

The Three Major Employer Expectations

First, you must understand what your boss wants from you. In general, most managers have three major expectations of employees:

- **Dependability.** Can you be depended on to be reliable and to do a good job for a reasonable length of time?
- **Appearance.** Do you look like the type of person who will succeed on the job and readily fit in with the other people in the organization?
- **Skills.** Do you have the necessary training, experience, skills, and credentials to do the job?

You must be honest with yourself. Do you meet your employer's expectations? If not, what can you do to become the type of employee your supervisor wants?

Why People Get Fired

Another way to think about how to succeed comes from thinking about why people *don't* succeed. For example, take a look at this list of reasons people lose their jobs:

1. Could not get along with other workers
2. Proved to be dishonest (lied or stole things)
3. Did not have acceptable appearance or grooming
4. Was unreliable, too many days absent or late
5. Used work time for personal business
6. Could not do the work
7. Worked too slowly, made too many mistakes
8. Refused to follow orders
9. Misrepresented skills or experience
10. Did not follow safety rules

Do you have trouble with any of the preceding issues? Would your former supervisors use any of those reasons to describe your employment history? Many worksheets and examples in this booklet can help you avoid these problems.

Watch Your Attitude

You may just be starting out at a new job or wanting to improve your performance on your current job. Like it or not, other people—your boss, your co-workers, and your customers—will definitely be looking at you, judging you. They're trying to make up their minds whether you fit into their workplace. Your words, your gestures, and your actions will tell them everything they need to know.

To succeed, you have to work smart. And the first thing that needs your attention is your attitude. Look again at the list of reasons employees get fired. Did you notice that attitude is a major part of so many items on the list?

Think about it. Working with others is a lot like trying to make friends with someone you really like. You want to make a good impression, and you want the other person to like you. So you take extra care in getting dressed. You smile. You are polite. You do everything you can to let the other person know you want to get along.

Your job is just like that. Every day you go to work, you are expected to have an acceptable attitude and get along with the people who cross your path. Checking your attitude every so often can help you stay on the track to success. Are you ready to make a good impression, or does your attitude need a tune-up?

CHECK YOUR ATTITUDE



Place a checkmark in front of the following attitudes you know you have.

- | | |
|---|--|
| <input type="checkbox"/> Arrive early and stay late | <input type="checkbox"/> Be defensive |
| <input type="checkbox"/> Smile and be friendly | <input type="checkbox"/> Complain |
| <input type="checkbox"/> Ask for more responsibility | <input type="checkbox"/> Interrupt others |
| <input type="checkbox"/> Volunteer to help others | <input type="checkbox"/> Make promises that cannot be kept |
| <input type="checkbox"/> Learn on your own time | <input type="checkbox"/> Gossip |
| <input type="checkbox"/> Ask for more training | <input type="checkbox"/> Blame others |
| <input type="checkbox"/> Accept new assignments willingly | <input type="checkbox"/> Ignore others |
| <input type="checkbox"/> Encourage others' ideas | <input type="checkbox"/> Act like a know-it-all |
| <input type="checkbox"/> Accept help from others | <input type="checkbox"/> Put tasks off to the last minute |

You may have noticed that the first column has positive attitudes and the second, negative ones. Which column did you check most often? Read on for tips on overcoming negative attitudes.