



Top 10 Tips for Work Readiness

Simple, Practical, Easy-to-Use, Reproducible

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Each CD Covers an Essential Work Readiness Topic

10 lessons for each topic and 10 tips in each lesson

This series of CDs provides work readiness lessons in a simple format of easy-to-use tips.

Download and print the lessons to use them in your classrooms.

- **Each CD covers one major area of work readiness:**

- CD I: The Job Search, CD II: Employability Skills, CD III: Business Skills, CD IV: Communicating Effectively, and CD V: Business Etiquette.

Pricing Information

Individual CD: \$199

5-CD Series: \$699

- **Each CD is divided into 4 subtopics, each subtopic is divided into 10 lessons:**

- CD I: The Job Search contains:
 - Finding the Right Job, Resumes, The Application Process, and Interviewing.
- Finding the Right Job contains:
 - Top 10 Tips for Locating a Job, Top 10 Ways to Network, and 8 other lessons.

- **Each lesson gives 10 Tips with supporting information that all students should know.**

- An Activity and a True/False Assessment are provided for every lesson.
- An Instructor's Guide gives suggestions and solutions.
- Every topic comes with reproducible handouts of the Top 10 Tips for students.

Being successful at work requires more than applying knowledge and skills to a task. In fact, according to many employer surveys, success comes from factors that often are not taught in school: how to get along with your boss, obtaining and using information effectively, serving customers graciously, exhibiting honesty and responsibility, and many others. *Top 10 Tips for Work Readiness* comprehensively covers the most important attributes for beginning and growing in a career. Please download one free lesson of *Top 10 Tips for Work Readiness* from our Web site.



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Top 10 Tips for Work Readiness

CD I: The Job Search

Finding the Right Job

1. Top 10 Tips for Locating Jobs
2. Top 10 Tips for Networking
3. Top 10 Tips for Job Shopping On Line
4. Top 10 Tips for Building A Job Search Website
5. Top 10 Tips for Getting Results at Job Fairs
6. Top 10 Tips for Using Employment Agencies
7. Top 10 Tips for Searching the Classified Ads
8. Top 10 Tips for Creating Your Own Position
9. Top 10 Tips for Landing an Internship
10. Top 10 Tips for Staying Motivated to Search

Resumes

11. Top 10 Things to Include in a Resume
12. Top 10 Tips for Locating Needed Information
13. Top 10 Tips for Selling Yourself in a Resume
14. Top 10 Terms to Use In a Resume
15. Top 10 Tips for Matching Your Talents to Employers
16. Top 10 Tips for Describing Your Job Strengths
17. Top 10 Tips for Organizing Your Resume
18. Top 10 Tips for Writing an Electronic Resume
19. Top 10 Tips for Dressing Up Your Resume
20. Top 10 Tips for Using a Resume Successfully

The Application Process

21. Top 10 Tips for Completing a Job Application
22. Top 10 Types of Information Needed in an Application
23. Top 10 Reasons Companies use Applications
24. Top 10 Tips for Developing Job-Related Information
25. Top 10 Tips for Assuring Accuracy of Information
26. Top 10 Tips for Writing an Application Cover Letter
27. Top 10 Tips for Applying On Line
28. Top 10 Tips for Applying in Person
29. Top 10 Tips for Following Up on your Application
30. Top 10 Things to Double Check on your Application

Interviewing

31. Top 10 Tips for Preparing for the Interview
32. Top 10 Tips for Getting Off to a Good Start
33. Top 10 Questions Interviewers Ask
34. Top 10 Questions Interviewers Should Not Ask
35. Top 10 Questions You Should Ask in an Interview
36. Top 10 Things to Include in a Career Portfolio
37. Top 10 Interviewing Mistakes
38. Top 10 Job Benefits to Ask About
39. Top 10 Traits Employers Consider to Rate Candidates
40. Top 10 Tips to Consider before Taking a Job

CD II: Employability Skills

Employer Expectations

41. Top 10 Behaviors Employers Expect
42. Top 10 Behaviors Employers Find Objectionable
43. Top 10 Guidelines for Job Success
44. Top 10 Transferable Job Skills
45. Top 10 Tips to Establish Your Credibility
46. Top 10 Tips for Demonstrating Your Skills
47. Top 10 Tips for Surviving a Bad Work Environment
48. Top 10 Tips for Managing Change
49. Top 10 Tips for Building Healthy Work Relationships
50. Top 10 Tips for Advancing Your Career

