

Did You Know?



People make decisions about the people they meet within 6 seconds of meeting?



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Did You Know?



7% of any message is conveyed through words,
38% through certain vocal elements, and
55% through nonverbal elements (facial expressions, gestures, posture, etc).

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Did You Know?



52% of employers
search for job
candidates on
social media.

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Did You Know?



Having your **cell phone** out on the table during a meeting suggests you are not **100%** focused on your job.

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**Connect.
Inspire.
Empower.**

How Not to Get Fired: Professional Etiquette

AGENDA



- **WHAT IS PROFESSIONALISM?**
- **BOUNDARIES**
- **DRESS CODE**
- **COMMUNICATION**
- **SOCIAL MEDIA**
- **IN PERSON MEETINGS**
- **SICK/VACATION DAYS**



ICE BREAKER



When you think of professional etiquette, what comes to mind?



Why is it important?

BOUNDARIES

DO

- Establish work relationships
- Be mindful of your role at work events and parties
- Check in with your supervisor when work is slow
- Clean up after yourself
- Be ethical

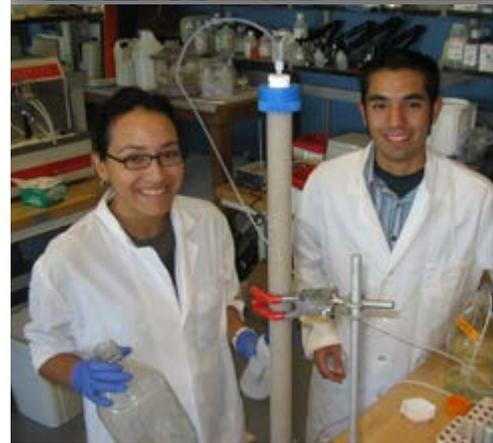
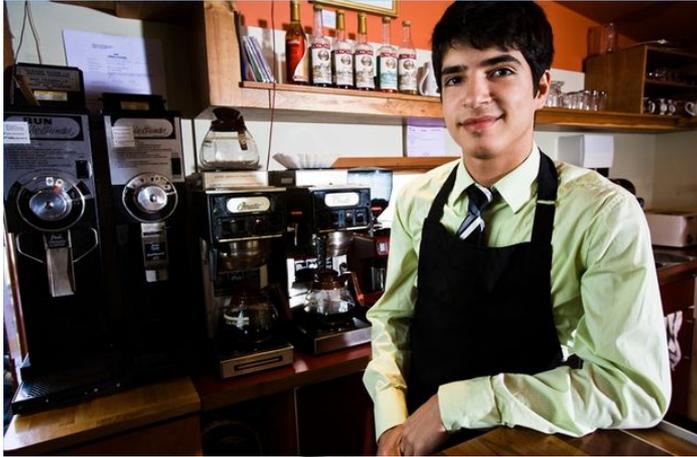


DON'T

- Bring personal matters
- Use social media for personal use
- Misuse work resources
- Expect an office maid
- Take food items that don't belong to you
- Assume doing homework on the job is ok



DRESS CODE



Check with your supervisor to learn the dress code policy!

COMMUNICATION: EMAIL EXAMPLE

The image shows a screenshot of an email composition window with several annotations. The 'To' field contains 'Taylor.smith@gmail.com' with an arrow pointing to it labeled 'Add email address last'. The 'Subject' field contains 'Meeting' with an arrow pointing to it labeled 'Clear subject line'. The main body of the email starts with 'Dear Taylor,' with an arrow pointing to it labeled 'Professional salutation'. The body text is: 'Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans on how we plan to get to the marketing meeting. My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready. I am available tomorrow at 12pm but let me know what time works for you this week. Feel free to email or call me at (555) 553 – 2345. Thank you.' An arrow points to the end of this paragraph labeled 'Clear purpose'. The email ends with 'Sincerely,' with an arrow pointing to it labeled 'Signature'. Below this is the signature block: 'Courtney Highlander', 'Student Assistant, Athletics Department', 'Class of 2018, UC Riverside', 'Phone: (951) 555 – 553 – 2345', and 'Email: courtney01@ucr.edu'.

To... Taylor.smith@gmail.com Add email address last

Cc...

Send

Subject Meeting Clear subject line

Dear Taylor, Professional salutation

Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans on how we plan to get to the marketing meeting. My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready. I am available tomorrow at 12pm but let me know what time works for you this week. Feel free to email or call me at (555) 553 – 2345. Thank you. Clear purpose

Sincerely, Signature

Courtney Highlander
Student Assistant, Athletics Department
Class of 2018, UC Riverside
Phone: (951) 555 – 553 – 2345
Email: courtney01@ucr.edu

PHONE SKIT #1: ANSWERING A CALL



Ring Ring Ring!

C= Caller R= Receiver

R: Hello?

C: Is this XYZ Corporation?

R: Yep.

