

BE WORK SMART

***GETTING THE RIGHT JOB
AND KEEPING IT***



This workbook belongs to:



This publication can be downloaded from the Training website: www.training.qld.gov.au/beworksmart



Copyright

This publication is protected by the Copyright Act 1968.

© State of Queensland, August 2019.

Licence

This work is licensed by the Department of Employment, Small Business and Training under the Creative Commons Attribution (CC BY) 4.0 International licence.

To view a copy of this licence, visit: <https://creativecommons.org/licenses/by/4.0/>

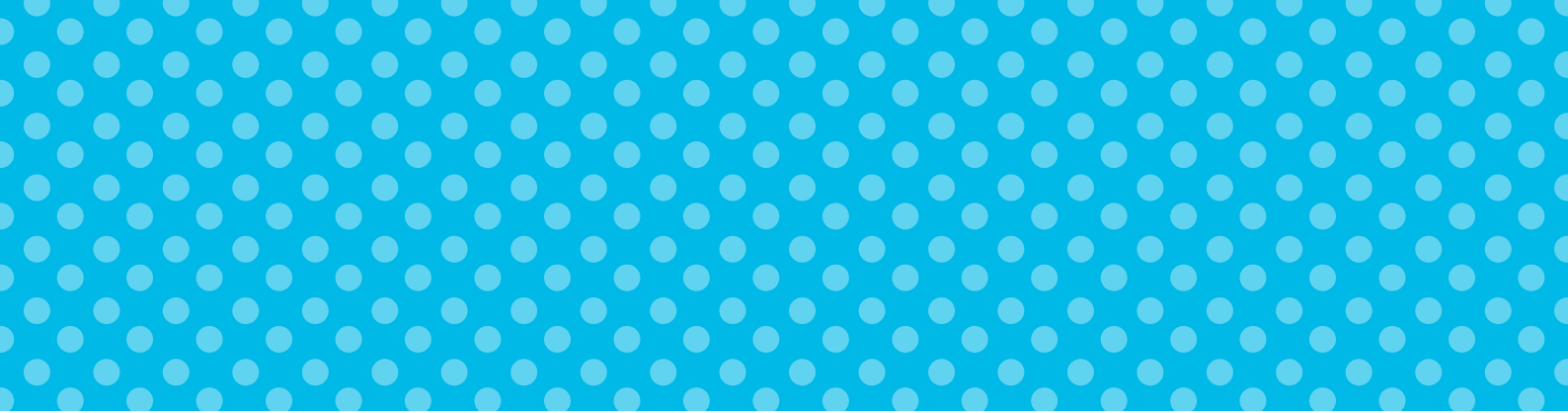
You are free to copy, communicate and adapt this publication, as long as you attribute appropriately, including:

- the name of the publication "be work smart, getting the right job and keeping it"
- a link to the work if you have sourced it online
- the copyright licence statement above
- indicate if you have made changes to the work.



CONTENTS

Introduction	3
Getting an interview	4
Attitude	6
Communication.....	8
Physical presentation	10
Reliability	11
Punctuality.....	12
Initiative	13
Honesty	14
Organisation	16
Teamwork	17
Problem solving	18
Literacy and numeracy.....	20
Mobile phones at work	21
Workplace health and safety.....	22
Technology	23
Learning	24
First day on the job.....	25
Self test answers.....	26
Final exercises: Are you ready for work?.....	28
Notes	31
Final exercise answers	32
Be work smart certificate	33



INTRODUCTION

You can do it — landing the job you want is possible. The key is to show you have both the relevant skills and ability to do the job, and will contribute positively to the work environment.

Regardless of the job or profession, employers look for applicants who exhibit certain qualities — many of which you probably already display in your daily life. So, while you may feel perfectly qualified for the position, don't underestimate the importance of personal attributes that will make you a standout applicant and employee.

Top six qualities valued by employers

A survey conducted by the Department of Employment, Small Business and Training has shown that employers look for certain qualities in potential employees. Below are the top six.

This workbook will go through each of these qualities, as well as other attributes that will help ensure you are well and truly ready for work.

Show us what you know

At the end of each section are self test exercises about the content covered.

They feature certain scenarios with related questions. The answers are located at the back of the book, but no peeking until you've finished each exercise.

Uniquely you

And finally, remember that while many jobs may attract numerous applicants, there is only one you, and you may be just the right person the employer is looking for.



**BE CONFIDENT
BE POSITIVE
... AND BE YOU!**

GETTING AN INTERVIEW

Be a standout from the outset

Consider the job application process a bit like an advertising campaign: you are selling yourself. And like all successful campaigns, the branding should be consistent. The look and feel — professionalism — of your resume should also be reflected in all other communication channels.

Remember: from the moment you submit your resume, your job application has begun. Your image and the way you present yourself is being assessed. An employer will usually have a perception of the type of person you are, even before you get to the interview.

Here are some things to consider.

Resume

In most instances, it is expected you will provide a resume when applying for a position.

A professional looking resume can be achieved in a few simple steps.

- Ensure it is easy to read, with contact details, work experience and skills clearly highlighted. There are many websites that provide tips, advice and even resume templates.

- If submitting a hard copy of your resume, the paper should be clean and presentable — make sure it's not crushed and doesn't have any curled corners.
- If you don't have any work experience, emphasise your personal skills and abilities. These may include having strong communication and organisational skills, being reliable, or doing well at a particular subject. Just make sure you can give examples of these: maybe you volunteered for a charity (shows commitment and initiative), had experience as band captain (demonstrates leadership), or were a member of a team sport (shows teamwork).
- Consider writing a cover letter to accompany your resume. This gives the employer an insight into your background and personality. Again, have a look on the web for examples and inspiration. Just make sure the letter conveys your personality and is not simply a cut and paste from a letter you found online. Tailor it to suit your individuality and uniquely fabulous self.



**BE PROFESSIONAL
- ALWAYS**



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT

Be contactable

It may sound obvious, but an employer can't offer you an interview if they are unable to contact you. Once you submit an application make sure your phone is close-by or that you regularly check your messages. If you list your mobile number as the main contact number, consider these important points.

- Remember that every time you answer your phone, you could be introducing yourself to someone who may want to give you a job — or at least an interview. Keep this in mind and answer in a way that will give a positive and professional first impression. It can be as simple as: 'Hello, it's [your name] speaking.'
- If you do miss a call, check your messages. Don't just assume they will call back if it's important. Most employers won't waste their time on someone who doesn't respond to messages. If they leave a message asking you to call them, make sure you do.

Voicemail message

Do you have a comical message on your voicemail? Your friends might think it's funny, but what would a prospective employer think?

Remember that first impressions are very important. If you do happen to miss a call from someone wanting to interview you, your voicemail message is potentially the first contact they have with you. Consider your existing message and whether it needs to be changed to reflect a more professional you.

