

# EMPLOYABILITY SKILLS AND KNOWLEDGE

## MODULE 2



### HOW TO BE A GOOD EMPLOYEE

#### Self-Assessment exercise

##### Communication Skills

- ♦ Speak So Others Can Understand
- ♦ Listen Actively
- ♦ Read with Understanding
- ♦ Observe Critically

##### Interpersonal Skills

- ♦ Cooperate With Others
- ♦ Resolve Conflict through Negotiation
- ♦ Decision Making Skills
- ♦ Use logistics to Solve Problems and Communicate
- ♦ Solve Problems and Make Decisions

##### Lifelong Learning Skills

- ♦ Take Responsibility for Learning
- ♦ Use Information and Communications Technology well enough to successfully carry out critical tasks

##### Acquire and Use Information

- ♦ Acquire, use, and share information accurately and in a timely manner in order to:
- ♦ Get work done.
- ♦ Identify appropriate procedures.
- ♦ Respond to requests from internal and external customers.
- ♦ Read and understand information presented in written form well enough to get the job done.
- ♦ Communicate in spoken English well enough to get the job done.
- ♦ Ask for clarification or help from others when needed.

## Use Technology

- Learn how to use appropriate computer-based technology to get the job done most efficiently.
- Be able to use a telephone, pager, radio, or other device to handle and process communication.
- Make sure that all equipment is in safe working order.
- Use equipment properly to minimize damage to equipment or injury to oneself or others.

## Use Systems

- Understand Systems
- Understand how one's own performance can impact the success of the organization.
- Comply with organizational policies and procedures in a consistent manner.
- Pay attention to company guidelines regarding:
  - Personal and professional interactions.
  - Appropriate dress.
  - Health and safety.
- Follow established procedures for handling urgent situations or emergencies.
- Keep informed about quality and health standards
- Go to the appropriate person/source when approval is needed for work-related activities.

## Monitor and Correct Performance

- Monitor quality of own work.
- Accept and use constructive criticism for continuous improvement of own job performance.
- Keep track of changes within the organization and adapt to them.

## Work With Others

- Diversity
- Work as part of a team to develop and achieve mutual goals and objectives.
- Develop and maintain good working relations with co-workers, supervisors, and others throughout the organization, regardless of background or position.
- Be respectful and open to the thoughts, opinions, and contributions of others.
- Avoid use of language or comments that stereotype others.
- Negotiate
- Work through conflict constructively.

## Serve Clients

- ♦ Address customer comments, questions, concerns and objections with direct, accurate, and timely responses.
- ♦ Verify customer or client identification to validate forms, provide services, or carry out procedures.

## Know How to Learn

- ♦ Accept help from supervisors and co-workers.
- ♦ Learn new/additional skills related to your job.
- ♦ Learn about the products/ services of the organization.

## Responsibility

- ♦ Demonstrate willingness to work.
- ♦ Take responsibility for completing one's own work assignments:
- ♦ Accurately.
- ♦ On time.
- ♦ To a high standard of quality.
- ♦ Even when the work is physically or mentally challenging.
- ♦ As efficiently as possible, to minimize costs, rework, and production time.
- ♦ Show initiative in carrying out work assignments.

## Integrity

- ♦ Demonstrate integrity.
- ♦ Maintain confidentiality.
- ♦ Self Management
- ♦ Display responsible behaviours at work.
- ♦ Avoid absenteeism.
- ♦ Demonstrate promptness.
- ♦ Maintain appropriate grooming and hygiene.
- ♦ Do not attend to personal business when on the job, except in emergencies.
- ♦ Manage stressful situations effectively.
- ♦ Allocate Resources
- ♦ Use basic math well enough to get the job done.
- ♦ Manage time effectively to:

- ♦ Get the work done on schedule.
- ♦ Prioritize tasks.
- ♦ Make sure that urgent tasks are completed on time.
- ♦ Make sure that materials, tools, and equipment are available to do the job effectively.

### **Solve Problems**

- ♦ Cope with a work situation or tasks that change frequently:
- ♦ Demonstrate flexibility.
- ♦ Accept new or changed work responsibilities with a positive attitude.
- ♦ Adjust to unexpected problems and situations by seeking advice from a supervisor or appropriate others.
- ♦ Identify actual or potential problems related to one's own work
- ♦ Report them in a timely manner, according to company policy.
- ♦ Help to fix them.