



Delivering Job Ready Candidates

Olga M. Escamilla, PhD

TRAINPD@TCALL, TX AM University

Handout Packet

Goals Worksheet: Who Am I And What Do I Want?

1. Who am I?

- Subjects I like(d) in school:

- Activities that I like:

- Things I like to do in my free time (Hobbies):

- My strengths are:

- My weaknesses are:

2. What is my dream?

- What goals do I have for myself?

- What would be my ideal job? Why?

- What is important for me to be happy?

3. How do I see my life in 5 years?

4. My goals and dreams for the future are:

Setting SMART Goals

People often set very strong work-related goals and neglect to do it for any other area of their life. While career is typically the most structured part of life, it does not have to be only one that benefits from clearly defined goals. Encourage all students to take the time to establish at least one solid goal for each area of their life. Here are some examples (some of these may not apply):

- Professional
- Relationships (family, friends, co-workers)
- Fitness/Health
- Intellectual
- Community Involvement
- Financial
- Education
- Artistic

A "good" goal has 5 distinct elements. To define them we are going to use the SMART acronym:

Specific

What do you want to achieve? How will you achieve it? Why is it important to you? Clearly define the outcome you want.

Measurable

Establish concrete criteria for measuring your success. Use actual numbers, target dates, or specific events to indicate when your goal has been achieved.

Achievable

Your goals should push you past your comfort point, but you should still be able to attain them with effort and commitment.

Relevant

Your goals should be important to you and the outcome should impact your life. Likewise, you should have the ability to directly impact them. Do not set goals that are not significant or that you cannot do anything to control.

Timely

Your goals should have a time element established. This will keep you on track and prevent you from simply pushing a goal far into the future. It should matter now, and you should have a sense of urgency about it.

Written by Chrissy Scivicque, reprinted with Permission from Office Arrow at officearrow.com
http://www.officearrow.com/home/articles/productivity/organization_and_workflow/p2_articleid/78/p142_id/78/p142_dis/3.

Goal Setting: Write Your Goal

Write a S.M.A.R.T. Goal Statement Here: (*Specific, Motivational, Achievable, Realistic and Time-Bound*)

S	
M	
A	
R	
T	

Write Your Measures of Success Below

Outstanding:

Expected:

Could do Better:

Unsatisfactory:

Actions (Steps) You Will Take:

Will be completed by (date):

Goal Setting: Review Your Progress

Reviewing your progress is a very important part of achieving your goal. Checking your progress allows you to reflect on what is working and what is not, so you can adjust your actions or change a goal if you are not achieving what you want. Use the form below to check your progress.

What's Working?	What's Not?
What Changes?	What Actions?

Tips to Avoid Acting Inappropriately at Work

Follow these tips, to avoid acting inappropriately at work:

1. Talk in a conversational tone of voice. Do not talk in a loud manner that may disrupt the work of other workers and customers.

2. Avoid laughing and joking when you should be working. You can have fun and be more relaxed during breaks, but always maintain self-control from the time you arrive until your shift is over.

3. Watch your language!

- Using curse words or calling people names is never appropriate.
- Using slang can make it difficult to have good communication with co-workers and customers.

Write examples of slang that might confuse coworkers or customers:

4. Always behave professionally with customers. Use good manners and try to be as helpful as possible.

Attitude

Definition of Attitude

According to Webster's dictionary: "is a way of acting, feeling, or thinking"

Discussion Questions:

1. How do you think we end up with the attitudes we have?

2. Do you know more people who look at life as mostly good or mostly bad?

Which do you enjoy being with most? Why?