Email address

Having a humorous or crude email address might have seemed like a good idea at the time you created it, but what impression will it give an employer? It's a good idea to create an email account (if you don't already have one) with a plain and simple address such as your.name@provider.com.

**YOU ARE SELLING
YOURSELF**

Social media profile

Do you have a Facebook, Twitter, Google+ or other social media account?

You may be surprised to learn that many employers will look at your social media activity before they even decide whether to contact you or not. Having inappropriate content might cause an employer to disregard you as a potential staff member. Consider what you put on the internet, or at the very least check your settings to secure the content you don't want everybody to see.

Being aware of these points will help to make you a stronger candidate and stand out in the pool of applicants.



TOP 6

ATTITUDE

Keep it positive: don't underestimate the importance of an upbeat outlook

Employers want staff who are keen, enthusiastic and committed. Interviews provide the perfect opportunity to show you possess these important attributes. It's not enough to simply *tell* employers you are awesome, you need to provide examples. Remember, the workplace is like a team — and we all want positive, eager players on our team.

And, like team selection, once you are chosen it's important to maintain a positive, upbeat attitude.

What does a good attitude look like in the workplace?

- **Be positive about what you are doing** — you will find more enjoyment in your work if you view it with positivity.
- **Smile and laugh often** — enjoy a joke with your boss.
- **Perform your work with enthusiasm** — this will demonstrate your commitment and interest in your position.
- **Celebrate your success and that of others** — it creates a healthy, supportive work environment.

- **Acknowledge a job well done** — what goes around comes around.
- **Always say 'thank you'** — people like to be appreciated.
- **Be mindful of your body language** — it communicates just as much as your words do.
- **Take responsibility for your work** — even when you make a mistake.

Positivity plus

Does having a good attitude really matter? It sure does. Studies have shown that people with a positive attitude at work:

- enjoy better mental health
- have the ability to inspire and motivate themselves and others
- are seen as role models and are more respected
- are perceived as leaders and will get more special projects
- are successful at work due to expecting positive results
- are valued by their employer.



POSITIVITY RULES





BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT



SELF TEST EXERCISES

1. *Lisa made a mistake while she was performing a task. When her manager asked her about it she came up with an excuse and blamed someone else for the error.*

What should Lisa have done?
Select all that apply.

- ☐ a. Admit her mistake
- ☐ b. Take steps to fix the error
- ☐ c. Ignore the issue

2. *Christian is being interviewed for a job. During the interview he sat slouched in his chair, frequently yawned and responded to questions with a shrug while chewing gum.*

What impression would Christian's behaviour give the person who is interviewing him?

- ☐ a. He is enthusiastic about the position
- ☐ b. His attitude shows he would be an excellent employee
- ☐ c. He really couldn't care less about the job opportunity



3. *Sam just finished a special project and is going to receive a staff excellence award for it. Though he was the project manager, he couldn't have done it without the help of his team. As he accepts the award, he notices his teammates in the audience.*

What should Sam do in his acceptance speech?

Select all that apply.

- ☐ a. Acknowledge the assistance he received from his teammates
- ☐ b. Proudly mention he expected to receive the award
- ☐ c. Mention how the project will benefit the company



Think about your own attitude towards your school work. If you were to have the same attitude at your workplace, do you think you would be successful in your job? Explain.

TOP 6

COMMUNICATION



Regardless of what you do or where you work, effective communication is essential

Communication is one of the most important lifelong skills — in both the workplace and personal life. Effective communication involves not just talking, but also listening.

Every job, regardless of the industry, will require you to communicate (verbally, written or both) to some degree.

Top 5 communication skills

1. Listening

Active listening involves paraphrasing what the other person has said to confirm that what you heard is actually what they meant. Through active listening you can better understand what the other person is saying and can respond appropriately. Feel free to ask questions to ensure you fully understand what is being said.

2. Non-verbal communication

Body language can convey a strong message, so it is recommended you have a general understanding of the non-verbal messages you may be sending — intentionally or unintentionally.

Eye contact is important because it shows you are paying attention to the other person and that you are truly ready to listen to them — hear them. Just be careful not to stare as this may make some people feel uncomfortable. Avoid closed gestures such as folding your arms or fidgeting as this may indicate you are not interested in what the other person is saying. If you keep your stance open and relaxed, this will encourage people to open up to you.

3. Confidence

Be confident in your interactions with others. This can be as simple as making eye contact, using their name, or even just offering a warm smile — all of which convey your self-assurance and self-belief. However, remember there is a big difference between confidence and arrogance or aggressiveness. Confidence also means asking questions if you don't understand or are unsure of something.

4. Open-mindedness

When communicating with others, be open to listening and understanding the other person's point of view. This doesn't mean you have to agree with them, but merely be willing to discuss different ideas, which will — hopefully — result in healthy, productive conversations.

5. Respect

Whether it's listening, or simply showing common courtesy, respect takes many forms and is essential in the workplace.

People will be more willing to speak with you if you show them respect. Basic things like using their name, making eye contact and actively listening will make a person feel appreciated, valued and respected. Give the other person your full attention. Stay focused on the conversation, otherwise you risk making the other person feel they are unimportant to you, which does not contribute to building healthy, respectful relationships.

Workplace protocol

Each workplace will have specific protocols to follow for things such as running late or taking sick days. Check with your boss about what the expectations are. There may be a designated person to contact and particular process (i.e. via phone, text or email). People run late, and sometimes get sick. Don't stress, just make sure you follow the correct protocol at your workplace.



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT



SELF TEST EXERCISES

1. *It is David's first day on the job and his supervisor has given him a list of tasks to complete. He gets to one task and can't remember what he was supposed to do.*

Should he:

- ☐ a. Just do the best he can
- ☐ b. See what everyone else is doing
- ☐ c. Ask his employer for a reminder

2. *Michael is not feeling well and needs to take a day off. His manager requires his staff to call in by 8 am if they are not coming in. Michael has slept through his alarm and when he wakes up it is past 8 am.*

Should he:

- ☐ a. Go back to sleep as he has missed the deadline
- ☐ b. Go to work since he has missed the call-in deadline
- ☐ c. Call in anyway and explain why he is phoning late



NOTE TO SELF

While you may be used to keeping in your ear buds when talking with your friends, you should remove them when communicating with your colleagues, manager and customers.

3. *Cassia gets into a discussion with a co-worker and it quickly becomes apparent that her co-worker has an opposite view on the topic. Cassia has a very definite opinion on the matter.*

Should she:

- ☐ a. Show respect by changing her opinion to that of her co-worker
- ☐ b. Try to see the situation from her co-worker's perspective
- ☐ c. Throw her hands up and walk away in disgust



LISTEN

RESPECT

TOP 6

PHYSICAL PRESENTATION

Make an impression every day

The way you dress and present yourself can have a significant impact on how people perceive you and your employer. It is important to ensure you are conveying a professional image — for your sake, and your employer's.

