“The Best of the Best”

A refresher for being professional

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Our Topics

- Clothing and Appearance
- Technology
- The necessary odds and ends
- The transition
1st Impressions are SIGNIFICANT

How long does it take to get a first impression of someone?

SECONDS
Clothing and Appearance

- Cleanliness
- Piercings, etc.
- The type of clothing you choose
“You are the manager” – A Case Study

You have been asked to hire tellers for an upscale bank in your town. Customers are typically business owners and upper income people. Based on the following pictures, who would you hire and why?
Types of Attire

- Professional
- Business Casual
- Casual
Technology

- Telephones
- Cell phones and pagers
- Voice Mail
- Email
Telephones

- Proper way to answer
- Call-waiting
- Speaker phones
Cell Phones and Pagers

- Are we too accessible?
- Use the silent feature!!!
- Turn them off in meetings/appointments/classes
Voice Mail/Answering Machines

- Proper recording of your message
- Timely response time
  -- Within 24 hours
  -- Indicate if there will be a delay otherwise
- Leaving a message
  -- Speak slowly and concisely
  -- Repeat phone number and name twice
E-Mail

- Appropriate Usernames
- Spelling
- Upper Case
- Use subject line
- Tone -- no
- Forwarding messages
- Appropriate signature files
- Jokes & Junk
Odds and Ends

The Little Things Do Matter
Your Internet Presence

- Social Networking Sites
  - Myspace.com
  - Facebook
- Google yourself
- Blogs
The “Little” Things (Examples)

- Handshakes
- RSVP’s
- Thank you’s
- “Title” respect to administrators/profs
- Perfume/cologne
- Follow through!
Etiquette is...
Changes: Transition from College to Work
The Realities

- Daily activities (professional and social)
- Office success (do’s and don’ts)
- Principles of Impeccable Work Behavior
- 1st Impressions
- The First 90 Days
## A few examples of Change

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<th>College</th>
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<td>Intentional community</td>
<td>Build your community</td>
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<td>Same age</td>
<td>Varied ages</td>
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<td>Similar Experiences</td>
<td>Vast array of experience</td>
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<td>Limited diversity</td>
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<td>Easier socializing</td>
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Transition from school to work – a period of tremendous personal growth. Chance to test coping skills and opportunity to learn from mistakes.

- Budgeting time and money.
- Adapting to a world without course syllabi
- Dealing with conflicting expectations
- Adjusting to a workplace filled with individuals who differ in age, experience, culture and educational levels.
- Period of personal and professional growth.
Building a Community – Some Ideas

- Volunteer
- Join a religious organization
- Sign up for a graduate class
On the Job – The work environment

- Office Politics
- Professionalism
- Evaluate Yourself
- Fitting Into the Team
- Your Supervisor
- Get Involved
- Manage Your Career
Office Politics

- Determine the “power brokers”
- Be careful what you say and to whom.
- Choose your battles carefully (don’t “spout off” on every issue)
- **Listen** and seek input from others
Professionalism

- Appropriate clothes
- Groomed
- Appropriate language
- Respect titles and salutations
- Office property
- Limit Personal business
- 1st Impressions!!
1st Impressions

- Listen to and respect others
- Learn about the organization’s history
- Develop sound relationships with co-workers before you try to change them or sell them on new ideas and methods.
- Don’t act overly confident or brag about your post exploits.
- Obtain regular feedback from others.
- Keep your eyes and ears open to pick up feedback
- Be perceived as being keenly interested and as having experience that is of value for the company
Listening

“God gave you two ears and one mouth. Use them proportionately!”

-- Anonymous
Evaluate Yourself

Take a serious inventory of your strengths and weaknesses. Know what you are capable of accomplishing. Never sell yourself to organization as having the capability to do something that you cannot. Organizations are relatively patient about teaching new employees their processes and procedures but have little tolerance for individuals who overstate their skills.
Fitting into The Team

- Be a cooperative/collaborative employee
- Good listener
- Watch others and take cues from them
- Seek to understand the behavior that is respected and how it is earned.
Your Supervisor

- Be honest with yourself as to your own needs and wants
- Let your boss know when additional guidance, clarification or direction is needed.
- Supervisors are not mind readers…express yourself in a direct and straightforward manner.
Get Involved

- Get yourself invited to meeting, social gatherings and other occasions.
- Volunteer to help out on committees and other team activities.
- Best way to learn a business is through participation.
- Take the initiative: don’t wait to get noticed.
- Get to know as many people as possible. Ask questions about them and their work.
- Get involved in the local community as well. (Don’t fall into the trap of criticizing your new community in light of your home.)
- Focus on the positive.
Manage Your Career

- Remember that you ALONE are in charge of your own career.
- Don’t blame others for your dissatisfaction.
- You are in the driver’s seat and you need to manage yourself.
- It’s your responsibility to find appropriate solutions to problems and get the most out of your work.
Principles of Impeccable Behavior

- Be friendly. Make every effort to get along with everyone. Stay away from office gossip. Have lunch with co-workers. Invite them to go with you. Strive to be a team player.