Personal Characteristics

51. Top 10 Tips for Demonstrating a Good Attitude
52. Top 10 Tips for Gaining and Showing Respect
53. Top 10 Tips for Demonstrating Responsibility
54. Top 10 Tips for Showing Dependability
55. Top 10 Tips for Demonstrating Courtesy
56. Top 10 Tips for Showing Pride in Work
57. Top 10 Tips for Gaining Co-Workers Trust
58. Top 10 Tips for Persevering
59. Top 10 Tips for Handling Criticism
60. Top 10 Tips for Showing Professionalism

Work Ethics

61. Top 10 Tips for Demonstrating Good Work Ethic
62. Top 10 Tips for Behaving Appropriately
63. Top 10 Tips for Showing Honesty
64. Top 10 Tips for Playing Fair
65. Top 10 Tips for Using Ethical Language
66. Top 10 Tips for Showing Personal Responsibility
67. Top 10 Tips for Eliminating Harassment and Intimidation
68. Top 10 Tips for Respecting Diversity
69. Top 10 Tips for Developing the Habit of Truthfulness
70. Top 10 Tips for Resigning from a Job Ethically

Communication Skills

71. Top 10 Tips for Improving Communication Skills
72. Top 10 Tips for Effective Oral Communication
73. Top 10 Tips for Effective Written Communication
74. Top 10 Tips for Effective Nonverbal Communication
75. Top 10 Tips for Effective Word Use
76. Top 10 Tips for Giving and Receiving Effective Feedback
77. Top 10 Tips for Tips for Handling Anger
78. Top 10 Tips for Dealing with Difficult Co-workers
79. Top 10 Tips for Dealing with a Difficult Boss
80. Top 10 Tips for Dealing with Difficult Customer

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CD III: Business Skills

Customer Service

81. Top 10 Tips for Gaining Customer Trust
82. Top 10 Tips for Interacting with Customers
83. Top 10 Tips for Finding Out What Customers Want
84. Top 10 Tips for Giving Customers What They Want
85. Top 10 Tips to Keep Customers Coming Back
86. Top 10 Tips for Seeing the Customer's Point of View
87. Top 10 Tips for Selling Yourself and the Company
88. Top 10 Tips for Handling Customer Complaints
89. Top 10 Tips for Providing Customer Service by Telephone
90. Top 10 Tips for Providing Customer Service by Internet

Time Management

101. Top 10 Tips for Managing Time
102. Top 10 Tips for Putting First Things First
103. Top 10 Tips for Juggling Many Priorities
104. Top 10 Tips for Overcoming Procrastination
105. Top 10 Tips for Dealing with Information Overload
106. Top 10 Tips for Organizing Workspace & Tasks
107. Top 10 Tips to Staying Organize
108. Top 10 Tips for Finding More Time
109. Top 10 Tips for Managing Projects
110. Top 10 Ways to Balance Personal and Work Priorities

Teamwork

91. Top 10 Teamwork Skills
92. Top 10 Reasons why Companies Use Teams
93. Top 10 Types of Decisions Teams Make
94. Top 10 Team Responsibilities
95. Top 10 Problems that Affect Teams
96. Top 10 Tips for Building Strong Team Communication
97. Top 10 Tips for Expressing Yourself on a Team
98. Top 10 Tips for Giving Constructive Criticism
99. Top 10 Tips for Receiving Criticism
100. Top 10 Tips for Team Problem So

Problem Solving

111. Top 10 Tips for Becoming a Problem Solver
112. Top 10 Tips for Identifying a Problem
113. Top 10 Becoming a Critical Thinker
114. Top 10 Tips for Thinking Creatively
115. Top 10 Characteristics of an Effective Risk Taker
116. Top 10 Tips for Holding Yourself Accountable
117. Top 10 Tips for Managing Change
118. Top 10 Tips for Removing Your Barriers to Change
119. Top 10 Tips for Making Change Serve You Personally
120. Top 10 Tips for Dealing with Ongoing Change

CD IV: Communicating Effectively

Presenting Yourself

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122. Top 10 Tips for Presenting Yourself: Appearance
123. Top 10 Tips for Presenting Yourself: Posture
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125. Top 10 Tips for Presenting Yourself to Associates
126. Top 10 Tips for Presenting Written Documents
127. Top 10 Tips for Presenting Yourself: Conflict
128. Top 10 Tips for Giving Constructive Criticism
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130. Top 10 Tips for Demonstrating Leadership

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131. Top 10 Reasons For Listen
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133. Top 10 Barriers To Listening
134. Top 10 Listening Strategies
135. Top 10 Ways We Filter What We Hear
136. Top 10 Tips for Developing A Listening Attitude
137. Top 10 Tips for Showing You Are Listening
138. Top 10 Tips for Asking Questions
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141. Top 10 Tips for Using Language Carefully
142. Top 10 Tips for Showing Confidence
143. Top 10 Tips for One-on-One Conversations
144. Top 10 Tips for Small Group Communication
145. Top 10 Tips for Large Group Communication
146. Top 10 Tips for Making Speeches
147. Top 10 Tips for Involving the Audience
148. Top 10 Tips for Answering Questions
149. Top 10 Tips for Visual and Media Aids
150. Top 10 Errors In Presenting