Dress standards and appropriate attire will vary among professions and employers. Some industries will require clothing that meets safety requirements (such as construction trades) and others will not. In some instances there may be a company policy about piercings, tattoos or hairstyles. If you are unsure what the dress code is at your work, simply ask your employer.

However, regardless of the company policy, the following tips will help you to always make the right impression.

- No matter the industry or your personal style, always try to be neat and clean (personal hygiene is essential).
- Consider your role and the tasks you undertake (e.g. if you will be spending a lot of time on your feet, make sure you wear comfortable shoes).

If you care about how you present yourself, it will show your employer that you care about your job.



BE NEAT AND TIDY



SELF TEST EXERCISES

1. *Kelly is a kitchen hand at the Cheeky Monkey Cafe and wants to get her nose pierced. One of the waitresses has a small stud in her nose.*

What should Kelly do?

- ☐ a. Get her nose pierced since the waitress has one
- ☐ b. Check the company dress policy
- ☐ c. Talk to the chef about it

2. *Jacob is attending an interview for the position of dental assistant at Pearly Whites Dental Clinic. Running late, he doesn't iron his shirt and simply runs his fingers through his hair instead of using a brush. Realising he forgot to brush his teeth, he chews on a piece of gum but forgets to spit it out before being called in for his interview.*

What impression is Jacob likely to give the interviewer?

- ☐ a. Jacob isn't serious about the position as he didn't prepare very well
- ☐ b. Jacob must be very excited about the position as he was in a hurry to get to his interview
- ☐ c. Perhaps Jacob is just having a bad day

3. *Nick is a computer technician and the company he works for has highly professional clients. Nick has a job scheduled with one of these clients but he forgot to wash his uniform the night before.*

What should Nick do?

- ☐ a. Since he doesn't have a uniform to wear, he may as well wear something comfortable like his board shorts
- ☐ b. Though his uniform isn't clean, he should wear it again
- ☐ c. Wear clothes that are professional (e.g. suit pants and dress shirt)

TOP 6

RELIABILITY

How reliable are you? When you say you are going to do something, do you follow through?

Every relationship (personal and work-related) thrives when there is trust. Being reliable is an easy way to build trust.

How can you demonstrate reliability?

- **Keep your promises.** If you tell someone you are going to do something, make sure you do it.
- **Don't overpromise.** Be realistic about what you can achieve and think things through before you make a promise.
- **Don't leave other people hanging.** If you realise you have agreed to do something that you will now be unable to achieve, let the affected person know as soon as possible.
- **Whatever you do, do it well.** Do your best with whatever task you are given, no matter how small or unimportant it may seem to you.
- **Be consistent.** Consistency shows you are reliable and that people can depend on you. It's a great attribute in promoting trust.
- **Take responsibility for your work.** This is particularly important when working in a team as your performance will affect everyone else's. Make sure it's a positive effect!
- **Be there.** Even if you haven't made any promises, if you know someone needs or wants you to be somewhere, be there. If unsure, ask.
- **Be honest.** Don't simply agree to do something if you know you won't be able to do it.

By demonstrating these attributes you will quickly gain a reputation for being reliable and this will lead to greater opportunities within the workplace.



SELF TEST EXERCISES

1. *Charlotte likes to please and often finds herself very busy with many tasks to complete.*

What should she do when her supervisor approaches her with another job to do?

- ☐ a. Accept the job even though she probably won't get it done
- ☐ b. Consider her current tasks and let her supervisor know her current workload
- ☐ c. Drop everything else and focus on the new task

2. *Oliver is working in a team and each team member has a specific responsibility.*

What will happen if Oliver doesn't fulfil his responsibility?

- ☐ a. The team may be disadvantaged and risk not achieving their goal
- ☐ b. Someone else will pick up his slack
- ☐ c. No one will notice that Oliver didn't complete his task

3. *Jackson has been given the responsibility of locking up the shop at the end of the day. On Thursday, he has a doctor's appointment which means he will have to leave early.*

What should Jackson do?

- ☐ a. Close the shop early
- ☐ b. Let his supervisor know as soon as the appointment is made
- ☐ c. Wait until the last minute to tell his supervisor

BE CONSISTENT

TAKE RESPONSIBILITY

TOP 6

PUNCTUALITY

Time it right

Being punctual is important. It shows you are respectful and reliable. Alternatively, being late can be quite costly, literally: your boss can lose money, and you could lose your job.

Here's an example. Tammy is a sales assistant at a florist shop. Her employer expects her to arrive at work in time to open the shop at 8.30 am, but Tammy is always running late and at times doesn't open the shop until 9 am. One morning, a customer arrived to buy some flowers at 8.35 am when the shop should have been open. Because Tammy was late — again — and didn't open the shop until 8.45 am, her employer not only lost the sale, but had their reputation damaged due to a perceived lack of reliability: not being open when they should be.

Remember, if your starting time is 8 am, then your employer expects you to arrive in time to begin working at 8 am. Not adhering to work hours can be detrimental and costly to employers.



SELF TEST EXERCISES

1. *James lives on the outskirts of town and uses public transport to get to work in the city. His starting time is 9 am.*

Which bus route should he take?

- ☐ a. Route 1 — Pickup at 8.23 am to arrive in the city at 8.55 am
- ☐ b. Route 2 — Pickup at 8.15 am to arrive in the city at 8.40 am
- ☐ c. Route 3 — Pickup at 8.45 am to arrive in the city at 9 am

2. *It's 8.20 am, Anthony is a plumbing apprentice and his supervisor has just called to ask him to pick up some supplies on his way to the job site. The client is expecting him at 8.30 am and Anthony knows that it will take him 10 minutes to pick up the supplies needed but he also knows that traffic is usually heavy at this time of morning.*

Should Anthony:

- ☐ a. Tell his supervisor that he can't pick up the supplies
- ☐ b. Make do with the supplies he already has
- ☐ c. Let his supervisor know that he is going to be late



**PLAN AHEAD
ARRIVE EARLY**

TOP 6

INITIATIVE

Go ahead. Take action. Show some initiative — you'll be glad you did.

Regardless of your role or tasks, there is always an opportunity to do something constructive at your workplace without being asked — and your manager will greatly appreciate your efforts.

Showing initiative can range from a small gesture to the recommendation of how to improve a process. It will also show your manager that you care about your job and want to do it as best as you can.

Ways of showing initiative in the workplace include:

- offering to help colleagues and team members with a particular project
- looking at ways to improve a current work process, suggesting your idea to your manager and offering to oversee or support its implementation
- undertaking a task without being asked.

For example, Sarah works in a hairdressing salon and one day notices the towels used to dry a client's hair are still in the sink. She was not responsible for leaving the towels there but knows her supervisor is busy with another customer. By collecting the towels and placing them in the washing basket, Sarah is showing initiative because she helped her manager without being asked to do it.