C: May I please speak with Taylor Smith?

R: Who is calling?

C: This is Courtney Collins with ABC Company.

R: Sorry, Taylor is not in, try calling back later.

C: Do you know when Taylor will be in? Can I leave a message?

R: Ok, I will put you on hold so I can get a pen. (5 minutes pass)

R: What is your name again? Phone number?

C: Courtney Collins with ABC Company, Taylor can reach me at 555-2121.

R: Got it I'll let Taylor know, bye.

PHONE SKIT#2: ANSWERING A CALL



Ring Ring Ring!

C= Caller R= Receiver

R: Hello this is the XYZ Corporation, my name is Jaimie how can I help you?

C: Hello Jaimie, may I speak with Taylor Smith? This is Courtney Collins.

R: Hi Courtney, let me see if Taylor is in, may I put you on hold for a moment?

C: Sure.

R: Thank you, one moment please, (quick hold), Hi Courtney, thank you for holding, Taylor is unfortunately not available at the moment. Would you like to leave a message or be transferred to Taylor's voicemail?

C: Sure, I can leave a voicemail.

R: Ok great, before I transfer you, is there anything else I can help you with?

C: No that would be all.

R: Ok Courtney, please hold while I transfer your call and have a wonderful day.

PHONE SKIT: VOICEMAIL



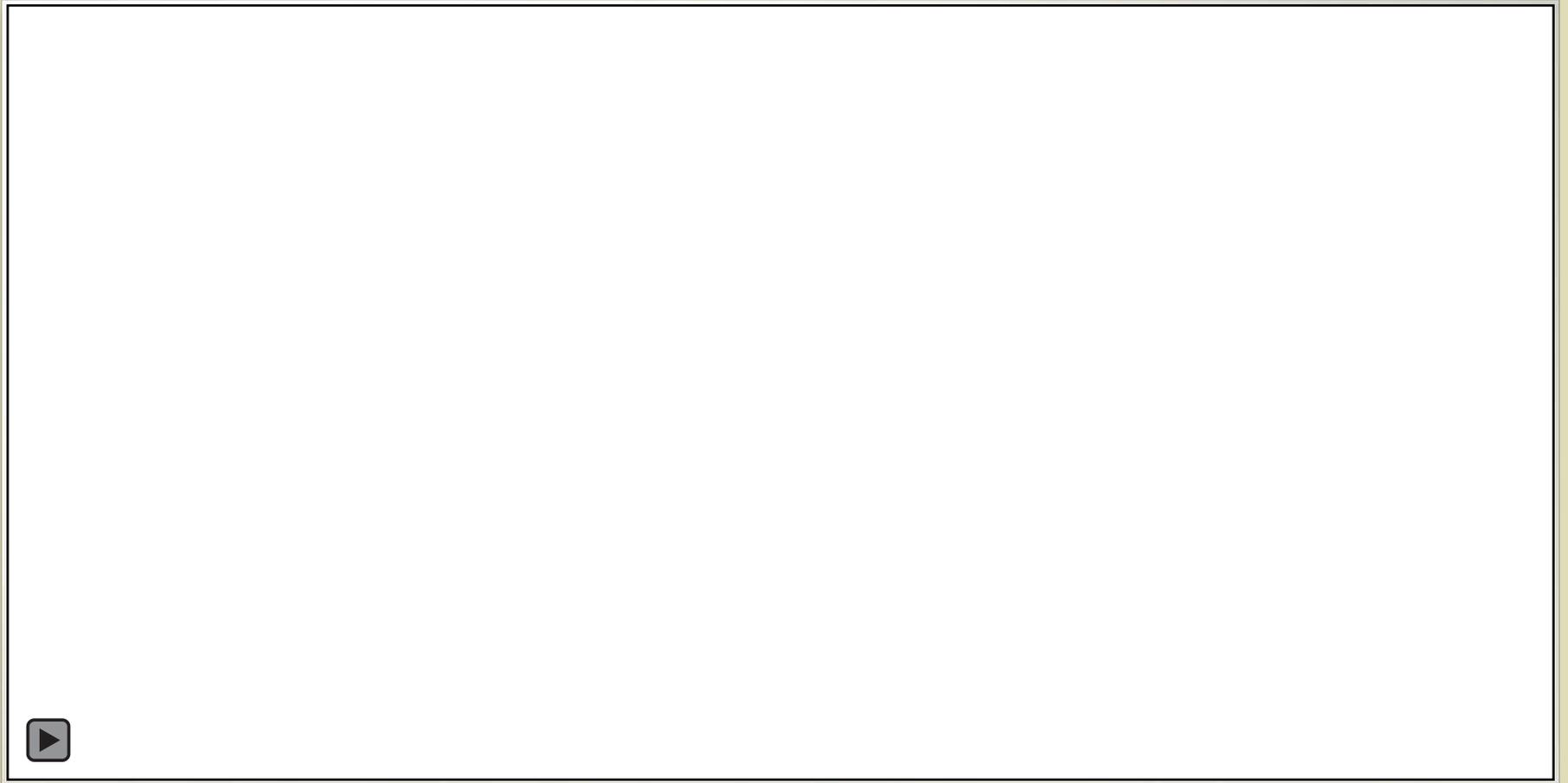
C= Caller R= Receiver

R: Hello, you have reached Chris Bell at XYZ Corporation, I am unavailable to take your call, please leave me your name and number and a brief message and I will be sure to get back to you. Thank you.

