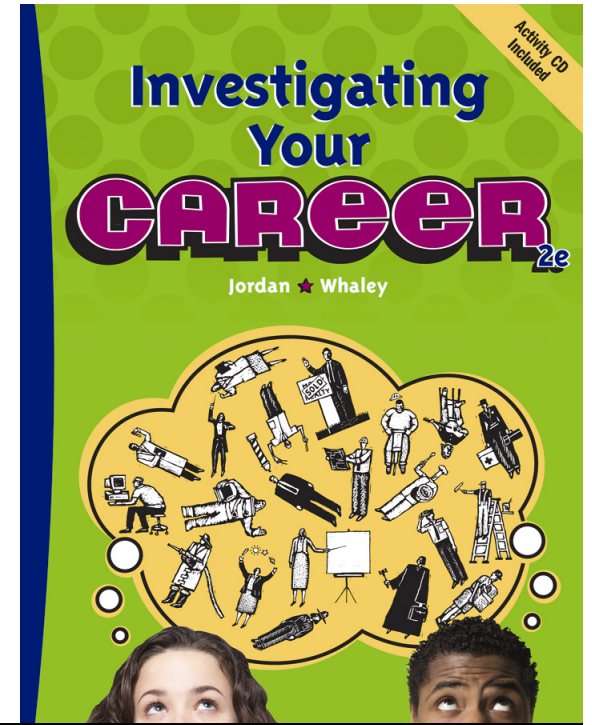


chapter
10

Succeeding in
a Career



Investigating Your Career

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CHAPTER 10

Succeeding in a Career

Goals

- * Describe how to adjust to a workplace.
- * Identify the skills and characteristics that employers look for in employees.
- * Identify the skills that are key to a successful career.
- * Analyze some of the roadblocks to career growth.

Adjusting to Your Workplace

- Corporate culture
- Appropriate dress
- Business etiquette

Corporate Culture

- Values and customs give each organization a unique personality, the organization's **corporate culture**.
- The corporate culture of an organization defines communication, rules of behavior, company ethics, and style of dress.
- Corporate culture is established through formal policies, unspoken rules, and expected behaviors.

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Corporate Culture

- Some ways to learn about a company's corporate culture:
 - Study how people interact with each other.
 - Try to learn who has the power to make decisions.
 - Ask questions.
 - Listen.

Appropriate Dress

- Formal
 - For men—shirt, slacks, jacket, tie (or suit)
 - For women—dress or suit
- Business casual
 - For men or women—slacks with belt, collared shirt tucked in, possibly jacket or sweater
 - For women—a skirt or dress as another option
- Casual—appropriately modest

Business Etiquette

- Adopt good manners.
- Show a positive attitude.
- Be dependable, honest, and trustworthy.
- Show up for work every day on time.
- Do what you say you will do.
- Treat others with respect and courtesy.
- Listen without interrupting.
- Be energetic and enthusiastic.
- Speak clearly using good grammar.
- Avoid gossip.

What Employers Want

- Basic qualifications
- A good employee

Basic Qualifications

Employees must:

- Be able to pass a drug test.
- Observe work hours.
- Have basic reading and math skills.
- Be willing and able to learn.
- Get along with their coworkers and supervisors.

A Good Employee

SCANS competencies critical for workplace success:

- Foundation Skills and Personal Qualities

- Basic skills
- Thinking skills
- Personal qualities

- Workplace Competencies

- Resources
- Interpersonal
- Information
- Systems
- Technology

Important Employee Characteristics

- Attitude
 - Smile.
 - Practice positive thinking.
 - Change negative thoughts to positive ones.
 - Surround yourself with positive people as much as possible.
- Accepting responsibility
- Communication
- Working effectively in teams

Accepting Responsibility

- Accept responsibility for your mistakes.
- Correct mistakes quickly and smoothly.
- Keep your supervisor informed of the progress of your work.
- Do good quality work and finish on time.
- Receive feedback with a positive attitude.

Communication

- Plan what you want to say so you do not have to think it out as you speak.
- State why you are communicating so your listener or reader understands.
- Use words the listener or reader understands.
- Do not preach, ramble, or talk down to your listener or reader.
- Keep your message clear and to the point.

Working Effectively in Teams

- Teams are effective in finding solutions to complex problems.
- Employers expect employees to have the skill to work effectively on a team.
- You can help prevent confusion by asking questions and making sure the details of the project are clear.
- Team members go through **cross training** to learn multiple tasks.

Roadblocks to Career Growth

- Barriers
- Your relationship with your supervisor

Barriers

- An **actual barrier** is an obstacle that prevents you from being hired to do a job; for example, the height requirement to be a law enforcement officer.
- A **perceived barrier** is an obstacle that is not a true barrier. It exists in people's minds—your mind, an employer's mind, or a customer's mind. Examples include prejudices about age, experience level, gender, or cultural background.

Your Relationship with Your Supervisor

Do:

- Begin work on time.
- Respect your supervisor's time.
- Be honest in your contact with your supervisor.
- Finish projects.
- Turn in accurate work.
- Organize your thoughts before approaching your supervisor so you do not waste his or her time.
- Respect your supervisor's authority.
- Suggest a solution when you bring up a problem.

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Your Relationship with Your Supervisor

Do not:

- Disturb your supervisor with problems you can resolve yourself.
- Complain about your supervisor to others.
- Bring personal problems to work.
- Waste time.
- Take every harsh reply or unfriendly action personally.

Summary

- I can describe how to adjust to the workplace.
- I can identify the personal skills and characteristics that employers want in their employees.
- I can identify the skills that are important for career success.
- I can analyze some of the roadblocks to career growth.