



Competencies and Objectives Adopting Acceptable *Attitudes*

1. Importance of Attitudes in Work & Education:

- ◆ The importance of attitudes in relation to getting hired, enjoying your work, and being successful
- ◆ The meaning of job success – doing your job well, being part of a team
- ◆ Thinking positively – every individual is in control of his/her own attitudes, each person creates their own work environment, avoid the pitfalls on dwelling on the negatives, and looking for the positive aspects of the situation

2. Being There

- ◆ The consequences of being late, missing work, or calling in sick for no apparent reason
- ◆ Keeping you employer informed at all times
- ◆ Meeting and exceeding your employers expectations

3. Keeping Your Focus

- ◆ The essentials of keeping your mind on the job
- ◆ Being distracted by idle conversation or personal business
- ◆ Fostering safety and efficiency

4. Doing Your Very Best

- ◆ Showing initiative in all situations
- ◆ Always trying to improve knowledge and skills
- ◆ Setting reasonable goals then attempting to exceed them

5. Accepting Guidance and Direction

- ◆ Following procedures and standard practices
- ◆ Asking for help, directions, or instructions
- ◆ Accepting criticism

6. Being Flexible

- ◆ Being willing to do a little extra
- ◆ Being ready to step up and help with extra duties
- ◆ Knowing how to strike a fair balance between your own and other's needs

7. Staying Calm

- ◆ Controlling your emotions
- ◆ Making constructive suggestions
- ◆ Learning, practicing and using good communication skills

8. Looking After Yourself

- ◆ The value of sleep and exercise
- ◆ The effects of abusing alcohol and drugs
- ◆ How to manage and reduce stress

9. Honesty

- ◆ Respecting your own thoughts and feelings
- ◆ The necessity for completing each assigned task
- ◆ Working with integrity

10. Having A Good Attitude At Work

- ◆ Positive attitudes will always impress others
- ◆ Positive attitudes lead to more interesting work and eventual promotion
- ◆ Positive attitudes result in personal success as well as personal satisfaction



Creating a *Service* Mentality

1. **Service = Success**

- ◆ Good service is one of the most important skills anyone can have
- ◆ Good service applies to customers, co-workers, and any people you meet
- ◆ Providing good service will ensure success and enjoyment

2. **Service Expectations**

- ◆ Doing more than is expected
- ◆ Exhibiting the willingness to put in an effort
- ◆ Treating others the way you would like to be treated

3. **Solving Difficult Situations**

- ◆ Being flexible and imaginative in solving customer problems
- ◆ Being helpful and courteous no matter how difficult
- ◆ Always do what is best for the customer

4. **Effective Communication**

- ◆ Thinking your ideas through before expressing them
- ◆ The need to speak clearly and sincerely
- ◆ Listening carefully before explaining your point of view

5. **Expressing Points of View**

- ◆ Treating customers with respect, making eye contact and dealing directly with their concerns
- ◆ Describing your point of view clearly, using language and terminology the customer can understand
- ◆ Always look for the simplest explanations

6. **Professionalism**

- ◆ Always being on your best behavior
- ◆ Constantly improving your knowledge and skills and how you perform your work
- ◆ Treating every customer with understanding and respect

7. **Satisfying the Customer's Needs**

- ◆ Paying close attention to what the customer is saying and let them know you understand their real needs
- ◆ Satisfying your customer's concerns
- ◆ Learning to listen, observe, ask questions and make suggestions

8. **Key Points You Must Consider**

- ◆ Never stop thinking about giving your best service
- ◆ Great service is a reflection on you, your co-worker, and the organization
- ◆ Remember, do more than is expected, communicate clearly, and above all, be professional

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