Non-Verbal Communication

151. Top 10 Tips for Communicating Non-Verbally
152. Top 10 Positive Non-Verbal Behaviors
153. Top 10 Harmful Non-Verbal Behaviors
154. Top 10 Tips for Reading Body Language
155. Top 10 Ways to Read Mixed Messages
156. Top 10 Tips for Matching Your Verbals to Non-Verbals
157. Top 10 Tips for Improving Non-Verbal Listening
158. Top 10 Tips for Giving Non-Verbal Feedback
159. Top 10 Tips for Showing Confidence Non-Verbally
160. Top 10 Tips for Showing Assertiveness

Top 10 Tips for Work Readiness

CD V: Business Etiquette

On the Job Etiquette

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163. Top 10 Tips for Language and Behavior
164. Top 10 Tips for Business Casual Dress
165. Top 10 Tips for Business Meal Functions
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167. Top 10 Tips for Behavior at Conventions
168. Top 10 Tips for International Etiquette
169. Top 10 Tips for Cross-Cultural Etiquette
170. Top 10 Tips for Working in a Cubicle

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173. Top 10 Tips for Showing Courtesy and Politeness
174. Top 10 Tips for Interacting with Your Boss
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179. Top 10 Tips for Handling Confidential Information
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Telephone and E-mail Etiquette

181. Top 10 Tips for Making a Good Impression by Telephone
182. Top 10 Tips for Better Telephone Conversations
183. Top 10 Barriers to Telephone Conversations
184. Top 10 Tips for Making and Returning Calls
185. Top 10 Tips for Answering Calls and Taking Messages
186. Top 10 Tips for Making Cold Calls
187. Top 10 Tips for Handling Conference Calls
188. Top 10 Tips for Cellular Phone Etiquette
189. Top 10 Tips for Appropriate Work E-mail
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Meeting Etiquette

191. Top 10 Tips for Handling Pre-Meeting Details
192. Top 10 Tips for Leading a Large Meeting
193. Top 10 Tips for Introducing Speakers
194. Top 10 Tips for Facilitating Discussions
195. Top 10 Tips for Closing a Large Meeting
196. Top 10 Tips for Two-Person Meetings
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198. Top 10 Tips for Inviting Speakers
199. Top 10 Tips for Preparing Meeting Visuals
200. Top 10 Tips for Attending a Videoconference

Top 10 Tips (43) for Job Success

1. Start right.

Whether it's your first job or your fifth, getting a strong start is very important. You will have a hard time overcoming any poor first impressions people form about you.

Try these tips for getting started:

- Always clock-in on time or early.
- Stick with the winners. Notice which co-workers take the lead and study what makes them successful.
- Be friendly and pleasant to all.
- Reveal your personality, likes and dislikes, a little at a time as you adapt to the new environment.
- Cultivate new habits and reinforce your best characteristics.

2. Hit the road running.

To “hit the road running,” you should give value the first day and every day thereafter. You’ll leave a bad impression if you sit around waiting for someone to tell you what to do.

Try these ways to hit the road running:

- Arrive early the first day and check in with your supervisor.
- Ask, “What would you like me to do this morning?”
- Figure out on your own how to complete the task that is given or ask a few questions to get started.
- Give the completed work to your boss for review.
- Organize your desk and files while waiting for your boss’s review.

3. Show a good attitude.

A good attitude helps you accomplish tasks you'd rather not do. Even when you don't feel well at work, use the "fake it till you make it" strategy to pull you out of a slump and push you over the top of any problem or assignment. A good attitude is an "inside" job—inside of you.

These comments represent good attitudes:

—“Whatever it takes!”

—“You bet!”

—“Count me in!”

—“I'll be glad to help.”

—“Good Morning!”

—“Have a great day!”

—“Glad you're back!”

4. Be dependable, punctual, and industrious.

You will match the description in this tip if you can be counted on to do your best work every time, meet deadlines always, and stick with a task until it is finished completely. Employers will overlook some of your mistakes if they believe you are trying.

Look at these descriptions of a dependable, punctual, industrious employee:

—Dependable: Follows through with a project from start to finish, even when it is tedious, difficult, and more time-consuming than expected.

—Punctual: Paces the work so a quality product or service is delivered in a timely manner.

—Industrious: Stays busy with other, less pressing tasks after completing a major project and while waiting for another.

