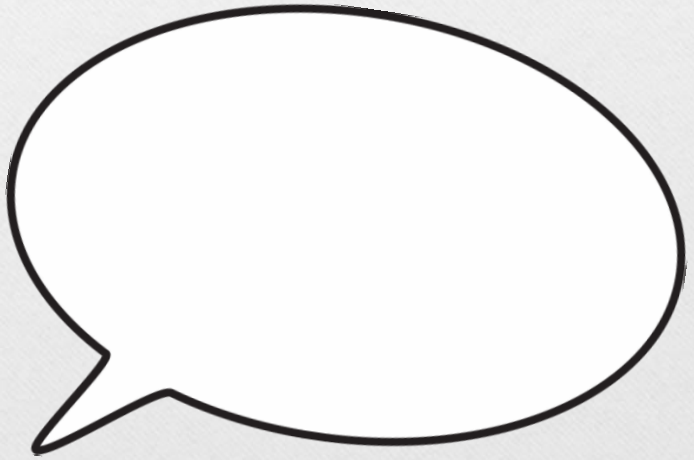
Module 5

Learning the Job and Managing the First 30 Days

Understanding My Learning Style

Language Learning Style

"I learn best by using language through speaking, hearing, reading, and writing."



Understanding My Learning Style

Mathematical Learning Style

"I learn best with simple and specific steps. Math is also a strength of mine."

Understanding My Learning Style

Visual Learning Style

"I learn best through the use of pictures and videos, and other images."

Understanding My Learning Style

Kinesthetic Learning Style

"I learn best by doing and physically practicing a skill. I use movement and motion while thinking."

Understanding My Learning Style

Musical Learning Style

"I learn best when information is in rhyme, rhythm, tune or pattern"

Understanding My Learning Style

Interpersonal Learning Style

"I learn best when I communicate and interact with others."

Understanding My Learning Style

Intrapersonal Learning Style

"I learn best when observing and taking time to reflect. I best in one-on-one situations"

Understanding My Learning Style

You have just changed jobs. You need to learn a new bus route to get from your house to your new job.

What strategies can you use to be successful?

Understanding My Learning Style

You work in a restaurant and your supervisor has asked you to use a new recipe.

What strategies can you use to be successful?

Understanding My Learning Style

You're in the community band and need to learn a new piece of music.

What strategies can you use to be successful?

Understanding My Learning Style

You just got a new job at a grocery store working at the register. You need to learn how to scan items using the register.

What strategies can you use to be successful?

Who Would I Ask for Help?

I need a ride to work.

Who Would I Ask for Help?

I can't figure out how my new TV works.

Who Would I Ask for Help?

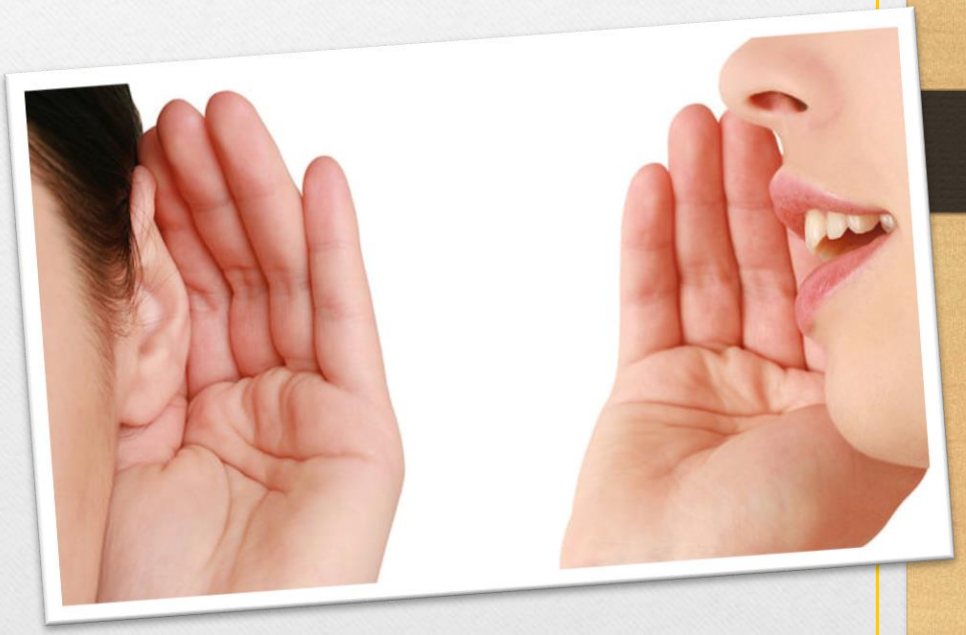
I need help filling out a job application.