3. It is possible to change our attitudes? If so, how difficult is it?

Ways to show that you have a good attitude in the workplace:

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

Five Foundations for Character

Foundation #1: Trustworthiness

- Be honest
- Be reliable, Keep your promises
- Do what you say you will do.
- Have the courage to do the right thing
- Build a good reputation
- Be loyal

Foundation #2: Respect

- Treat others with respect
- Respect differences
- Be polite
- Use appropriate language
- Be considerate of others' feelings
- Deal peacefully with conflict and anger

Foundation #3: Responsibility

- Do what you are supposed to do
- Always do your best
- Be self-disciplined
- Think before you act. Consider the consequences of your actions
- Be accountable for your choices

Foundation #4: Fairness

- Follow the rules
- Be open-minded. Listen to others
- Do not blame carelessly
- Do not take advantage of others

Foundation #5: Caring:

- Be kind
- Be considerate
- Show that you care
- Express gratitude
- Help others

Also see “The Six Pillars of Character”

<https://charactercounts.org/character-counts-overview/six-pillars/#:~:text=The%20Six%20Pillars%20of%20Character%20are%20trustworthiness%2C%20respect%2C%20responsibility%2C,fairness%2C%20caring%2C%20and%20citizenship.>

Dos And Don'ts for Building Character in the Workplace

Integrity:

Do:

- Stand up for your beliefs—follow your conscience
- Be honorable
- Live by your principles
- Have the courage to do what is right
- Build and guard your reputation

Don't

- Don things that you know are wrong even if others are doing it
- Lose your confidence if you fail
- Promise things that you can't deliver
- Let your team members down

Honesty:

Do:

- Tell the truth
- Be sincere
- Be open to new ideas and ways of doing things
- Come forward with information

Don't

- Lie
- Cheat
- Steal
- Be sneaky or tricky
- Work around policies
- Forge information

Reliability:

Do:

- Be on time
- Keep your promises
- Honor your word and commitments
- Do what you are supposed to do
- Return what you borrow
- Pay you debts
- Be dependable

Don't

- Leave before you should
- Blame others for your mistakes
- Ignore deadlines
- Leave your team/co-workers hanging

Loyalty:

Do:

- Be a good employee
- Keep the confidence of those who trust you

Don't

- Betray a trust
- Let others down
- Spread gossip
- Ask others to break the rules
- Do or say things just to get ahead

Work Ethics Exercise

Developing a good work ethic requires, honesty, **reliability**, and being on time. Think of the roles and responsibilities you engage in on any given day. For example, you may have **responsibilities** as a parent, a worker, a student, a club member, or as a member of some type of team. Answer the following questions with these roles in mind then discuss them in a small group.

What personal traits can you list that make you **dependable** in these roles?

What traits would you like to develop to make you more **dependable**?

What are the most important characteristics of being dependable that will help you advance in the workplace?

Values and Workplace Ethics

Exercise:

In small groups, read the following scenario and respond to the discussion questions.

Scenario:

You have been working for six months as a Patient Care Technician.

You really enjoy this job and worked hard to get here. You feel that you are good at your job, and you are eager to do well. You just received new instructions by your supervisor for improving patient care, but your co-workers who are long term employees have told you not to follow the new policy and continue with the old. Your supervisor asked you to reassure patients that this new policy will improve the quality of their care. Your co-workers say that you should not change what you have been doing. What do you do?

Discussion Questions:

1. How would you respond? What does it mean to behave in a professional manner? What kinds of things are necessary to enhance and promote a professional image?

2. We each bring to the workplace a wide variety of skills, experiences, abilities, needs, values, expectations, and dreams. What are some of the challenges associated with working in an environment where your values and ethical behaviors do not match that of your co-workers?

3. Think about how you want to be seen in a professional setting? What must you do to make sure that others see you as you see yourself? How do you work to have them see you differently?