OFFER TO HELP



ASSIST A CO-WORKER



SELF TEST EXERCISES

1. *Thomas is a first-year carpentry apprentice and is helping his supervisor prepare for their next job. As they are packing the tools into the truck, Thomas notices that a packet of nails has been left on the workbench. Assuming these are not needed, Thomas leaves them there and gets into the truck.*

Did Thomas show initiative? Yes ☐ No ☐

Explain your answer.

2. *Sally loves animals and wants to be a veterinarian when she leaves school so she chooses to spend her work experience week at a veterinary clinic. While there she has had the opportunity to observe lots of medical procedures and help with administering medication to sick animals. At the end of the week, the clinic needs to prepare invoices to send to their customers. Even though this has nothing to do with the animals, Sally offers to help with folding the invoices and putting them in envelopes.*

Did Sally show initiative? Yes ☐ No ☐

Explain your answer.

HONESTY

Being truthful sounds like a given, yet honesty involves more than simply telling the truth

Honesty is one of those characteristics we all believe we possess — and most of us do, for most of the time anyway.

Yet, there may be instances at work when you may think it's ok to do something, and it isn't.

Timesheets

Most employers require staff to submit timesheets at regular intervals in order for their wages to be calculated.

What if an employee was to put on their timesheet a start time of 8 am when they didn't start work until 8.15 am? It may seem to be a minor thing, but this is considered an act of dishonesty. Not only is it a lie, it is also fraud as the employee is claiming wages for time they did not work.

Leaving out the facts

Have you heard of the term 'lying by omission'? This is when someone deliberately withholds information in order to make someone else think the wrong thing.

What's missing here?

Lilly and Cooper took some money from the cash register. Sophie saw them do it and went to tell the supervisor about the theft. When asked who was stealing, Sophie said she saw Lilly taking money from the cash register but failed to say anything about Cooper.

Did Sophie tell the truth? Technically, what she said was true. However, by omitting the fact that she also saw Cooper taking money, Sophie was implying that Lilly was entirely responsible for the theft. By failing to mention Cooper, Sophie was being dishonest.

Please, don't just help yourself

Everyone knows that stealing is a crime. But you may be surprised to learn what is considered theft.

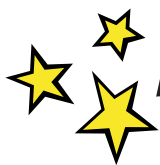
Most businesses will have some form of money on the premises, whether it is a cash register or a petty cash tin. Obviously taking any of this money is stealing.

But what about materials or stock that have been purchased by the company? Most likely there will be a supply of pens and paper for you to use at work. Just bear in mind that it is not acceptable to take these materials for personal use (i.e. at home) unless you have been directly told by your employer that you can.

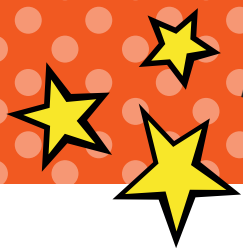
Also, while you may feel peckish at work and think it's ok to help yourself to the snack box — without paying — it's actually not ok. If you know you're likely to get hungry throughout the day, bring some extra money or some healthy snack options.

Keep it real: simple ways to be honest

- Stick to the facts and don't exaggerate.
- If you make a mistake, take responsibility for it and don't blame others.
- Understand there are serious consequences for dishonesty.
- Avoid deliberately omitting information, especially when it can significantly influence a situation.



KEEP IT REAL: BE HONEST



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT



SELF TEST EXERCISES

1. Amelia works at a large supermarket and on her break she takes a can of soda (without paying) from the display fridge near the checkout.

Could this be considered theft? Yes ☐ No ☐

Explain your answer.

2. Lachlan is a carpenter and is on his way to the work site. Before leaving the workshop he takes an extra box of nails and tosses them in his tool box.

Could this be considered theft? Yes ☐ No ☐

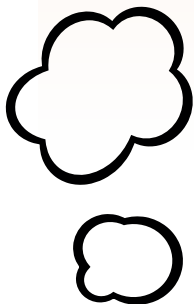
Explain your answer.

THINK: COULD THIS BE CONSIDERED THEFT?

3. Noah has set work hours which are 8.30 am to 5 pm. On Tuesday he was stuck at work helping a customer and didn't leave until 5.30 pm. When he submitted his timesheet, he put his start time as 8.30 am and finishing time as 5.30 pm.

Could this be considered theft? Yes ☐ No ☐

Explain your answer.



ORGANISATION

Small changes can reap big results when it comes to being organised

Your organisational skills will be of great benefit to you and your employer, regardless of the profession you work in. Good organisation is about planning your activities and managing yourself and your time in order to achieve set goals.

Planning

When planning your tasks, think about how much time you will need to complete them, the resources required and what to do if you run into problems.

For example, what if you make a mistake? Will you need to purchase additional materials and how long will it take you to correct the error?

Should you allocate extra time to ensure you can still meet the deadlines? Will you need help from others?

Self management

Being able to self manage (i.e. work independently) means you get on with your work without needing someone to check up on you or constantly monitor your activities. It is expected you will be able to stay on top of your tasks or ask for help in order to meet deadlines.

Self management is about:

- having clear goals
- taking responsibility for your tasks and work performance
- being able to evaluate your own performance
- continually aiming for self-improvement.

Having strong organisational skills will not only benefit your workflow and productivity, it will support your workplace's overall smooth operation. Don't underestimate your contribution to the overall running of the business.



SELF TEST EXERCISES

1. *Andrew has been assigned a new project. He has not undertaken this kind of task previously and has been given a tight timeline.*

What actions should Andrew take?

- ☐ a. Think about what is required and how long it will take to accomplish
- ☐ b. Jump in and just do what he can as quickly as possible
- ☐ c. Ask his supervisor for a detailed action plan

2. *Shanti receives an urgent request from her manager but she is in the middle of another important task.*

What should Shanti do?

- ☐ a. Ignore the new task as it's unfair of her manager to put her under pressure
- ☐ b. Consider how long it will take her to complete the current task and whether she can complete both tasks on time
- ☐ c. Put her current task on hold and attend to the new urgent request

3. *Sandra has three deadlines she must meet by 5 pm today. One task has taken more time than she expected and another task has not even been started. It is currently 1.30 pm and it is unlikely she will meet her deadlines.*

What should Sandra do?

- ☐ a. Just do what she can as her supervisor will understand
- ☐ b. Concentrate on the most important task and ensure that one gets done
- ☐ c. Ask for assistance from her co-workers

PLAN
GET ORGANISED

TEAMWORK

There is truth in the saying: 'There is no "I" in team'

Whether it's on the sporting field, in a rock band, dance group or in the office, working together is crucial for success. The variety of individuals in your work team helps to create a range of ideas, viewpoints and opinions. Regardless of age, gender, ethnicity, religion or political persuasion, it's important all members of your workplace are treated respectfully — for that is what makes great teams.

