Workplace Professionalism

Career Opportunities & Employer Relations
COER

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Missouri S&T
Career Opportunities & Employer Relations (COER)
2011 Rankings

Services...
11th in the nation in 2011 among career centers
   – The Princeton Review

Salaries...
2nd in the nation for starting salaries among public universities
   – Payscale Inc.

2nd among Midwestern public and private universities in terms of starting median salary (starting median salary for Missouri S&T graduates is $58,600)
   – Payscale Inc.

15th in the nation among ALL universities, public and private
   – Payscale Inc.
Agenda

• Communication
  • Verbal, Nonverbal, Written
  • Email/Telephone
  • Social Media
• Dress
• Behavior
• Ethics
• Success Strategies
• Q&A
Communication – Verbal

- Grammar
- Voice mail
- Introduction
- Articulation
- Pitch & Volume
- Rate
- Pronunciation
- Name drop
Communication – Nonverbal

- Body language: lethargic, energetic
- Posture: arms, legs, shoulders, back
- Facial expressions
- Eye contact: business, social, intimate
- Handshake: confidence, always standing
- Listening skills
- Mannerisms
- Name tag
Communication – Written

• Email, IM, websites
• Employer job sites
  • 41% of employers require on-line application
• Resume & cover letter
• Social networking sites
Email/Telephone Etiquette

- All emails should be professional
- Don’t write anything you wouldn’t want others to see
- Keep personal emails for home
- Remember there is no such thing as “Delete”
- Personal phone calls should be minimal
Top 5 Social Media Myths

- FB is personal (FB is now used by businesses from solo shops to the Fortune 500)
- FB is private (default privacy settings are minimal – select privacy settings manually)
- Only my followers read my Twitter posts (the Library of Congress has started collecting Twitter posts as a way to record history)
- Recruiters don’t look at MySpace or YouTube (recruiters look everywhere)
- My FB profile and pix can be deleted (even deactivated content remains on FB’s server)
Punctuality and “Face Time”

• Learn your employers unwritten RULES
• Knowing when to arrive
• How much time to take for lunch
• When to leave
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
• Clean shaven - including mustache, beard, goatee, neck line
• Socks should match shoes & go to mid-calves
• T-shirt under long sleeved shirt if not wearing a jacket
• Tip of tie should touch belt

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

Business Casual

Men
• No jacket (sports jacket optional)
• 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
Behavior

• Be a team player
• Be enthusiastic and friendly
• Volunteer
• Trust no one for several months
• Don’t gossip
• Don’t be afraid to say “I don’t know”
• Arrive on time and don’t be a clock watcher
• Offer to take additional assignments/responsibility
• Leave your ego at the door step
• Be willing to pay your dues
Ethics

- 28% fired for unethical behavior
- 18% fired for lack of motivation
- 14% fired for inappropriate technology use
- Honor confidentiality
- Respect differences & attributes
- Excel in all tasks, even those mundane
- Meet deadlines
- Abide by employer policies
A sincere Thank You goes a long way...

It is always nice to hear “thank you” once in a while, especially when you’re new on a job. Remember that your colleagues and your boss also enjoy hearing this.

Examples:
- Takes you to lunch
- Gives you a gift
- Bonus or raise
- Hosts party
Success Strategies...

• **Know what matters to your boss...**
  • Determine what’s important and how the person likes to work
    • e.g. if he/she is a “numbers person”, quantify your results

• **Accept that it’s NOT about you...**
  • Understand your role and your contributions within the bigger picture; understand your boss’s as well!
Success Strategies...

• **Fill the gaps...**
  • Focus on doing the things your boss is not good at or does not enjoy doing – if he/she is a “big picture” person, focus on taking care of the details. The key is cooperation NOT competition

• **Do more than is necessary...**
  • Always produce! Try to exceed expectations; seek new responsibilities; and don’t avoid the grunt work
Success Strategies...

• **Be curious...**
  - Ask good questions; make time to read and listen; demonstrate your interests. It’s your responsibility to “sell”, not your boss’s to “buy”

• **Protect your boss...**
  - Refuse to badmouth your boss or go behind his/her back with colleagues or any others
Success Strategies...

• Dissent is fine; discord is not...
  ▪ Disagreements will occur but never make threats or take on the appearance of a personal attack or vendetta

• Acknowledge “defeat” gracefully...
  ▪ The boss’s view will often carry the day – it’s not the quality of your opposition but how graciously you accept the alternative
85% of job success is connected to people skills

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Thank You

Q&A

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