Workplace Basics: Essential Skills For Success

1. Log in to a computer and open up Internet Explorer
2. Go to http://media.dsbn.edu.on.ca/
3. Click "Search Full Catalog"
4. In the white text box type "L11317"
5. Click the down arrow to the right of the word Format and select Streaming Video (SV)
6. Click the green submit button
7. Click the name of the video when it is displayed on the screen under items found
8. Click the Learn360 logo near the bottom of the screen
9. When asked for user information enter
   ✓ last name = hilliker   first name = sean   password = westlane
10. Watch the video (you can double-click the screen to make it full screen)
11. As you watch the video pause it so you write down your answers to the following questions:

Name: _____

What reason was given for person #1 in the video to NOT get the job?

_____

What reason was given for person #2 in the video to NOT get the job?

_____

What reason was given for person #3 in the video to NOT get the job?

_____

List the 5 basic skill areas that employers today would expect you to possess:

1._____   2._____

3._____   4._____

5._____

How did the first employer explain what she meant by people who can "take initiative"?

_____

List 4 of the basic personal qualities it takes to work with other people that were mentioned by the 2nd employer?

1._____   2._____

3._____   4._____

List the 2 reasons that the boss in the video said he would have to let Rena (the employee others disliked) go:

1._____   2._____

List 3 examples given by the narrators in the video on how you could take risks to help develop your self-esteem:

1._____   2._____

3._____

List 3 reasons why the employer in the video said she hired Lucy as a lab assistant:

1._____   2._____

3._____

It is important to be willing to _____ and school is the place to start doing that.

List 3 other personal qualities that employers look for:

1._____   2._____

3._____

What did Lucy do in the video that showed she has integrity and is very responsible?

_____

What did the female narrator mean when she described self-management skills as being "portable"?

_____

Are you usually on time for class and prepared for work?

<u>Circle the answer the best describes yourself:</u>
Do you complete assignments on time?..*Yes*   *No*
Do you get along well with other people?...*Yes*   *No*
Do you have the self-confidence that comes from positive risk-taking?..........................*Yes*   *No*
Are you willing to admit a mistake? And ask for help?....................................*Yes*   *No*
Are you a person others can count on?...*Yes*   *No*
Can you work independently when required? ....Yes   No

What is the foundation for creative thinking?   _____

What reasons did his boss give for why Leo didn't work out with the company where he was hired?

_____

<u>Circle the answer the best describes yourself:</u>
Do you like to solve problems?..*Yes*   *No*
When you don't know what to do, do you try to think of a solution?..............*Yes*   *No*
Are you willing to take challenging classes? ....*Yes*   *No*
When you do a paper or a report do you like to find something different from others? ..*Yes*   *No*
Are you willing to try something new and maybe make a mistake?.................*Yes*   *No*
If your idea doesn't work out first do you try to figure out why?......................Yes   No
Can you work independently to solve a problem you never saw before? ....Yes   No

While many young people are more familiar than their parents with how to use a computer for _____, many do

not necessarily have the _____ employers look for.

List 2 suggestions that Kim's friend gave her for trying to improve on her computer literacy:

1._____ 2._____

What did Lucy (the lab assistant) say that they do at her job to avoid wasting time surfing around the internet?

_____

<u>Circle the answer the best describes yourself:</u>
Have you taken keyboarding and other basic computer courses your school offers?.......*Yes*   *No*
Do you know how to use the computer as a research tool?..............................*Yes*   *No*
Do you know how to use a spreadsheet?...*Yes*   *No*
Do you know where to get information about programs used in the workplace?...........*Yes*   *No*
When you read a manual for a program do you understand the basic terms used?........*Yes*   *No*
If you had to take a test on a computer would you feel completely comfortable?...........*Yes*   *No*
Do you feel comfortable asking questions about how to use a program?........................*Yes*   *No*

What do employers agree is essential when it comes to keeping a business running smoothly? _____

A key concept in communication is being able to get your idea across without _____

and knowing how to listen to _____ without _____.

List 2 things that the boss in the video likes about Tanya's communication skills:

1._____ 2._____

List 2 tips that Tanya gave on how she deals successfully with angry customers:

1._____ 2._____

Circle the answer the best describes yourself:

Do you speak and write simply and clearly when you communicate information?..........*Yes*   *No*
Do you make eye contact when you talk to another person?..*Yes*   *No*
Do you really listen to what they have to say?...*Yes*   *No*
Can you listen to constructive criticism without getting defensive or angry?..................*Yes*   *No*
Do you know how to disagree with someone without putting them down?....................*Yes*   *No*
Do you think about when it's important to share information?......................................*Yes*   *No*
Do you how to reflect back what someone is saying and show you're sympathetic?.......*Yes*   *No*

What do the three R's stand for?

1._____ 2._____ 3._____

Circle the answer the best describes yourself:

Are your basic reading comprehension scores at grade level?...*Yes*   *No*
Can you read and follow clearly written instructions in a technical manual?...................*Yes*   *No*
Can you write a clear paragraph that will get your point across?....................................*Yes*   *No*
Can you write a business letter?..*Yes*   *No*
Can you fill out a job application without difficulty?...*Yes*   *No*
Do you have a well written and professional-looking resume?...*Yes*   *No*
Are your basic math comprehension and computation skills at grade level?...................*Yes*   *No*

Everything you learn now you'll take with you to the _____ from one _____.

School is the _____ for an interesting and _____ career.

Complete the self-management activity on the back of this page

Below is a list of self-management skills required in the workplace. Write a sentence about each one explaining what it means in the workplace and why it's important.

Punctuality means_____
and is important because _____

Taking the initiative means _____
and is important because _____

Critical thinking means _____
and is important because _____

Taking responsibility means _____
and is important because _____

Getting along with others means _____
and is important because _____

Having **integrity** means _____
and is important because _____

Having **self-esteem** means _____
and is important because _____

Positive risk-taking means _____
and is important because _____