Ensure you are a positive team member

- Think about your role and how it will contribute to the team
- Recognise your teammates will be relying on you to fulfil your role, just as you will be relying on them
- Listen to your team member's ideas and support their implementation, where appropriate
- Communicate effectively, including respectfully voicing your own ideas and opinions
- Focus on reaching your goals, both individually and as a team
- Be respectful of each other
- If conflict arises, be quick to identify the cause and take steps to fix the issue before it negatively impacts the productivity of the team



Something to think about

At some stage during your school career you have probably been part of a team, whether that was in a drama club or sport. What attributes contributed to the success of your team?

WORK TOGETHER
LISTEN TO OTHERS



SELF TEST EXERCISES

1. *William has joined a team to work on a special project. After a couple of days he has an idea that will streamline the processes of the team and implements the idea immediately.*

This causes problems with his teammates because:

- ☐ a. They are jealous they didn't think of it
- ☐ b. William didn't discuss the idea with them before implementing it
- ☐ c. They now have nothing to do

2. *Chloe has a specific set of tasks to complete. Her teammates are relying on her to have these tasks done by a certain time, but Chloe is not feeling motivated and her job performance slacks off.*

What effect does this have on Chloe's team?

- ☐ a. They may not meet their deadline
- ☐ b. No effect, as it doesn't matter
- ☐ c. Her teammates will be happy to pick up the slack

3. *Emily is part of a close-knit team who usually work together very well. But lately, Emily has noticed that some teammates are not talking to each other.*

What effect does this have on the team?

- ☐ a. No effect, as communication in a team isn't important
- ☐ b. It increases tension and reduces productivity in the team
- ☐ c. The team's productivity improves due to fewer discussions

PROBLEM SOLVING

Brain gym — the ultimate workout

Some students may have wondered what relevance subjects like algebra have in their life after school. Well, lots, actually. Consider these classes like the ultimate gym workout — for your brain. The problem-solving skills gained from subjects such as algebra have contributed to your mental fitness and sharpened your ability to rationally find solutions.

Problem-solving skills help you to:

- look for an alternative solution
- be open-minded
- realise there is not necessarily only one answer or one way to go about something
- find a range of approaches.

Although your employer may not require you to employ an algebraic formula and work out the value of x , the problem-solving skills you developed when learning algebra will come in handy in a variety of situations in the workplace.

Stocktaking sums

At work, Simon has received a large order of stock from a supplier. While opening the boxes and checking off the received goods against the order, he notices that a box has already been opened and one item is missing. For stocktake purposes Simon has to ensure that the missing item was received correctly but since it's not present he is unable to check it. There are over 150 employees and any one of them could have taken the item. Simon does not have time to ask each employee separately if they have the item. What should Simon do?

$$a + b + c = x$$

Just as in algebra, Simon considers the information he does have in order to work out the information he needs. He knows (a) the delivery was received 30 minutes ago and (b) that only certain employees were in the office in the last half hour. Further, (c) the type of item missing is only used by certain employees. By putting this information together and using a process of elimination, Simon was able to track down the employee that had taken the item (x).

Similar to Simon, you may find yourself in situations that will require you to use problem-solving techniques. Even if you do not think of a solution right away, you will need to have a logical process for figuring things out.



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT



SELF TEST EXERCISES

1. *Marcos is working on the staff roster for the next month.*

What does he need to consider?

- ☐ a. Nothing, the staff should be happy with the shifts they receive
- ☐ b. Whether a staff member is full time or part time and recreation leave arrangements
- ☐ c. Personal preferences of each staff member

2. *Ashley is working on a big project but has run out of supplies. The store where she would normally order from is out of stock. She doesn't have time to drive around to find another store.*

What should Ashley do?

- ☐ a. Tell her manager the project will have to wait till the supplies come in
- ☐ b. There is nothing she can do
- ☐ c. Look online for another store or make some phone calls to find another store where she can get the supplies

**HAVE A LOGICAL
PROCESS FOR FIGURING
THINGS OUT**

3. *Think about what you have done today. How many problems did you have to solve?*

Explain.



MENTAL FITNESS

LITERACY AND NUMERACY

OMG! Do I really need to be good at maths or English to get my dream job?



Fear not, when you start a new job your employer may require you to take a literacy and numeracy test. But don't worry, the purpose of this is to check whether you have the basic literacy and numeracy skills needed, or whether you may need some support in this area. Depending on the job and industry, you may be required to do simple maths without the use of a calculator or be able to spell accurately without the help of a computer.

For example, consider a manual labour job such as boilermaking. A boilermaker uses a range of tools including welding equipment to construct or repair metal products. In a manual labour job, is it important for a boilermaker to have basic literacy and numeracy skills? It sure is, as they will need to read and interpret plans and calculate measurements to ensure accuracy in producing metal products.

What if you are interested in becoming a chef? Ingredients need to be measured and recipe instructions read. So, are literacy and numeracy skills important? Absolutely!

Support options

Remember, everyone has strengths and weaknesses and if it turns out you need some additional support to do the job competently, be positive. This is a great opportunity to refine some much-needed skills. It's important to discuss areas for improvement openly and honestly with your employer in order to find the right support options that suit you both.



SELF TEST EXERCISES

1. *Amber has started employment as a sales assistant at Shimmer, a retail clothing store. The shop has an electronic cash register but it has stopped working and Amber is required to manually calculate change for her customers. Amber is not very good at maths but is too embarrassed to tell her supervisor this.*

What should Amber do?

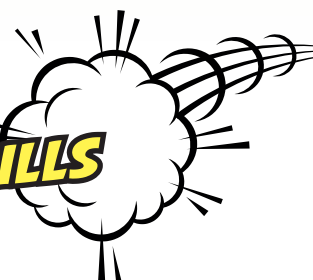
- ☐ a. Ask her supervisor if it's ok to use a calculator for accuracy
- ☐ b. Guess at the change required for each customer and act surprised if the customer says it's wrong
- ☐ c. Go home and pretend to be sick until the cash register is fixed

2. *Lucy is an administration officer at a legal office. One of the lawyers has asked her to prepare correspondence for an important client in response to a lawsuit. Lucy knows that her word processing software will catch any spelling mistakes but she struggles with grammar.*

What should Lucy do?

- ☐ a. Tell the lawyer to ask someone else to compose the important correspondence
- ☐ b. Type the document and send it directly to the client so the lawyer won't see mistakes, if there are any
- ☐ c. Have a co-worker read over the correspondence before presenting it to the lawyer

**ASK FOR SUPPORT
REFINE YOUR SKILLS**



MOBILE PHONES AT WORK

Disconnect, to stay connected

For some, mobile phones are an integral part of their daily existence — a digital growth that appears to be permanently attached to their ear.

Yet, just like most things in life, there is a time and a place, and work may not be the place to use your mobile phone.