Who Would I Ask for Help?

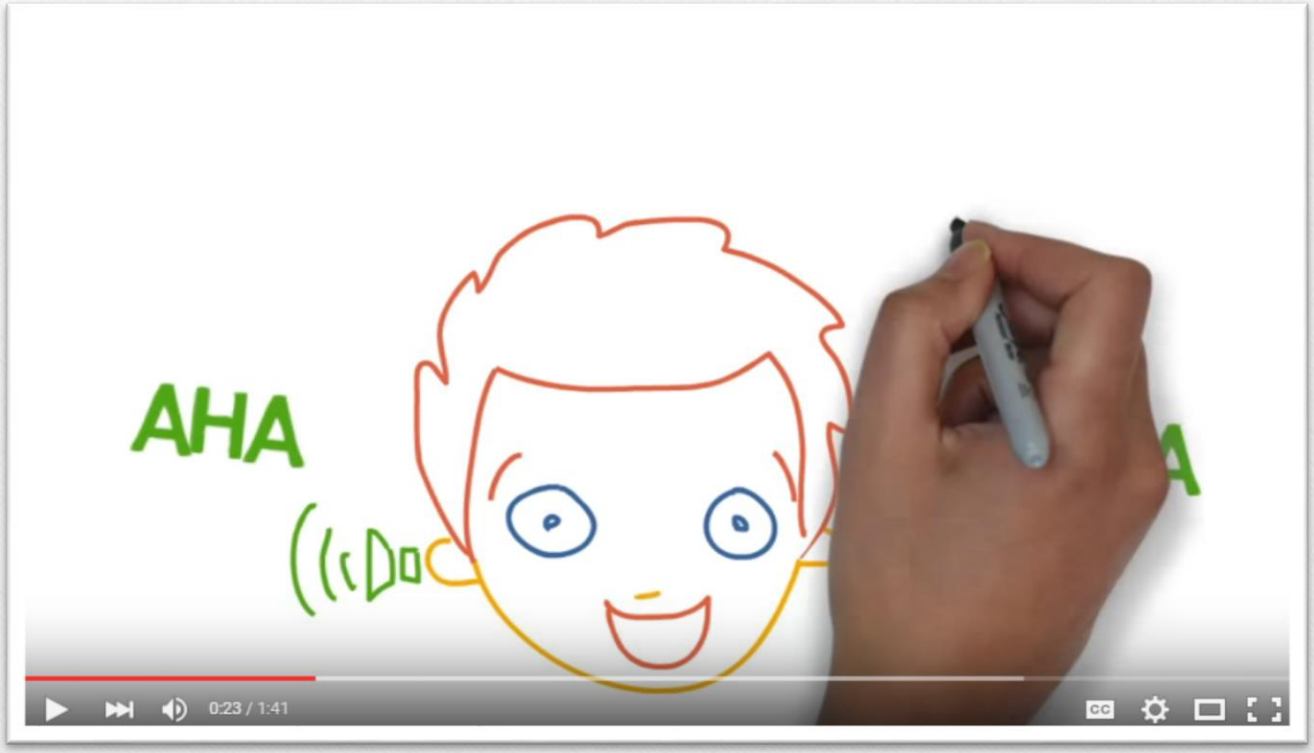
I want to learn how to cook.