4. How does this scenario help us to understand what overall professionalism means?

Developing and Maintaining Good Working Relationships

To Form New Relationships

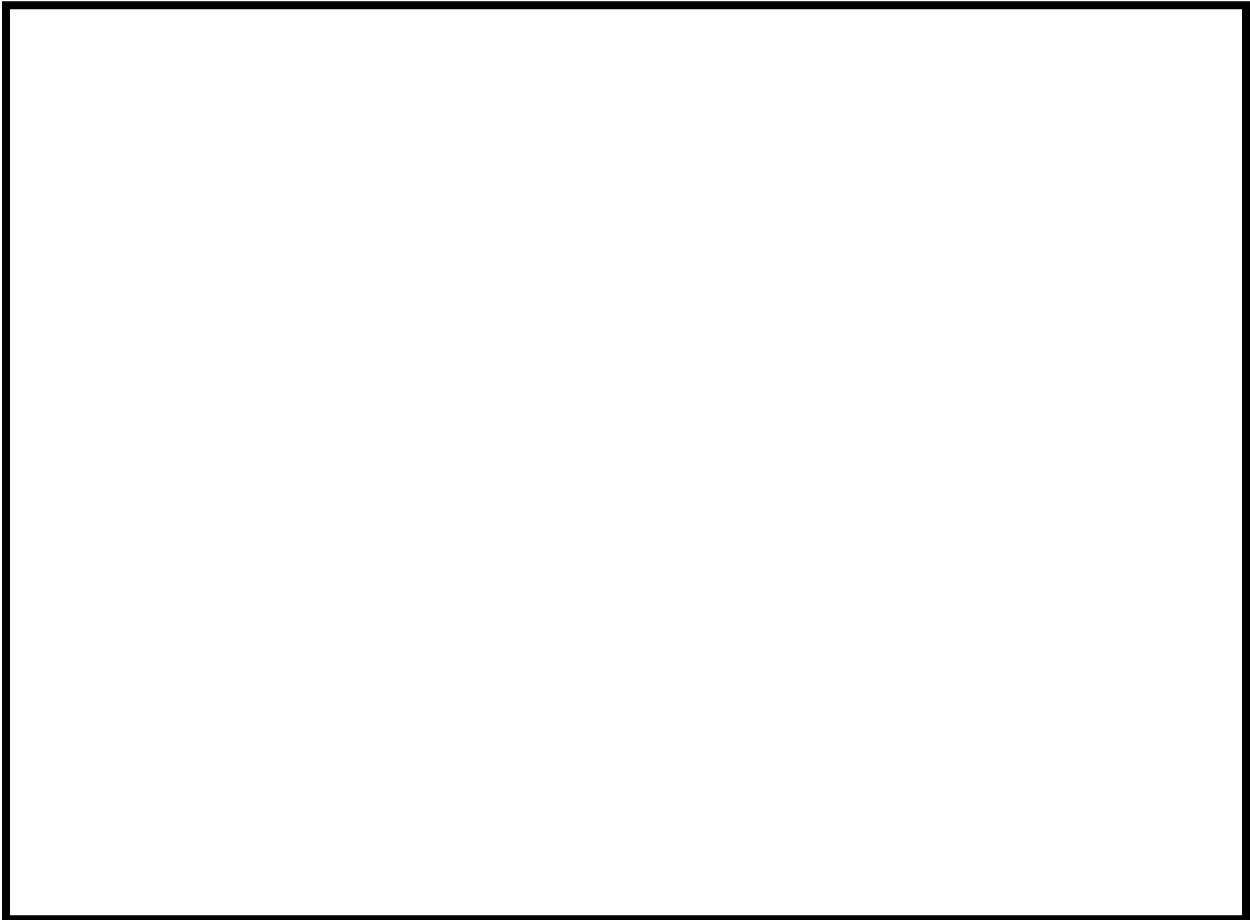
- Introduce yourself, so you know the person's name.
- Say hello and be friendly
- Get to know the person before you ask personal questions or tell personal things about yourself
- Respect people's personal space

To Improve Relationships with Co-Workers or Team Members

- Make every effort to get to know your co-workers and the individuals they are
- Spend time talking during breaks and after work.
- Understand the importance of people having friends outside of work.
- Never hang around when you are off and that person is still working
- Be proactive in your communication
- Follow through on what you promise
- Make every effort to resolve conflicts quickly and completely
- When people share information in confidence, keep it confidential!
- Be loyal to your team or work group

Maintaining Good Working Relationships

Imagine yourself working with others. How would your co-workers describe you and your way of working with them?