Do you have a mobile phone? Are there rules at school about using a mobile phone? Most likely there are. Perhaps you are not allowed to use your phone in the classroom or possibly not allowed to have your phone at school at all.

When you start a new job, there will probably be some sort of induction where your employer will outline their rules about using a mobile phone at work. If not, make sure you ask what the work policy is on mobile phones. Regardless of company policy, there are some principles that apply to all workplaces.

When is it inappropriate to use a mobile phone?

Generally, any time that you are being paid to work it is not appropriate for you to use your mobile phone.

When is it appropriate to use a mobile phone?

Any time that you are not being paid to work (e.g. morning/afternoon tea break, lunch break).

There may be exceptions, such as a personal emergency, but in these cases you should always be contactable via your employer's phone. If unsure about what's the correct mobile phone usage at work, ask your manager — it's best to clarify from the outset.

**LUNCH TIME =
CHAT TIME**



SELF TEST EXERCISES

1. *Jasmine is on her lunch break when she receives a Facebook notification on her phone that her best friend has just updated their status. She has five minutes left of her break.*

Is it appropriate for Jasmine to check her friend's Facebook post? Yes ☐ No ☐

Explain your answer.

2. *Charlie receives a text message from his mum to say that his dad has just been taken to hospital. He has an hour left before he finishes work for the day.*

Is it appropriate for Charlie to call his mum?

Yes ☐ No ☐

Explain your answer.

3. *On Friday afternoon at work, Suki receives a call from her boyfriend. She didn't answer the call but her boyfriend left a message saying he wants to discuss their plans for the weekend.*

Is it appropriate for Suki to call her boyfriend back? Yes ☐ No ☐

Explain your answer.

WORKPLACE HEALTH AND SAFETY

Staying safe at work

It's important you remain healthy and stay safe at work.

Workplace health and safety (WHS) is about creating and maintaining a safe work environment for you and your co-workers.

Every business must put measures in place to ensure a safe working environment for their employees. The measures will vary greatly depending on the industry.

As an employee it is your responsibility to contribute to maintaining safety in the workplace for yourself and your co-workers. This includes keeping an eye open for possible dangers and reporting these to your supervisor.

Dangers to be aware of in the workplace

- **biological and chemical hazards** — safety equipment must always be worn
- **potentially dangerous equipment** — be aware of sharp tools and heavy merchandise
- **loud machinery** — can cause hearing loss
- **long working hours** — fatigue can lead to accidents
- **repetitive strain injuries** — caused by tasks that require repetitive movements

As part of your induction, your employer will make you aware of the WHS policies and practices. Pay particular attention to these instructions as they are designed to keep you and your co-workers safe. Your life may very well depend on it!



SELF TEST EXERCISES

1. *At lunchtime you enter the kitchen and notice there is water splashed on the floor making it slippery. You:*

- ☐ a. Ignore it as you didn't make the mess
- ☐ b. Tell all your co-workers about it so they don't step in it
- ☐ c. Grab a paper towel and wipe it up

2. *When using the staff toilet, you notice that one of the light bulbs has blown, making the bathroom quite dark. You:*

- ☐ a. Let your manager know so they can arrange for a replacement bulb
- ☐ b. Ignore it as you are not responsible for building maintenance
- ☐ c. Tell a co-worker and hope they do something about it

3. *You have just received a large delivery of products and need to move the boxes around in the storeroom. One of the boxes has a picture on the side showing two people lifting the box as a warning that the box is heavy. You:*

- ☐ a. Ask someone to give you a hand with moving the box
- ☐ b. Leave it for someone else to move
- ☐ c. Test the weight and decide to move it yourself

After you have successfully completed the online program, you will receive a certificate of completion.

FOLLOW WHS PRACTICES

BE AWARE

TECHNOLOGY

'Any sufficiently advanced technology is equivalent to magic.'

– Sir Arthur C. Clarke

Most jobs will require you to have some experience with technology, whether it is a basic understanding of word processing programs (such as Microsoft Word), spreadsheets and internet/email, or more advanced technical skills with different machinery.

Regardless of the profession, you will need to have the ability to adapt to new and emerging technologies in the workplace.

Be willing to learn

Technology is continually progressing and while you will not be expected to be a tech whiz in all areas, it is important you are willing to learn new skills when necessary.

When you start a new job, you may be shown how to use the technology in your workplace. But there may be times when further training is needed, such as when new equipment is purchased. Why not impress your boss by showing initiative and be one of the first to learn how to use it?

Be willing to teach

Perhaps you are already tech savvy and pick up new technology quickly. It is important to be aware that not everyone will have the same technical capacity as you (lucky thing). If you are asked to share your tech knowledge with other more senior staff, just remember to always be respectful and helpful, regardless of their lack of knowledge.



SELF TEST EXERCISES

1. *Ethan has started a new job where he is required to perform certain tasks on machinery he has never used before. His supervisor gave him some instructions on what to do but no matter what he tries, Ethan cannot get the machine to do what he needs it to.*

What should Ethan do?

- ☐ a. Kick the machine in frustration
- ☐ b. Tell his supervisor the machine must be broken
- ☐ c. Ask for further instruction from someone who knows how to use the machine

2. *Olivia has completed an advanced word processing course at TAFE. Her supervisor is having trouble with formatting a document and asks Olivia for assistance.*

What should Olivia do?

- ☐ a. Tell her supervisor to Google the problem
- ☐ b. Take the time to explain to her supervisor where she went wrong with the software so she will know how to fix it next time
- ☐ c. Pretend she doesn't know the answer as the supervisor gets paid more than she does and should already know

3. *What technologies do you enjoy using?*

**IMPRESS WITH YOUR
TECH SKILLS**

LEARNING

Get the yearn to learn

Did you know our brains are designed to store countless facts and figures, and yet we still have the capacity for *more*? The key is to *want* to learn — whether you are at school, in the workplace or for your own development.

Learning skills are essential for ongoing self-improvement and professional development. The key to career advancement is to continually enhance your knowledge, skills and gain as many work-related experiences as you can.

No matter what industry you work in, there will always be changes to processes and new ways of doing things.

In order to keep up with a changing workplace, it's important to:

- have enthusiasm for continual learning
- be willing to learn in any setting, on or off the job
- use a range of learning tools (i.e. peer support, technical training, internet, reference manuals)
- be prepared to invest time and effort in learning new skills
- be open to new ways and ideas
- apply what you learn and share your knowledge with others.

Being open to learning and participating in training opportunities will help you adapt to any changes that occur in your workplace.



SELF TEST EXERCISES

1. *Zoe works for a government department and her role requires her to have sound knowledge of its policies and procedures. At the start of the next year, these policies and procedures will be changing.*

What action should Zoe take?

