. Do the work from home. Remind others of unusual situations that would be occurring that day. Call in yourself unless you're in a coma or have laryngitis.

### ***Integrity***

Don't lie, cheat, or steal.

Don't cover for those who do.

Follow company policies and rules. Find out what the policies are if they don't publish them.

### ***Attitude***

Always be positive and open to change.

Take responsibility for your feelings. Don't bring personal problems to work. :Relieve stress. Don't be afraid of getting help; the EAP program is there for you.

Focus on giving not getting.

### ***Maximum Effort***

Leave your personal life at home.

Avoid too many breaks, calls, emails, et cetera. Lots of companies disallow personal use of the company

telephones.

Volunteer to do more and help others when you get to the point where you are caught up.

### ***Work Excellence***

Productivity. Do the work you are hired to do. Accomplish the tasks.

Work quickly, accurately, and efficiently.

Strive for productivity, not just activity. The activity has to relate to producing something related to one's job.

Take the initiative. Bosses like this so they don't have to think about you.

### ***Customer Service***

Treat everyone with respect and courtesy. Customers, supervisors, coworkers.

View the customer as vitally important.

See problems as opportunities to gain customer loyalty.

### ***Continuous Learning***

Seek opportunities to learn more.

Be open and willing.

Ask for help and humbly accept the response.

### ***Problem Solving***

Follow a proven problem solving process. There are certain ways to troubleshoot.

Involve others in problem solving.

Practice and improve your creativity.

### ***Organization***

Develop and maintain routines. For example, timely work habits.

Arrange work space and tools so that you know where everything is all the time.

Take notes so that you don't have to remember everything. For example, your black book.

### ***Time Management***

Prioritize your tasks.

Follow a daily to-do list.

Keep track of appointments and work hours. Keep track of what you do at work.

### ***Appearance***

Dress appropriately for your job. Generally won't have to wear a suit and tie on your job. You only have one chance to make a first impression.

Use your best manners.

Remember that your demeanor reflects on your employer.

### ***Communication***

Communicate often with your supervisor, coworkers and other customers. Don't fall for rumors.

Be assertive and respectful.

Listen more than you speak.

### ***Followership***

Treat your supervisor with respect.

Follow directions enthusiastically.

Make your supervisor look good. This is very important. No badmouthing, no underhanded activities.

### ***Be a Good Team Player***

Be discreet; don't gossip or backstab.

Find the value in everyone's contribution.

Focus on the common good, not personal advancement.

An indispensable employee is:

- a team player
- willing to take on new responsibilities and challenges
- excellent communication and interpersonal skills
- a well-developed sense of customer service to inner and outer customers

Seminars on dealing with difficult people.

Three Important Areas

1. Relevant experience: do they have the expertise we need to succeed?
2. Personal qualities. Do they have integrity? Do they like to have fun? Will they work in a collaborative environment? Are they client focused?
3. Do they exhibit the willingness to change and grow?

You must have a strong work ethic combined with the ability to pick up new skills quickly. Many people in broadcasting don't want to take the trouble to learn the new digital technology.

Highly important that employee is flexible in the work environment, whether it is working hours or learning new skills.

### ***Pride in Work***

A strong work ethic means taking pride in your work, regardless of what job you hdd.

When you take pride in your work, success flows naturally from that.

Your pride depends on two factors: your belief in the value of all work, and your belief in the value of yourself.

### ***Every Job Matters***

“It's only an after-scholl job. It doesn't really matter”.

Some people think jobs have to pay a lot or demand advanced skills to be valuable. When they have a job that they consider beneath them, they do the minimum, not caring about their contribution.

The truth is that all work has value. Every job connects with other jobs.

### ***Why Your Job Matters***

### ***How You Help Others***

### ***How You Help Society***

A country functions best when all its people contribute to the greater good.

When you earn money and pay taxes, supporting yourself through your labor, you play a vital role in contributing to country.

### ***How you Help Yourself***

Your current employer is a client of Me, Inc. He may lead you to other clients.

### ***Pride in Work Leads to Pride in Self***

Best way to value your work is to value yourself.

If you think you are a quality person, you will do quality work.

You learn to think positively about yourself by doing positive things. You act yourself into right thinking.

You will work hard and treat your job as if it were important.

Eventually, you will see yourself as the hardworking, trustworthy person you've become. You'll find you have a strong work ethic, pride in your work, and pride in yourself.

### ***Attendance***

The heart of a good work ethic is good attendance. That means showing up at work on time, ready to go. Every day, week, year. Few people have perfect attendance records. Illnesses, emergencies, and flat tires happen.

Since they need you at work, everyone feels your absence. You must handle it properly.

### ***Absence***

Always have acceptable reason to miss work. Contagious illness is one; if you work when sick, you can spread it to others.

If you must be absent, call supervisor as soon as you realize you won't be able to work. **Make the call yourself** unless you are unconscious or have laryngitis. It looks irresponsible otherwise.

### ***Late Arrivals***

Don't make it a habit. Call in if will be more than 15 minutes late, even if you think it will make you even more late. Speak with a supervisor, not a coworker, unless the supervisor is not available. Call supervisor first. Give an estimate of your arrival time, then go straight to work. Apologize when you arrive, say it won't happen again, and then don't let it happen again.

