

# Learning for Earning

Your Route to Success

Sixth Edition



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*PowerPoint Presentations for*

# Learning for Earning

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**CHAPTER**

**13**

**Good Employee  
Skills**



# Chapter Objectives

After studying this chapter, you will be able to

- determine what you may gain as an employee if you succeed in winning at work.
- identify expectations of employers.
- describe how you can do your best as an employee.



# Key Terms

- work ethic
- penalty
- reprimand
- termination
- punctual
- dependable
- privilege
- mentor

# Winning at Work

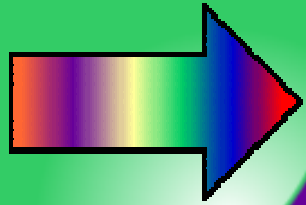


- “Winning at work” means you gain something from your job.
- You may feel you have won simply by getting the job.

# Winning at Work

- You will have many chances to become successful in these matters, too:
  - gaining the respect of your coworkers
  - becoming content in your work
  - increasing self-esteem





# In Your Opinion



- ❖ *Must someone "lose" in order for you to "win" at work?*
- ❖ *Can all employees be winners?*



# Consider the Employer's Expectations

- To give an honest day's work for an honest day's pay is a common work ethic.
- ***Work ethic*** – A standard of conduct and values for job performance.
- A good work ethic will help win your employer's approval.
- The employer may reward you with job security, raises, and promotions.





# The Work Ethic

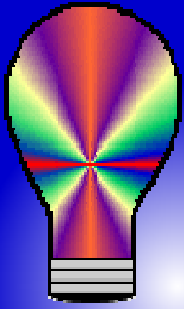
- Go to work every day on time.
- Work hard.
- Have a good attitude.
- Get along with coworkers.
- Follow company rules and policies.
- Lend a helping hand whenever asked.
- Appreciate privileges without abusing them.

# The Work Ethic

- Be honest.
- Show loyalty.
- Do the work correctly, completely, and on time.
- Take pride in your work.
- Make an effort to improve.
- Accept responsibility for your work.
- Show initiative.

# Getting Along with Others

- Getting along with everyone is critical in the workplace.
- When coworkers do not get along, the company's output may suffer.
- When workers do not show respect to customers and business contacts, the company's reputation and business dealings may suffer.



# Think About It



- ❖ *In your school and social activities, do you get along with your peers?*
- ❖ *Can you work well with people who disagree with you?*

# Compliance

- Complying with company rules and policies is expected.
- You will be told the rules and will be expected to learn and follow them.
- ***Penalty*** – A loss or hardship due to some action, such as breaking company rules or policies.

# Compliance

- Failing to follow a company policy can result in the following penalties:
  - first, a verbal reprimand
  - next, a written reprimand
  - finally, termination
- ***Reprimand*** – A severe expression of disapproval.
- ***Termination*** – The end of employment or the loss of a job.

# Punctuality

- ***Punctual*** – On time.
- Always arrive at work at least 5 to 10 minutes early.
- Start and stop breaks punctually.
- Work until the official quitting time.





# Did You Know?

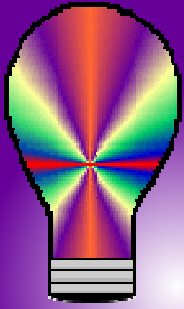


- ❖ *Employees can be fired for habitually arriving late and leaving early?*
- ❖ *Are you in the habit of being punctual?*



# Dependability

- ***Dependable*** – Being reliable.
- Dependable workers stay busy at their assignments and never take time off for nonessential purposes.
- They demonstrate they can keep their word.
- Dependable employees are usually first to receive promotions and raises.



# Think About It

- ❖ *If a fellow employee doesn't do a fair share of the work, what impact might it have on you?*
- ❖ *Is it fair to you and your employer when a coworker slacks off on the job?*



# Do Not Abuse Privileges

- ***Privilege*** – A right that is given as a benefit or favor.
- Examples of a privilege are breaks and the use of office equipment.
- If given a 15-minute break, do not extend it to 20 minutes.
- Do not spend time on personal phone calls or e-mails.

# Honesty

- Honesty means more than telling the truth.
- Dishonesty is shown by
  - stealing money, company supplies, tools, or equipment.
  - taking too much time for breaks.





# Loyalty

- Loyal employees work to make the company better.
- Signs of disloyalty are
  - complaining about company decisions
  - giving away company secrets
  - speaking negatively about the company

# Do Your Best as an Employee



- Do your job to the best of your ability.
- Look for ways to improve and always be willing to learn new skills.

# Use All Your Abilities

- Use the time on the job in the way your employer wants.
- Notice other tasks that need to be done and volunteer to do them.
- Take pride in what you do and treat each task as important.
- Work at perfecting whatever you do.



# Watch for Ways to Improve

- Train, practice, and have a positive attitude.
- Seek your employer's help.
- Look for new skills to develop.
- Observe more experienced workers.
- Take on additional responsibilities.
- Take self-improvement courses.



# Be Willing to Learn



- Learn your company's way of operating.
- To improve your skills, you may be scheduled for on-the-job training, seminars, or a class.



# Mentors

- ***Mentor*** – A more experienced person who provides his or her expertise in order to help less-experienced workers advance in their careers, enhance their education, and build networks.
- A mentor can be
  - a friend
  - a counselor
  - a teacher
  - an experienced employee

# Accept Responsibility for Your Work

- Admit your mistakes and learn from them.
- Don't blame others for your errors.
- Take responsibility and you will earn more respect.





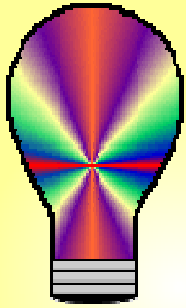
# Have a Good Attitude

- A positive attitude helps you accomplish tasks to the best of your ability.
- Develop a “can do” attitude.
- Live up to the expectations of your supervisors and coworkers.
- Give a day’s work for a day’s pay.
- Avoid making excuses for mistakes and blaming others.

# Have a Good Attitude



- Try to see things from another person's point of view.
- Respect the opinions of others and listen to their suggestions.



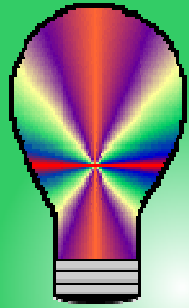
# Think About It

- ❖ *Name the behaviors that employers expect of all new employees.*
- ❖ *Explain how workers can do their best in the workplace.*
- ❖ *Describe what employees should do to get along with others at work.*
- ❖ *List the qualities of an employee with a good attitude.*



# Chapter 13: In the Know

- Having good employee skills means
  - fulfilling employer expectations
  - using all your abilities
  - watching for ways to improve
  - being willing to learn
  - accepting responsibility for your work
  - keeping a good attitude



## Chapter 13: Think More About It

- ❖ *How can you show that you have a good work ethic?*
- ❖ *Why is it important to get along with everyone you meet on the job?*
- ❖ *In what specific ways can you demonstrate that you will do your best as an employee?*