

The Art and Science of A Successful Job Gaining and Sustaining Experience

The Hidden Language in the Wonderful World of Work And the 7 Steps to Making your Work Experience a Rewarding Opportunity

If you are still exploring what kind of work you are interested in, check these out:

1. <http://www.tafesa.edu.au/services/tracc-apply>
2. <http://www.yourfreecareertest.com/>
3. http://careerplanning.about.com/od/occupations/a/career_quiz_list.htm

For more examples, search the Internet for more career quiz's.

As you select the type of work you're interested in for work experience keep the future in mind of what you enjoy and what is sustainable with your time, energy, money and lifestyle. Remember all you learnt and identified for yourself through this course (and life in general) and take it further.

Before

A1 Marketing Material

- **The best marketing material you have is 1. You 2. Resume 3. Cover letter** (if required)
- **You:**
 - Contact your workplace before sending them anything (I.e. resume, cover letter, work experience placement form)
 - Calling them allows you to make a personal connection with them. It also allows you to show genuine interest in the role/organisation.
 - It increases chances of the employer remembering you and gives opportunity for you to ask questions.
 - Remember, you are a walking, talking billboard and by your actions and how you interact with all people determines what opportunities and experiences arise.
- **Cover letters:**
 - Personalise your cover letter and be specific
 - Find out the name of the person you're sending it to
 - Be bright, be brief and be gone
 - Do your background research
- **Resumes:**
 - Employers are more interested in your skills and qualities gained from what you've done, rather than the thing you've done itself
 - Don't use boring, over-used words like 'reliable', 'hardworking' and 'trustworthy' and make sure you back up what you say about yourself with a specific example.
 - Don't worry about the length of your resume but make the first page interesting!

Dress to Impress – Top 10 Power Points to Professional Presentation

1. Smile and Great Posture
2. Voice (not too fast or slow, not too loud or quiet)
3. Body language (open and confident)
4. Eye contact (regular eye contact)
5. Clean hands and clean and trimmed finger nail

6. Handshake (firm and match the other persons grip)
7. Smell good (teeth clean and no body odour, very gentle essence if any)
8. Hair neat and tidy and off your face (people need to be able to see you)
9. Polished footwear and in good repair
10. Clean and ironed clothes

During

Self-management

- Make sure on the first day you have an induction, which would cover a variety of things such as emergency exits, who to contact if you have any issues or concerns, and outlines general policies and procedures.
- Get to sleep early
- Eat well
- Drink water
- Pack the night before (clothes ironed and ready to go)
- Leave plenty of time (If you're early, you're on time. If you're on time, you're late)

Employer Expectations

1. Communication (be open about where you're at and ask questions or for further clarity)
2. Flexibility (be able to multi-task, listen carefully to your environment and change direction quickly)
3. Self-Confidence ("fake it until you make it". Confidence is not cockiness.)
4. Computer literacy (know your way around basic office programs and stay focused and on-task)
5. Honesty (don't try to smooth over mistakes making things worse, be open with it, it builds trust)
6. Research skills (ask yourself "who, where, how")
7. Team work (over-communicating is better than under-communicating when working with others)
8. Initiative (being a self-starter is great, and on work-experience make sure it is with tasks you know will be 'safe' eg. taking rubbish out, doing dishes, general clean up)
9. Work ethic (whatever you do, do it with energy and gusto)
10. Willingness to learn (be open to new ways of doing things, different perspectives and be curious)
11. Treating and serving everyone equally, what's called equal opportunity. This means that everyone has the right to fair and equal opportunity in the workplace, both customers and employees alike.
12. Discrimination and harassment is not acceptable and the policy to address this should be covered in your induction on the first day. The general process for this, if you are the receiver of harassment, is to firstly make it verbally clear that when they ___ it makes you feel uncomfortable. If it continues,
13. Approach your supervisor and put it in writing. Remember harassment can be as simple as inappropriate jokes in jest that may be funny to the sender but not to the receiver.

Professional Communication and Workplace Etiquette

1. Stand up when someone comes to greet you.
2. Look people in the eye and say your name with a matched handshake.
3. Ask where they would like you to sit if there is any uncertainty. Don't assume.
4. Attitude is just as if not more important to an employer than knowledge and experience.
5. If at first something doesn't work, persevere.
6. Do not complain or show it in your body language. Enthusiasm is everything.
7. Do not touch your phone. Many people are fired on the spot for taking out there phone on the job. Phone can be used on breaks only. Break should have been outlined in your induction.

8. What happens outside of your work experience does not come into the work experience time. Leave your 'stuff' at the door; you can pick it up at the end of the day.
9. The 'customer' is always right. Don't try to solve issues above your role.
10. Be friendly and positive
11. Do it, do it right, do it right now, do it until it's done
12. The difference between ordinary and extraordinary is that little bit 'extra'.
13. Always take responsibility and acknowledge when you 'stuff up'. Never make excuses. 'Reasons' are a fancy word for 'excuses'.
14. Comply with Work Health and Safety in all that you do. E.g. leave the work area clear of tripping hazards, never putting anything in a high traffic area.
15. Listen and always clarify if you understand by para-phrasing.
16. Remember names!
17. Choose when to communicate so it's convenient. I.e. NOT when they are busy. If they are always busy, check in to see when a good time is "When you have a moment can I ask a question?"
18. Have a clear and professional voice message on your phone
19. Be diplomatic. For example, you might think, "this is taking forever" however you might say, "what can I do to help get this done?"
20. "Be bright, be brief, and be gone" in your communication, meaning leave out story and stick to facts
21. Always be grateful and thankful for any assistance or advice you receive.
22. There is no such thing as failure, only feedback. Feedback is a gift for you, always say thank you.
23. If there are multiple instructions, write them down. Don't trust your memory by keeping pen and paper on you.
24. Any information you come across about the company or people remains confidential. This means you do not speak of it with anyone that is not directly involved, and speak generally outside of that, leaving out all details, names, dates, figures etc.
25. Always greet people when you see them first each day
26. Introduce yourself to everyone once; ask questions about the industry and how people got into it, general conversation. You gain valuable insight into the industry and they feel respected by sharing their experiences.
27. Work equally and fairly with everyone, regardless of whom you personally like.

After

- Make sure on the last day of your work experience you leave your resume with them.
- Make it known that you would love an opportunity (if you would) of working for them. This might look like more volunteering to gain more skills, and would also benefit your work experience logbook.
- Ask them if they would feel comfortable to be a referee for you on your resume. Obviously, only do this if you have done a great job and they *would* recommend you!
 - When requesting something, this is a good way of doing it: “Melissa, I was wondering, if it’s not too much trouble, if you wouldn’t mind being a referee for me on my resume? If it’s ok, I just need your full name, position and contact number.” ***Good manners cost you nothing, but take you everywhere***
- Thank everyone on the final day for the experience and express how appreciative you are of their patience and the opportunity.
- Follow up a week later with a thank you note/card. This is a special thing for businesses to display in their reception etc. and many businesses do (take notice!) as it raises their public community profile.
- Complete all your logbook and reflection as soon as possible whilst it is fresh, otherwise you will just remember the feeling and not specifics around tasks and key learning’s.