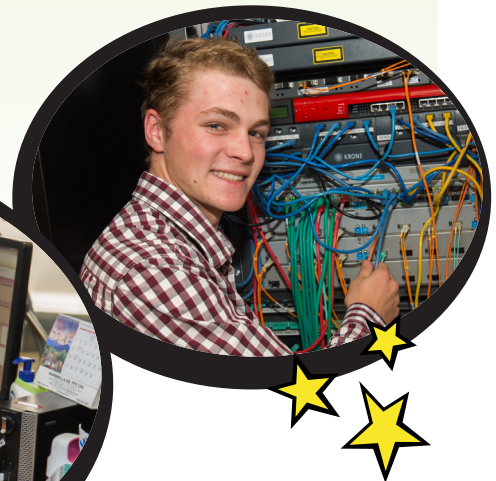
- ☐ a. Do what she can now to learn about the changes so that she is prepared when they take effect
- ☐ b. Wait until the changes take effect before wasting time thinking about it
- ☐ c. Make sure her co-workers are up to speed and then ask them to teach her

2. *Lucas has been in the same job for about five years and knows it inside and out. He would like to be ready to step up into a higher position if one becomes available.*

What should Lucas do?

- ☐ a. Ask his supervisor for a promotion
- ☐ b. Check to see if a higher position requires further qualifications and investigate any training needs
- ☐ c. Do his job to the best of his ability and worry about learning a new role when it becomes available

BRAIN POWER



FIRST DAY ON THE JOB

‘Congratulations! Today is your day. You’re off to great places! You’re off and away!’

– Dr. Seuss

Well done. You’ve landed a job. So, now what can you expect on your first day?

It is quite normal to be nervous on your first day of work — and for some days after — until you get familiar with your workplace and co-workers.

Here are some things you can do to make your first day as smooth as possible.

Find out beforehand

- Is there parking onsite or is public transport available?
- How long will it take to get there? Always allow extra time in case there is traffic or an accident
- Is there a fridge if you want to bring lunch? Is there a café nearby?
- Dress code
- Your start and finish times
- Who you report to
- Is there anything else you need to bring with you?

Tips

- Set your alarm earlier than necessary so you have extra time to make sure everything is ready to go
- Put your work clothes out the night before to save time in the morning
- If your clothes need ironing, do this the night before as well
- Have a good breakfast
- Approach the day with positivity and be ready to embrace your exciting new experience



BE POSITIVE - PLAN - ENJOY!



SELF TEST ANSWERS

Attitude (Page 7)

1. A and B — Lisa should admit her mistake and try to fix it
2. C — Christian is obviously not interested in the position
3. A and C — Sam should acknowledge the help of his co-workers and how the project will benefit the company

Communication (Page 9)

1. C — It is better for David to ask questions than make mistakes
2. C — It is important that Michael still follows the company policy of calling in and explaining why he missed the deadline
3. B — Cassia is entitled to her own opinion, as is her co-worker. By trying to see things from the other person's perspective, you not only show them respect but you may develop a more rounded view of the matter

Physical presentation (Page 10)

1. B — The dress policy may be different for kitchen staff as they are preparing food and so it is important that Kelly check this and not rely on what others may say or do
2. A — Jacob didn't put much effort into his physical presentation and has given the interviewer a negative first impression
3. C — Since his clients are expecting a professional, it is important that Nick dress in a way that meets their expectations



Reliability (Page 11)

1. B — Charlotte knows that being reliable doesn't mean you have to say yes to everything, particularly when you won't be able to achieve the request
2. A — By shirking his responsibility, Oliver has let the whole team down
3. B — Telling Jackson's supervisor about his appointment as early as possible gives him the opportunity to find a replacement

Punctuality (Page 12)

1. B — By taking Route 2, James has allowed extra time in case there are hold-ups along the way, ensuring he arrives at work on time
2. C — Anthony is doing what his supervisor has asked of him so it's not unreasonable that he would arrive at the job site late

Initiative (Page 13)

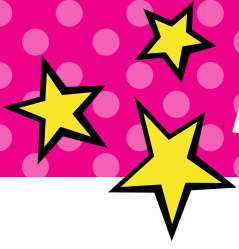
1. No — Thomas should have collected the nails in case they were needed
2. Yes — Sally showed initiative by not waiting to be asked to help

Honesty (Page 15)

1. Yes — Amelia hasn't paid for the can of soda
2. No — Lachlan intends to use the nails at the job site
3. No — Noah did work those hours

Organisation (Page 16)

1. A — By thinking the project through before commencing it, Andrew will be able to plan his actions
2. B — Shanti should consider the impact that the new task will have on her current task. If she can't do both she may need to seek assistance
3. C — Sandra needs help to accomplish all the tasks



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT

Teamwork (Page 17)

1. B — William should have discussed his idea with his teammates before implementing it
2. A — By slacking off, Chloe has affected the performance of the team and they may not meet their deadline
3. B — Emily's team will sense the tension and it will affect their productivity

Problem solving (Page 19)

1. B — Marcos needs to consider the important aspects of the problem, which are the contract arrangements of the staff
2. C — Ashley is pressed for time and has thought of a way to find what she needs

Literacy and numeracy (Page 20)

1. A — Amber should ask her supervisor as accuracy is more important than personal embarrassment
2. C — Lucy should get a co-worker to read it first as it's always good to seek assistance to ensure accuracy

Mobile phones at work (Page 21)

1. Yes — Jasmine still has time left on her lunch break
2. No — It would be appropriate for Charlie to discuss the matter with his supervisor before calling his mum
3. No — Suki's discussions about the weekend can wait until after work

Workplace health and safety (Page 22)

1. C — It is everyone's responsibility to keep the workplace safe
2. A — It is everyone's responsibility to keep the workplace safe
3. A — Never put yourself or others at risk of injury

Technology (Page 23)

1. C — No matter how tempting it is to blame the machine, Ethan needs to recognise that the machine is only capable of performing the tasks that it is programmed to do. Ethan needs to learn how to use it properly
2. B — By being willing to teach, Olivia is able to share her knowledge with her supervisor who now knows what to do next time she has the same problem

Learning (Page 24)

1. A — Zoe is being proactive and learning as much as she can now so that she will be prepared when the changes take place
2. B — Lucas is preparing himself now for when the position is available



ARE YOU READY FOR WORK? FINAL EXERCISES

We hope you are now feeling better prepared to put forward a winning application and enter the workforce with confidence.

The following questions are an opportunity for you to reflect on what you've learned.

- 1** *Bradley has noticed that his supervisor is always misplacing his tools and he spends a lot of time in trying to find them before he can do the next job.*

What should Bradley do?

- ☐ a. Ignore the problem
- ☐ b. Spend all his time on keeping an eye on the tools
- ☐ c. Politely suggest to the supervisor that a tool belt may help him to keep track of his tools

- 2** *Jamie has just bought himself a new smart phone and is excited to use it but his lunch break is already over.*

What should Jamie do?