5. Take time to adjust.

Every time you begin a new job, you will have to make adjustments. This true whether you take a new job within the company where you currently work or one with a different company. How well you adapt to new work settings will determine how fast you adjust.

You can make your adjustments easier by following these suggestions:

- Organize the work.
- Learn how to blend with new people.
- Withhold judgments and impressions until you are more familiar with the new environment.
- Use your new skills to help meet your department's objectives.
- Set challenging but reasonable expectations for yourself.

6. Think like an entrepreneur.

An entrepreneur is a person who owns his or her own business. It is well known that entrepreneurs possess certain characteristics that make them successful. Though you may not expect to become an entrepreneur, thinking like an entrepreneur will be helpful.

So, what are entrepreneurial traits?

- Entrepreneurs have good business sense and are careful with money.
- Entrepreneurs take calculated, but not foolish, business risks.
- Entrepreneurs find out what people want, produce it, and deliver it when promised.
- Entrepreneurs know how to take an idea and bring it to reality. For example, Steve Jobs and Steve Wozniak built their first computer in their parents' garage. Now look at the Apple Computer.

7. Be alert to company politics.

Politics is about relationships and instincts. Once you build good relations and people know they can trust you, you can accomplish a great deal, even if your skills are not the best in the company.

Instinct is what some people call a “gut feeling.” It’s perceiving correctly what is going on in a situation. For example, if your boss is snappy or rude following a phone call, you might guess that the bad mood has something to do with the call. A politically smart approach would be to leave the boss alone for a while. Asking a question immediately would be bad politics.

—Be a good communicator. Say the right thing at the right time.

—Help others be successful.

—Be a good worker, not a social climber.

—Be honest, but document your accomplishments.

8. Prioritize.

“Do the most important things first” refers to prioritizing. In some companies, priorities are established by superiors, and employees follow the orders. In others, the employees prioritize tasks. Prioritizing is an important skill that anyone can learn with a little practice.

If you’ve never prioritized, you can excel by doing the following:

- Write lists of things to do.
- Start with “1” and number each item on the list according to its importance.
- List the first five most important priorities on separate sheets of paper.
- On each sheet, write the major steps for doing the task. Make daily notes on the sheet about what you do.
- Use a computer instead of paper for greater efficiency. File everything.

9. Accept criticism with grace.

Nobody enjoys criticism, but in business, it's part of the "job description." Some managers and supervisors are more skilled than others at offering criticism. But if you consider criticism an opportunity to learn something that will help your job performance, then it becomes a favor, even when not delivered "delicately."

Ways to learn from criticism:

- Listen to the message without focusing on the messenger.
- Ask for suggestions that can help you better meet company expectations.
- Follow through on the suggestions without becoming defensive.
- Write about the criticism in a private journal in your home, (never at work!), rather than gossip about the criticism or vent about it to a friend.

10. Find a Mentor

A mentor is someone who helps you become successful. If you are not assigned a mentor when you start a job, observe the people you work with. There are usually several long-time employees who know the ropes and will be willing to help you. Ask one of them a few questions and start building a relationship. Chances are good that the person will turn into a mentor over time.

A good mentor will:

- Train you in the specifics of the job.
- Review and critique your work.
- Give you examples to imitate.
- Demonstrate how to accomplish the work.
- Help you trouble shoot.
- Introduce you into company culture.

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9. Accept criticism with grace.
10. Find a mentor.

Top Ten Tips for Job Success

Write T or F in the blank to show whether the statement is True or False.

_____ 1. If new on the job, get personal quickly with co-workers.

_____ 2. If, after the first week, you don't like the job, "hit the road."

_____ 3. A good attitude helps produce good work.

_____ 4. An industrious worker stays busy, even during slow times.

_____ 5. Not asking for help in a new position shows confidence.

_____ 6. A good entrepreneur takes calculated risks.

_____ 7. Company politics are always undesirable.

_____ 8. Setting priorities is important only for executives.

_____ 9. It is your right not to be criticized in the workplace.

_____ 10. A good mentor shows you how to do your job and fit into the work environment.

Top 10 Tips for Job Success

Imagine that you have been on the job for two weeks. The first week you trained on expensive equipment under supervision. There were detailed written instructions about operating the equipment, but you did not read all the instructions. You assumed everything would go fine when you were on your own because you have some previous experience that will help.

The second week, you encounter machine operating problems and don't know what to do, so you experiment with fixing the problem, which turns out an expensive mistake. The supervisor asks you to describe the proper procedure for correcting the problem, and you are not prepared to answer. The foreman is upset and criticizes how you handled the matter.

You are embarrassed but decide to use the incident as an opportunity to improve. List five things you will do to ensure you do not make this mistake again.

- 1
- 2.
- 3.
- 4.
- 5.