Active Listening

Active Listening is a way of showing someone who is talking that you are interested and focused on what they are saying. Active listeners use eye contact and positive body language to show that they are focused on the speaker.

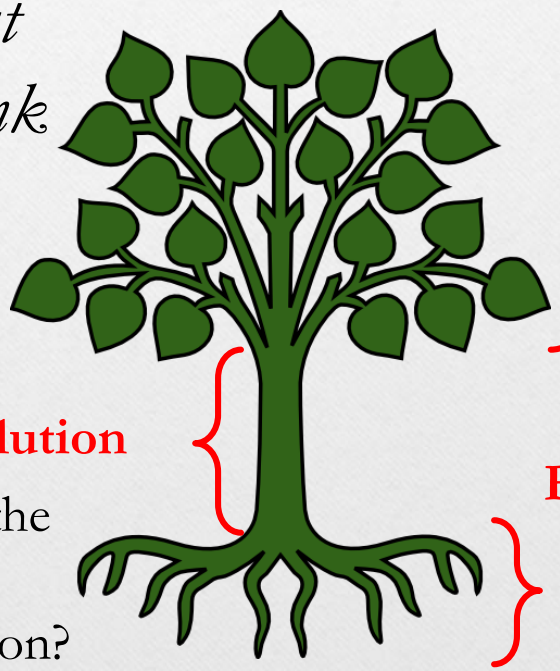


Active Listening



Problem Solving

When thinking about solving a problem, think about a tree:

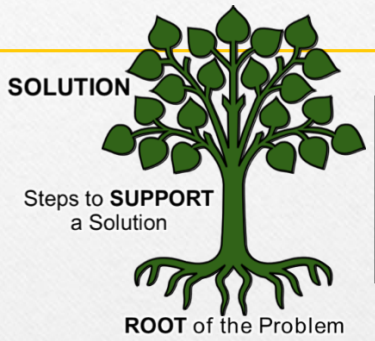


SOLUTION
How did the problem get solved?

Steps to SUPPORT a Solution
What can I do to solve the problem?
What will help the situation?

ROOT of the Problem
What's the real issue?
What is causing the problem?

Problem Solving



My Problem:

I lost my house key somewhere at the mall.

Now break the problem down:

ROOT of the Problem:

Without my house key, I won't be able to get in my house.

Steps to **SUPPORT** a Solution:

1. I can see if anyone turned in a key at the mall office.
2. I'll retrace my steps to see if I can find it.
3. I can call my parents to meet me at home.

SOLUTION:

When I retraced my steps, I found my key on the floor in a store I was in.

Qualities of a Good Friend

- enjoys being with you
- chooses to spend time with you
- honest, but kind
- helpful
- supportive and encouraging
- doesn't hurt your feelings

My friends at work will…

…have similar interests as I do.

My friends at work will…

…seek me out at work to say hi.

My friends at work will…

…look out for me at work and help me when I need it.

My Friends At Work Will…

Be honest with me and won't ask me to break workplace rules.

My friends at work will…

…be kind and treat me with respect.

Customer Service

Customer Service is the way that employees of a business treat their customers.

Customer Service:
Communicating Face to Face

Customer Service:
Communicating Face to Face

Customer Service:
Communicating Face to Face

Customer Service:
Communicating Over the Phone

Customer Service:
Communicating Over the Phone

You work for a cable company. You are speaking to a customer who is upset that his cable TV has not been working for 2 days. He is very upset and is demanding that the cable service be fixed immediately.

HOW CAN YOU RESPOND?
WHAT CAN YOU SAY?

Customer Service:
Communicating Over the Phone

You work for a doctor's office helping to make doctor's appointments for patients. You are speaking with a mom who has a sick child and would like to bring her child in right away to see the doctor.