- ☐ a. Check to see if his supervisor is watching before turning his phone on
- ☐ b. Turn his phone on but only use it for work-related activities
- ☐ c. Wait until after work before turning it on

- 3** *What are some factors that need to be considered in order to arrive at work on time?*

Select all that apply.

- ☐ a. Type and speed of transport
- ☐ b. Time needed to get yourself ready
- ☐ c. Unexpected delays such as roadworks or traffic accidents

- 4** *What should someone do if they have learning difficulties?*

- ☐ a. Ignore it and hope their supervisor won't notice
- ☐ b. Discuss support options with their supervisor
- ☐ c. Avoid any tasks that require literacy or numeracy skills

- 5** *You have been working on a project that requires you to spend a lot of time sitting at a computer. You only have a few things left to do but you feel pins and needles in your feet due to sitting for too long.*

What should you do?

- ☐ a. Ignore the tingles and keep working as you are nearly finished with your project
- ☐ b. Save your work, stand up, stretch and go for a walk
- ☐ c. Wiggle your feet to stop the tingles and try to remember to move them more often to prevent the tingles coming back

- 6** *What behaviours below demonstrate a good work attitude?*

Select all that apply.

- ☐ a. Celebrating success
- ☐ b. Taking responsibility for your work
- ☐ c. Blaming mistakes on others
- ☐ d. Enthusiasm
- ☐ e. Taking credit for someone else's work



BE WORK SMART: GETTING THE RIGHT JOB AND KEEPING IT

QUIZ

7 *If an employee needs to take a sick day, most employers will expect the staff member to:*

- ☐ a. Make a phone call by a certain time
- ☐ b. Enjoy a day in bed
- ☐ c. Turn up for work anyway

8 *Sienna wants to get an eyebrow piercing and a tattoo on her left arm. What should she take into consideration before getting either?*

Select all that apply.

- ☐ a. Whether her co-workers will like it
- ☐ b. The company dress code
- ☐ c. Nothing as it is her body and she can do what she wants
- ☐ d. Her job role and whether there are WHS concerns
- ☐ e. What impression she will be giving and how this may affect her job

9 *What are some things you need to consider when planning your work tasks?*

Select all that apply.

- ☐ a. The resources required
- ☐ b. The time needed to complete the task
- ☐ c. A back-up plan if something goes wrong

10 *What should you do if you run into a problem in the workplace?*

- ☐ a. Let the manager fix all problems as you are not being paid to think
- ☐ b. Consider the relevant facts and use a process of elimination to find a solution
- ☐ c. Ignore it as problems usually fix themselves

11 *Why is it important to be reliable?*

Select all that apply.

- ☐ a. It builds trust
- ☐ b. It contributes to good working relationships
- ☐ c. It lets others know that you will pick up their slack
- ☐ d. It contributes to successful teams

12 *When you are applying for a job, what are some things you should consider?*

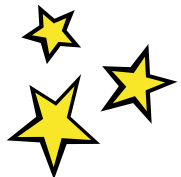
Select all that apply.

- ☐ a. Your publicly visible social media activities
- ☐ b. Answering your phone and returning calls
- ☐ c. What impression your email address gives



GOOD LUCK

AND ENJOY YOUR CAREER ADVENTURES



ARE YOU READY FOR WORK? FINAL EXERCISES CONT...

13 What attributes contribute to a successful team?

Select all that apply.

- ☐ a. Stick to your own tasks and don't interfere with others
- ☐ b. Communicate your own ideas and respectfully listen to the ideas of others
- ☐ c. Focus on your individual and team goals
- ☐ d. Ignore any conflicts
- ☐ e. Be reliable

14 How can you contribute to the successful use of technology in the workplace?

- ☐ a. Become an expert with all technology
- ☐ b. Make sure everyone knows how good you are with computers
- ☐ c. Be willing to learn and teach

15 What are some resources that you can use to learn about technology?

Select all that apply.

- ☐ a. Reference manuals
- ☐ b. Internet
- ☐ c. Technical training (through a training provider)
- ☐ d. Peer support

16 Honesty is:

- ☐ a. Simply not possible
- ☐ b. The quality of being fair and truthful
- ☐ c. Important only when necessary
- ☐ d. Not important
- ☐ e. A personal choice

17 What can you do combat first day jitters?

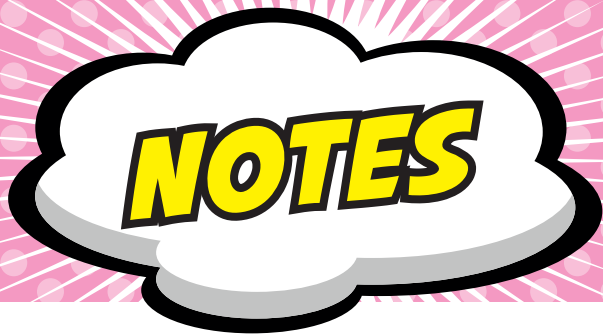
Select all that apply.

- ☐ a. Find out parking/travel arrangements
- ☐ b. Check the company dress code
- ☐ c. Skip breakfast
- ☐ d. Set your alarm early
- ☐ e. Plan your travel to arrive before your starting time

Once you have successfully completed this workbook, present the certificate (at the back of the book) to your teacher/principal/supervisor for them to sign.

This certificate is your evidence of successfully completing the *Be work smart* workbook.





FINAL EXERCISE ANSWERS

1. C — Politely suggest to the supervisor that a tool belt may help him to keep track of his tools
2. C — Wait until after work before turning it on
3. A — Type and speed of transport
B — Time needed to get yourself ready
C — Unexpected delays such as roadworks or traffic accidents
4. B — Discuss support options with their supervisor
5. B — Save your work, stand up, stretch and go for a walk
6. A — Celebrating success
B — Taking responsibility for your work
D — Enthusiasm
7. A — Make a phone call by a certain time
8. B — The company dress code
D — Her job role and whether there are WHS concerns
E — What impression she will be giving and how this may affect her job
9. A — The resources required
B — The time needed to complete the task
C — A back-up plan if something goes wrong
10. B — Consider the relevant facts and use a process of elimination to find a solution
11. A — Builds trust
B — Contributes to good working relationships
D — Contributes to successful teams
12. A — Your publicly visible social media activities
B — Answering your phone and returning calls
C — What impression your email address gives
13. B — Communicate your own ideas and respectfully listen to the ideas of others
C — Focus on your individual and team goals
E — Be reliable
14. C — Be willing to learn and to teach
15. A — Reference manuals
B — Google
C — Technical training (through a training provider)
D — Peer support
16. B — The quality of being fair and truthful
17. A — Find out parking/travel arrangements
B — Check the company dress code
D — Set your alarm early
E — Plan your travel to arrive before starting time



***BE WORK
SMART***

***CERTIFICATE OF
COMPLETION***

Getting the right job and keeping it

Awarded to

by

on