- Keep personal information to yourself. Don’t talk about personal business or ask others about their personal business. Never discuss or question salary or any other confidential personal information with coworkers.

- Be positive and supportive.

- Keep an open mind. Avoid jumping to conclusions. Establish yourself as a professional that respects others. Follow through.

- Communicate

- Listen
Principles of Impeccable Behavior

- Be careful with your appearance. Dress within the parameters practiced at your company.

- Honor other people’s territory. (looking for something on someone else’s desk, computer, desk drawers without permission). Don’t put your belongings on someone else’s desk during a meeting without asking permission.)

- Expand your knowledge. Learn everything that you can about your job, your manager’s job, and how they fit in an organization. Find out what others do.

- Honor your working hours. Working nine to five doesn’t mean that you arrive at nine and leave at five. It means that you WORK from nine to five. Socializing at the coffeepot or eating breakfast at your desk is not working. Personal phone calls are not working. Surfing the web and doing personal emails is not working. Arrive early and stay until quitting time.
Principles of Impeccable Behavior

- Solve your own problems. Bring a suggested solution to a problem. Don’t complain about things that can’t be changed and don’t blame others when you make a mistake. Learn to accept criticism.

- Work hard.

- Don’t be in too be of a hurry to advance.

- Mind your manners. Don't forget what you learned as a child. Please and thank you should still be the magic words. Always knock before you enter. Although barging into your friend's dorm room may have been okay with him, barging into your supervisor's office is not okay.

- Always stick to deadlines. Bosses usually want projects completed on time. If there is any flexibility, she will let you know.
Tips

- Seek a mentor in the workplace

- You may be perceived as a “threat” by blue collar workers and even fellow professionals (threatened by age, education or perceived connections). *Listen to people, respect them for their knowledge and experience, and honestly believe that experience is as good a teacher as a college education.*

- Don’t overreact – don’t become defensive or sarcastic if you feel targeted.

- Take time to build trust and develop working relationships.

- Learn the organization structure, understand business and personal needs, and learn to build consensus before trying to push your own agenda.
The First 90 Days!!

- Time related factors
- Professionalism
- College does not prepare you for everything
- Don’t be too full of yourself
- Entry Level jobs
Time Related Matters

- It’s 8 – 5pm; M – F
- Vacations and Holidays (no more spring breaks)
- Time Management
  -- at work
  -- deadlines
  -- get your rest
  -- no homework!!
Professionalism

- Dress
- Demeanor
- Appropriate Jokes
- Language
- Sexual Harassment
- Character
- Be positive
Don’t Be Full of Yourself

- A degree does not entitle you to a job or anything else for that matter
- Focus on your talents, skills and abilities and less on the letters that may follow your name
- Impress people with what you are able to do currently and in the future. Depend less on the past.
It’s an Entry Level Job

- Usually the lowest rung on the ladder
- May require longer hours and tedious seemingly unimportant assignments
- Be ambitious about moving up but not at the expense of your current job
Feelings to Expect

- No one knows me.
- They don't seem to trust me.
- This is hard.
- Can I really do this job?
- Will I last?
- I've got to prove myself fast.
- I'd better not ask for too much help.
Five Big Fears

- Fear of failure
- Fear of what other people think
- Fear of not having the right experience
- Fear of not making enough money
- Fear of competition
Possible Failure – So What

It isn’t the end of the world.
Give it your best shot!!
Some Failures

- David Letterman -- *first TV show was canceled due to bad ratings*.
- Oprah Winfrey -- fired from being an anchorwoman because of inexperience when she was 22.
- Jay Leno -- denied a spot on the Tonight Show after his 1st audition because Johnny Carson said he wasn’t good enough.
• Dress your . . .
• Give your . . .
• Speak your . . .
• Listen your . . .
• Work your . . .
• Live your . . .