Module 3
Understanding Employment Expectations

Professionalism

Professionalism means that you have the skill, good judgment, and polite behavior that is expected of a person who is trained to do a job well.

PROFESSIONALS HAVE:

- A Positive ATTITUDE
- An Appropriate APPEARANCE
- Great ATTENDANCE
What’s the **PROFESSIONAL** thing to do?

You were having a difficult morning and you missed the bus for work.

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What’s the **PROFESSIONAL** thing to do?

You desperately need to take a bathroom break, but it’s not your time for a break.
What’s the **PROFESSIONAL** thing to do?

Your sister drives you to work and her car constantly breaks down.

What’s the **PROFESSIONAL** thing to do?

You are exhausted from problems at home and are not always feeling focused at work.
What’s the **PROFESSIONAL** thing to do?

You and your doctor are working on identifying the best medication for you, but in the meantime you are having side effects that interfere with your concentration.

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What’s the **PROFESSIONAL** thing to do?

A customer is really giving you a hard time.
What’s the **PROFESSIONAL** thing to do?

A coworker is really annoying.

What’s the **PROFESSIONAL** thing to do?

Your supervisor is always pressuring everyone.
What’s the **PROFESSIONAL** thing to do?

Your uniform has a food stain on it.

What’s the **PROFESSIONAL** thing to do?

Your co-workers are gossiping and not working and you are very interested in what they are saying.
What’s the **PROFESSIONAL** thing to do?

Your supervisor is constantly piling on more work.

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What’s the **PROFESSIONAL** thing to do?

You need to leave work on time in order to catch your regular bus, but the relief staff is late and the next bus will be an hour later.
Thinking About Rules

What is a RULE in your OWN words?

Employee Handbook

Employee Job Requirements
- Must receive proper training and testing approval from area supervisors prior to employment.
- Employee must adhere to all rules and regulations outlined in the Employee Handbook.
- No employee is authorized to make changes to the Employee Handbook without prior written permission from management.
- Employees are expected to maintain a professional and respectful demeanor towards customers and coworkers.
- Personal use of cell phones, laptops, and other electronic devices during shifts is prohibited.
- Tobacco products are not allowed on the property.

Employee Handbook
Written Rules

What are written rules?

**Written rules** are rules that a workplace specifically announces to their employees. You can find these rules:

- in the employee handbook
- posted somewhere in the workplace
What’s the Rule?

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What’s the Rule?
Unwritten Rules

What are *unwritten rules*?

*Unwritten rules* are rules that are NOT specifically announced to employees. They are rules that may include:

- certain behaviors that employees expect of each other (e.g., only eat the food that you brought to work)
- rules about the way people interact with each other (e.g., how employees and employers greet each other)

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Unwritten Rules

How do I learn what the *unwritten rules* are if they aren’t written down?

- **Observe what others do first**
  (ex. *how are other employees addressing each other*)
- **When in doubt, JUST ASK!**
  (ex. *‘Is it ok to share the creamer that is in the fridge for coffee, or do we each bring our own?’*)
What does it mean if...

You are talking and the listener looks at his watch.

What does it mean if...

You are talking and the listener looks over your shoulder.
What does it mean if...

You are being noisy and the room is completely silent.

What does it mean if...

You are talking and the listener keeps saying “wait, let me finish.”
Ways to Communicate Positively:

- Wave Hello
- Smile at Others
- Wait Your Turn to Talk
- Respect Personal Space
- Don't Shout!
- Shake Hands

Lesson 4