Verbal Communication

- Grammar
- Voice mail
- Introduction
- Articulation

- Pitch and Volume
- Rate
- Pronunciation
- Name drop
Non-Verbal Communication

- Body language
- Posture
- Facial expressions
- Eye contact
- Handshake
- Listening skills
- Mannerisms
- Name tag
Written Communication

- Email, IM, websites
- Employer job sites
- Resume and cover letter
- Social networking sites
E-mail & Telephone Etiquette

- Emails should be written professionally
- Don’t write anything you wouldn’t want others to see
- Keep personal emails for home
- Minimal personal phone calls
Top 5 Social Media Myths

• FB is personal
• FB is private
• Only my followers read my Twitter posts
• Recruiters don’t look at MySpace or YouTube
• My FB profile and pix can be deleted
Appropriate Dress

• Assess the culture
• Observe the attire of others within your office, including those of higher authority
• Shoes are just as important as clothes
**Professional Dress**

**Men**
- Wear long sleeved shirt under jacket
- T-shirt under long sleeved shirt if not wearing a jacket
- Tip of tie should touch belt
- Socks should match shoes
- Clean shaven - including mustache, beard, goatee, neck line

**Women**
- Pant or skirt suit is equally acceptable
- Skirts should be just above knee
- Pantyhose are always worn
- Shoulder length hair pulled up
- Classic, simple jewelry
- Natural make-up

**Business Casual**

**Men**
- No jacket
- Long or short sleeved shirt
- Button down or Polo
- Tie optional
- Khaki’s
- Belt, matching shoes with socks
- Clean shaven

**Women**
- No jacket
- Hair down
- Khaki’s
- Blouse
- Classic, simple jewelry
Work Cleavage
How Low can You Go?
Learn employer’s unwritten RULES

- Know when to arrive
- How much time to take for lunch
- When to leave
Strategies for Success

- Be curious
- Be enthusiastic and friendly
- Do more than is necessary
- Don’t be a clock watcher
Strategies for Success

• Be willing to pay your dues
• Don’t be afraid to say “I don’t know”
• Take responsibility for your mistakes
• Leave your ego at the door step
• Accept that it’s NOT about you
Go Above and Beyond

- Know what matters to your boss
- Fill the gaps
- Respect your boss
- A sincere Thank You goes a long way
Ethics

- 28% fired for unethical behavior
- 18% fired for lack of motivation
- 14% fired for inappropriate technology use
- Honor confidentiality
- Respect differences and attributes
- Meet deadlines
- Abide by employer policies
What is “Managing Up?”

It is NOT about…

- Self-promotion
- Getting your way
- The end justifying the means
What is “Managing Up?”

It’s about how we effectively handle relationships with those above us in the organization!
The Ideal Boss

- Clear vision and strong communication skills
- Interesting and inspiring to work with
- Sets high standards for him/herself and others
- Excellent organizational skills
- Delegates and motivates
- Self-confident and supportive
- Understanding praise and recognition
The Perfectionist Boss

• Difficult to please
• Quick to spot errors
• Reluctant to delegate

➢ The key for you…
• Recognize the boss’s need to feel in control
• Provide frequent progress reports
The Chaotic Boss

• Often unfocused and unorganized
• Doesn’t delegate well
• Often enthusiastic about people and knowledgeable

➢ The key for you…

• Leave him/her with minimal paperwork
• Meet briefly and frequently to plan and decide crucial tasks to delegate to you
The Interfering Boss

• Can’t resist hovering around and checking work
• Afraid things will go wrong and you won’t tell him/her in time to avoid problems
• Regular updating may not be enough

➢ The key for you…
• Ask that your work, approach, and progress be closely examined – with trust and confidence tight control becomes unnecessary
The Absentee Boss

• Never there when you need him/her
• Moves from task to task – likes to troubleshoot
• Assimilates info quickly and assumes you do as well
• Provides minimal direction and expects you to use your initiative

➢ The key for you…
  • Network with others to fill in info gaps
  • Learn to give short, focused updates
  • Be persistent in seeking guidance and two-way communication
The Aggressive Boss

- Usually high energy and drive
- Accustomed to agreement from others and can be intimidating when faced with dissent
- Prone to outbursts under stress

➢ The key for you…
  - Stand your ground!
  - Meet later to discuss destructive behavior
The Reluctant Boss

- Wants to be liked and avoids conflict
- Puts off decisions for fear of adverse results
- Plenty of praise but little constructive feedback

The key for you…

- Seek feedback
- Seek to help in making decisions within agreed parameters
Key Points to Remember

• Learn employer’s unwritten rules about punctuality, communication and dress code

• To be successful on the job, check your ego at the door and learn to work well with others

• Commit to developing a productive partnership with your boss – regardless of his/her personality type
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Q & A

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