HOW CAN YOU RESPOND?
WHAT CAN YOU SAY?

Customer Service:
Communicating Over the Phone

You work in an auto repair shop. You are speaking to a man on the phone who is wondering why his car is not ready for pick up yet. He says that he was told it would be ready by noon and it is now 2pm.

HOW CAN YOU RESPOND?
WHAT CAN YOU SAY?

Planning for Emergencies and Unexpected Situations

You are on your way to work and you get a flat tire.

Planning for Emergencies and Unexpected Situations

During the night the power went out and reset your clocks. Your alarm clock didn't go off properly and now you're late for work.

Planning for Emergencies and Unexpected Situations

Over the weekend you were playing basketball and fell and sprained your wrist.

Planning for Emergencies and Unexpected Situations

You are on your way to work when you see an accident up ahead. Traffic comes to a complete stop.

Safety Hazards

What is a safety hazard?

A safety hazard is anything that could potentially cause harm or damage.

Examples:

Electrical Hazards

Falling Hazards

Fire Hazards

Chemical Hazards

Safety Hazards

Safety Hazards

Can you spot the safety hazards?

Safety Hazards

Can you spot the safety hazards?

Safety Hazards

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Can you spot the safety hazards?

Rights and Responsibilities in the Workplace

What is a

RIGHT?

What is a

RESPONSIBILITY?

Rights and Responsibilities in the Workplace

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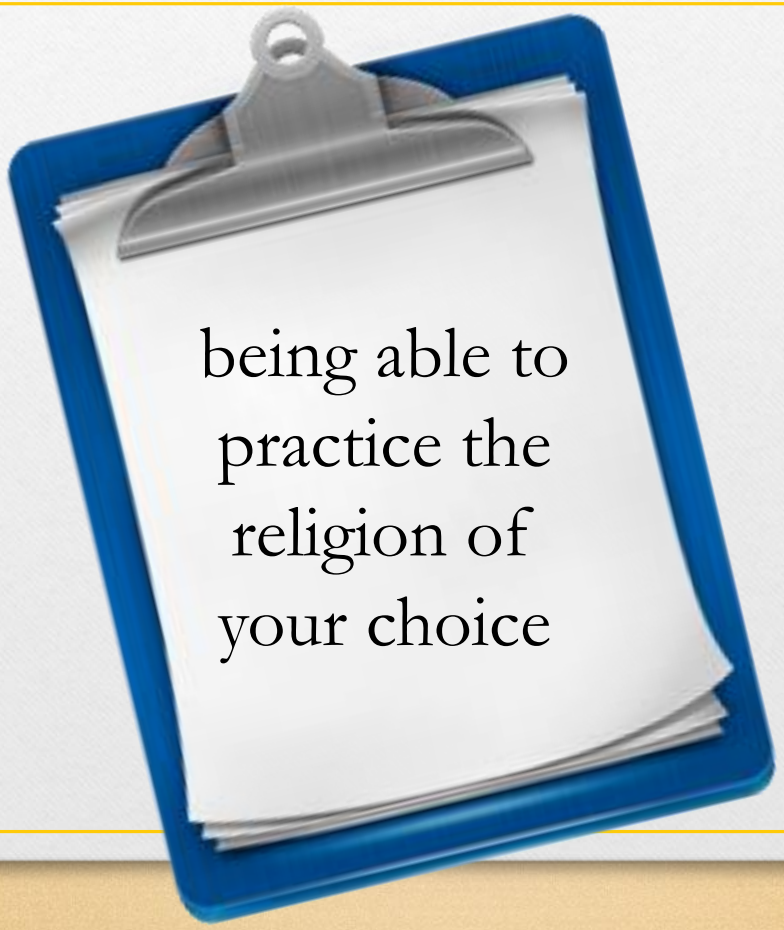

Rights and Responsibilities in the Workplace

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