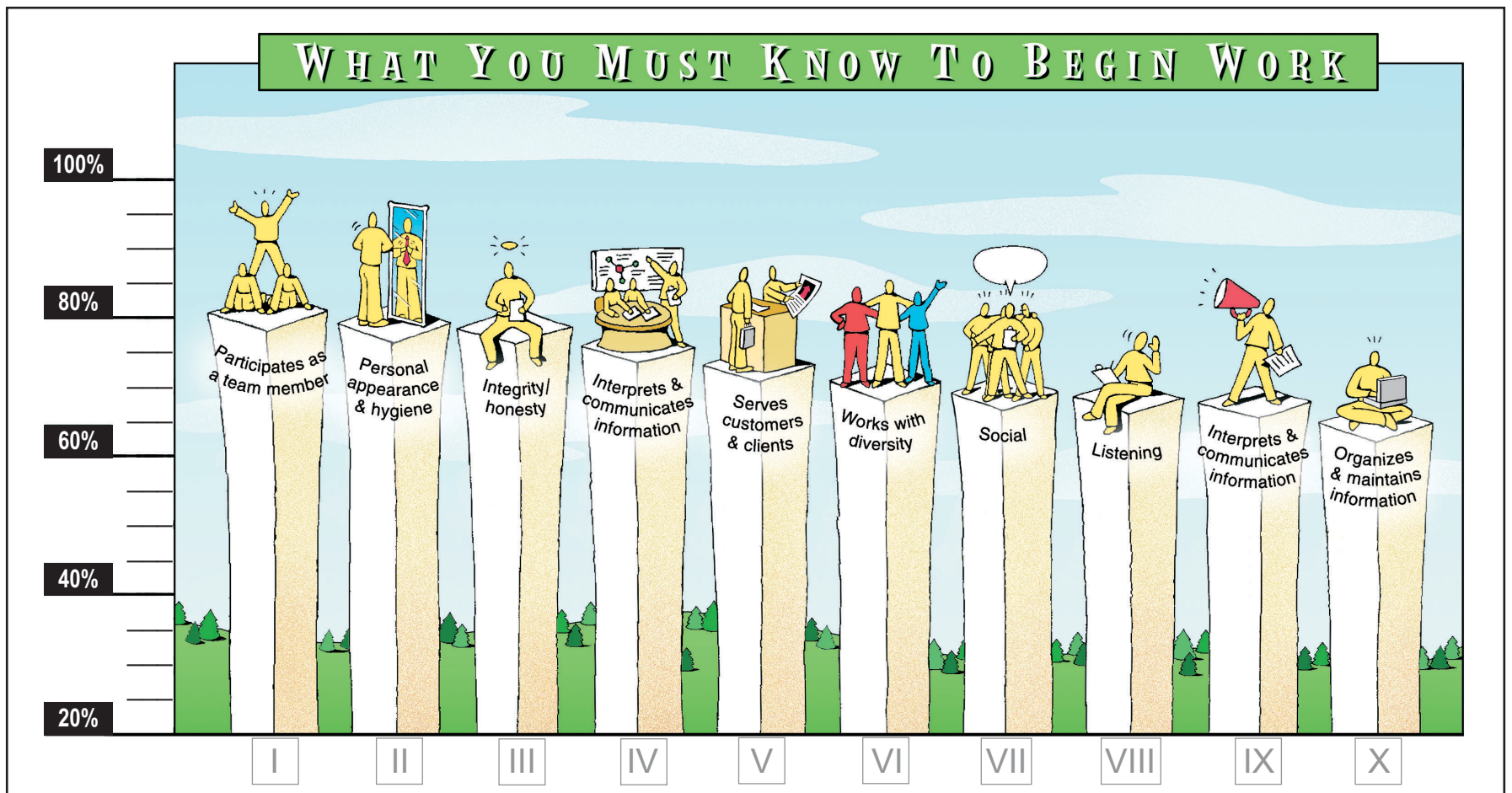


TOP 10 WORKPLACE SKILLS

KANSAS CITY EMPLOYERS REPORT:



SOURCE: "ANALYSIS OF WORKPLACE SKILLS", STRUMPF ASSOCIATES, BUSINESS/EDUCATION EXPECTATIONS, AND THE GREATER KANSAS CITY CHAMBER OF COMMERCE 2000

WHAT KANSAS CITY TEENS SAY:

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| <p>I PARTICIPATES AS A TEAM MEMBER: WORKS COOPERATIVELY WITH OTHERS</p> <p>DO</p> <ul style="list-style-type: none"> • come to work when you are scheduled — and be on time! • respect others' opinions • cooperate with others and be willing to compromise | <p>DON'T</p> <ul style="list-style-type: none"> • purposely cause conflict • put others down • be self-centered or have to do everything your own way |
| <p>II PERSONAL APPEARANCE AND HYGIENE: DEMONSTRATES UNDERSTANDING OF APPROPRIATE WORKPLACE APPEARANCE</p> <p>DO</p> <ul style="list-style-type: none"> • remember — CLEAN is ALWAYS great-DEODORANT is ALWAYS a plus! • wear appropriate attire for your workplace • follow the dress code, safety and health requirements | <p>DON'T</p> <ul style="list-style-type: none"> • come to work with gross breath • over-do perfume or after shave |
| <p>III HONESTY AND INTEGRITY; CAN BE TRUSTED; DEMONSTRATES INTEGRITY</p> <p>DO</p> <ul style="list-style-type: none"> • be trustworthy and responsible • take rules seriously and don't disregard them or think you're above them • realize that honesty is the best policy | <p>DON'T</p> <ul style="list-style-type: none"> • steal tips/merchandise/money • take credit for someone else's work or shift blame • be afraid to stop dishonesty in others • lie |
| <p>IV INTERPRETS AND COMMUNICATES INFORMATION: CHOOSES WORDS/MANNER OF EXPRESSION APPROPRIATE FOR THE WORKPLACE</p> <p>DO</p> <ul style="list-style-type: none"> • be polite and respect others • think before you speak, listen before you answer and ask questions if you don't understand • speak so that others can understand you | <p>DON'T</p> <ul style="list-style-type: none"> • yell at your work mates • use slang or street talk • use profanity |
| <p>V SERVES CUSTOMERS AND CLIENTS: EXHIBITS APPROPRIATE BEHAVIOR WHEN DEALING WITH CLIENTS</p> <p>DO</p> <ul style="list-style-type: none"> • remember "The customer is ALWAYS right" • talk TO your customer-personalize the service and make eye contact • know company policies and follow company directions | <p>DON'T</p> <ul style="list-style-type: none"> • use profanity or yell at a customer • be rude • argue with the customer |
| <p>VI WORKS WITH DIVERSITY: WORKS WELL WITH A VARIETY OF PEOPLE</p> <p>DO</p> <ul style="list-style-type: none"> • treat all people with respect regardless of their position, social class, age, appearance or sex • be patient and maintain eye contact if a person is hard to understand or has a disability • take a stand / tell others to stop if they are talking badly about other people | <p>DON'T</p> <ul style="list-style-type: none"> • use insulting names or labels • make judgements based on stereotypes • ignore persons with disabilities |
| <p>VII SOCIAL: INTERACTS APPROPRIATELY IN SOCIAL SETTINGS</p> <p>DO</p> <ul style="list-style-type: none"> • follow the Golden Rule-Do unto others as you would have them do unto you • act in a pleasant and professional manner • respect other people's space | <p>DON'T</p> <ul style="list-style-type: none"> • be rude or sarcastic • pull practical jokes • hit on other people |
| <p>VIII LISTENING: RECEIVES AND RESPONDS APPROPRIATELY TO VERBAL AND NONVERBAL MESSAGES</p> <p>DO</p> <ul style="list-style-type: none"> • make eye contact with the person who is speaking • be aware of the speaker's tone of voice, facial expression and body language • rephrase what someone says to see if you have it right then and ask questions if you need more information | <p>DON'T</p> <ul style="list-style-type: none"> • look bored • sigh, slouch or roll your eyes! • look preoccupied |
| <p>IX INTERPRETS AND COMMUNICATES INFORMATION: REPORTS EMERGENCIES</p> <p>DO</p> <ul style="list-style-type: none"> • know what could be an emergency in your workplace! • be alert during training and participate in practice drills • take every accident seriously and tell the boss | <p>DON'T</p> <ul style="list-style-type: none"> • panic or overreact • ignore any emergency situation • run away |
| <p>X ORGANIZES AND MAINTAINS INFORMATION: WRITES IN CLEAR, LOGICAL, LEGIBLE & COMPLETE MANNER</p> <p>DO</p> <ul style="list-style-type: none"> • read and follow instructions • read through the whole form before you start to fill it out • always print or write neatly and legibly | <p>DON'T</p> <ul style="list-style-type: none"> • use abbreviations • use slang |