A large, empty rectangular box with a thick black border, intended for a student to write their response to the prompt above.

Working With Others on a Team

Working with others on a team requires the following self-management skills:

1. Emotional Self-Control:

This is the ability to keep your impulsive feelings and emotions under control. It is being able to avoid negative actions when faced with conflict or hostility from others, or when working under pressure.

The person who uses Emotional Self-Control:

- Deals calmly with stress
- Displays impulse control and restraint
- Stays poised and positive, even in trying moments

2. Trustworthiness:

This can be described, as taking action that is consistent with what you say and value. It includes communicating intentions, ideas, and feelings openly and directly and welcoming openness and honesty in others. You show integrity and take responsibility for your own behavior and performance. You build trust through reliability and sincerity.

The person who is trustworthy:

- Is real ("what you see is what you get")
- Sticks to their beliefs even if they are unpopular
- Confronts unethical action in others

3. Conscientiousness:

This is about taking responsibility for your personal performance. It reflects a drive for being reliable and delivering quality work. You work in a careful and organized manner, paying attention to detail, following through on commitments and promises, and building trust through reliability.

The person who is conscientious:

- Follows through on commitments
- Is careful in his/her work
- Shows attention to detail

4. Adaptability:

This is the ability to be flexible and work effectively within a variety of changing situations and with various people and groups. People with this ability are willing to change their own ideas or perceptions when they get new information or evidence. They are flexible, and juggle multiple demands as required.

The person who is adaptable:

- Smoothly juggles multiple demands
- Easily handles shifting priorities and rapid change
- Adapts plans, behavior, or approaches to fit major changes in situations.

5. Optimism:

This is about seeing the world as a glass that is "half-full" rather than "half-empty. This is the ability to see good in others and in the situation at hand. Challenges are viewed as opportunities that can be acted upon and taken advantage of to achieve the best outcomes.

The person who is optimistic:

- Sees opportunities rather than threats
- Usually have positive expectations about others
- Hope that the future will be better than the past

6. Achievement Orientation:

This shows a concern for working toward a standard of excellence. This standard may be a personal need to improve your performance over past accomplishments, to outperform others, or even to surpass the greatest accomplishment ever achieved.

The person who is achievement orientated:

- Anticipates obstacles to a goal
- Takes appropriate risks
- Sets measurable goals

7. Initiative:

This is the ability to identify a problem, obstacle, or opportunity and act on it. People who show initiative are consistently trying to do better, to experience new challenges and opportunities, and to be held accountable for their actions and ideas.

The person who shows initiative:

- Acts rather than waits
- Seeks information in unusual ways
- Cuts through red tape and gets the job done!

Personal Improvement Activities

Emotional Self Control

- Make a list of things that cause you to "lose it" and create a strategy to prevent these "things" from causing you to lose your composure and your self control.

Trustworthiness

- Take some time to think about the values and principles that you feel most strongly about. Write down the most important ones. Next to each one, place an example of how your behavior is consistent with your values and principles.

Conscientiousness

- Develop a calendar of activities. Build a check-off system into your calendar to make sure that you are sticking to deadlines.
- Create a system to regularly keep track of all your monthly bills: telephone, rent, electricity, credit cards, etc.

Adaptability

- Regularly review the progress you are making for the goals that you have set. What are the strengths and weaknesses of each? Do you need to adjust your goals to meet your current needs?

Optimism

- For two or three days, make a list of all the "bad breaks" or "set backs" you have. Keep a journal of how you repond to each. Keep track of the positive and negative responses you have for each event. If you have more negative responses, try to change your "self-talk" from negative to positive.

Achievement Orientation

- Keep a list of when you demonstrated the behaviors of Achievement Orientation. At the end of each week think about how well you thought about obstaclesL decide if you took any risks during the course of your work and if you make any progress toward your work or personal goals.

Initiative

- Volunteer to be a member of an organization in your community. Then volunteer to lead an activity (ex. fundraiser, community event, or donation drive)