### ***Vacations***

If you want to take some time off work, you should:

- ask your boss if you can be absent as soon as you know that you want to take the time off (so the boss can schedule it)
- give your boss the exact dates
- put your request in writing, using a company form or a note that your supervisor signs
- arrange for a coworker to cover for you **before** notifying your supervisor, if applicable
- verify that your coworker confirms it to your boss so that nobody holds you responsible if your coworker doesn't show up

### ***Reasons to Miss Work***

#### **Acceptable Reasons**

- my child is ill and I have to care for that child
- I am ill with infection or flu

- I broke my leg and it's in a cast (when job requires running/walking)
- I was in a car accident on my way to work
- It's a religious holiday for me (give good notice for this one)
- My sister died

## **Unacceptable Reasons**

- My car's not running and I don't have a ride
- I don't feel like it
- I have to meet with my lawyer
- My sister asked me to watch her children
- My girlfriend/boyfriend and I had an argument and I'm too upset for work
- I need to visit someone in the hospital
- I need to get new contacts/glasses
- I have a hangover

## ***Integrity***

To have integrity is to be sincere and honest. It is the cornerstone of a good work ethic. Every day at work presents challenges to it and you have the opportunity to do right or not.

It's easier to get forgiveness than permission.

## ***It's Part of the Job***

When you agree to work for someone, you agree to follow the rules and be honest. It's part of the deal whether anyone says it out loud or not. Employers expect you to:

- be honest and discreet
- follow company policies
- follow local, state, and federal laws
- follow written code of ethics for your occupation if there is one
- speak up when someone else acts improperly

## ***Do the Right Thing***

To maintain your integrity, you should always do the right thing.

They may ask you to participate. Don't do it. Sometimes, though, the line is not always clear. If you wonder if something is ethical or not, answer the following questions.

## ***Dishonest Behavior***

### **Favoring friends or relatives**

Purchasing stuff for them with employee discount.

### **Stealing**

- Taking supplies, tools, products
- Using/selling employer ideas for personal gain
- Pirating software
- Padding expense account – talk to boss about how to handle expense accounts

### **Using Equipment**

Conducting personal business with employer's equipment including:

- photocopier
- corporate credit card
- work vehicle
- long distance carrier

### **Cheating on Your Time**

Stealing time from the company, including:

- doing personal business at work
- coming in late or leaving early
- taking long breaks
- hiding or sleeping
- playing games or simply not working

Much of this is hard to prove.

### **Abusing Drugs or Alcohol at Work**

Maybe some more lenience on alcohol; might send you to rehab.

Decreases productivity, and increases safety risks.

### **Violating Confidentiality**

- employer info



- customers
- fellow employees

## Tolerating Others' Bad Behavior

Should report another's unethical behavior that you witness or learn of from the individual him/herself, if it pertains to work (like if it was on company time).

## Violating Company Policies

Just because somebody else does it.

## Guidelines for Ethical Decisions

| <i>Questions to ask yourself</i>        | <i>What the answer means</i>                                                                                           |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Is it legal?                            | If it's against the law, don't do it. Even if your boss tells you to, the law may hold you responsible.                |
| Would I feel proud about it?            | If it makes you feel ashamed, don't do it.                                                                             |
| Would I like everyone to know about it? | If you would not want your supervisor, coworkers, family, friends neighbors, associates to know about it, don't do it. |
| Would it hurt someone unfairly?         | If it unjustly harms a person or organization, either physically, mentally or financially, don't do it.                |
| What would happen if I didn't decide?   | If not deciding could result in harm, do something positive; don't just wait.                                          |

## Attitude

More than a state of mind. It's the way you look at life.

Employers want friendly people with positive attitudes. More comfortable to work with people like that. Positive attitudes make you easier to work with and they help make the company's customers happy, too.

It's so important, that from US Department of Labor, 87% of people don't get hired because of their attitude, despite the fact that they're qualified.

## Your Attitude Shows

Positive attitude? Open to change? Interested? Enthusiastic? Hard to fake it. You give away your real feelings all the time, through verbal and nonverbal cues.

People know when you're insincere. You may say all the right things and do all the right things, but if your attitude is wrong, that's all that people will remember. "Your attitude speaks so loudly I can't hear what you are saying."

## ***Why be Positive?***

Not just to make your employer happy.

Do it for yourself. Makes lives and jobs much more pleasurable. You are the person most hurt by your bad attitude. You'll be miserable and people will avoid you.

## ***How to be Positive***

Here's how to develop a positive attitude:

- look for humor in situation
- smile
- act as if you were optimistic
- observe and imitate people who are positive
- remember to appreciate all the good things in your life

## **Resumes**

**Handout:** resume information.

Three types: functional, chronological, or combination. Chronological is more acceptable in today's job market.

**Handouts:** example resumes (one for J Smith, one for Ernie the cat)

**Handout:** key resume words, naming your skills.

Use the example resume to rewrite your resume according to the format. Draft resume due Tuesday. Write the resume using the words in the key resume words list handout.

One thing on objective Steve insists on is: to obtain posted position title with company. Put the company's name on the resume.

Choose a heading. Put it on the resume, cover letter, and thank-you note.

Look up a company. Find a job description. Gear your resume toward that position at that company.

Would not recommend putting model numbers of equipment on your resume. For us, because we have old tube-type cameras even though they are professional grade. Use broadcast cameras, broadcast monitors as the terms rather than professional-grade.