

Surviving and Thriving in the Workplace

½ unit of college credit
8:30 a.m. – 12:30 p.m.
October 8 and October 15

Day One

Icebreaker

Why Am I Here Today?

- Why should I invest in myself?

What Skills Do Employers Value Most?

- Group Activity: Affinity Diagram – Participants will brainstorm what they believe are the top 10 skills that employers value
- Group Discussion – compare participants responses to what national studies say the most valued skills are and what local Human Resource managers say those skills are
- Video Montage: Series of 90-second video clips from local Human Resource managers on what they value most in employees
(example: Human Resource Managers from: Health Care: Mercy Hospital; Retail: JC Penney; Financial: County Bank; Manufacturing: Arvin Sango; Education: Merced City School District; maybe a few more...will take suggestions...)
- Group Discussion on why these values are important and how to bring them to the workplace

How To Make A Good Impression

- Does it really matter how I look?
- What's appropriate and what's not in workplace appearance
- How to communicate what you need an employer to know about you

Attitude

- Why does my attitude matter?
- What's wrong with these attitudes: Group Activity/Role Playing
“Not My Jobber” “Slacker” “Blamer” “Gossiper”
”They don't pay me enough to do that....” “No one will notice...”
“What's the minimum I can do to get by?”
- Video: FISH!
- Group Activity: Choose Your Attitude

Day Two

Communication

- Video Clip: “The Power of Words”
- Communicating with your Boss
 - Follow instructions
 - Know how to ask questions
 - Know what’s expected of you
 - Take responsibility to get it right
 - Speak up!
- Communicating with Your Co-Workers
 - How to be a good listener
 - Active listening
 - Activity: “I think you said, I thought I heard....”
- Communicating with your Customers
 - Top 10 things to *never* say to a customer

Teamwork

- Internal customer service
- Fostering relationships
- What do I do if I don’t like my team mates?

Conflict Resolution

- The consequences of conflict in the workplace
- Conflict resolution strategies

Personal Responsibility

- Does it really matter if I’m 5 minutes late?
- Values and ethics in the workplace
- Video clips: Values and Ethics Scenarios

Action Plans

Evaluation of Workshop