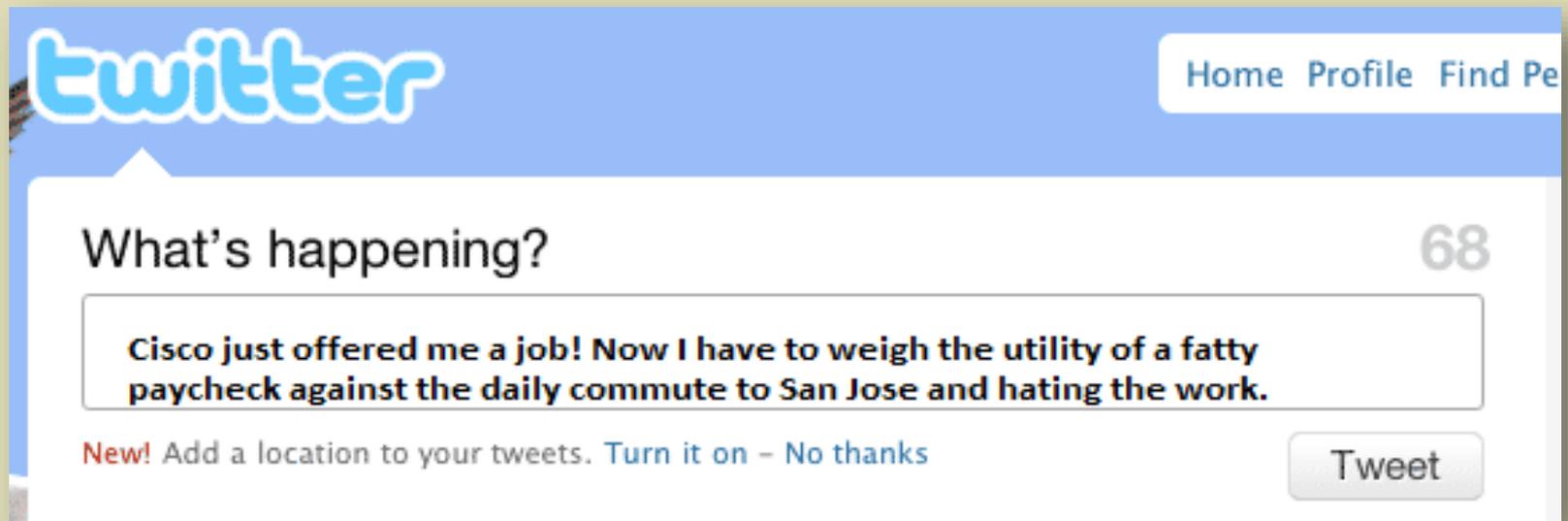
C: Hey what's up Chris this is Toni. I want to talk to you about tomorrow so get back at me, thanks, bye.

C: Hi Chris this is Toni Madison from ABC Company. My number is (909) 555-1234 and I was calling to confirm our meeting time and location tomorrow. When you have a moment can you please return my call so we can finalize our plans for tomorrow. Again this is Toni Madison with ABC Company and my number is (909) 555-1234. Thank you for your time and I look forward to your call.

HOW NOT TO LEAVE A VOICEMAIL



SOCIAL MEDIA – EXAMPLE

A screenshot of the Twitter interface. The top navigation bar is blue with the 'twitter' logo on the left and 'Home Profile Find Pe' on the right. Below the navigation bar is a white text input area with the placeholder text 'What's happening?' and a character count of '68'. The input area contains the text: 'Cisco just offered me a job! Now I have to weigh the utility of a fatty paycheck against the daily commute to San Jose and hating the work.' Below the input area is a red notification: 'New! Add a location to your tweets. Turn it on - No thanks'. A 'Tweet' button is located at the bottom right of the input area.

twitter Home Profile Find Pe

What's happening? 68

Cisco just offered me a job! Now I have to weigh the utility of a fatty paycheck against the daily commute to San Jose and hating the work.

New! Add a location to your tweets. Turn it on - No thanks

Tweet

SOCIAL MEDIA – EXAMPLE



Hi, I found your page on the Rutgers University Career site, can't wait to meet with one of your representatives on May, 30th at the Collegiate Career Day Festival!



IN-PERSON MEETINGS



BODY LANGUAGE



DO



DON'T



SICK & VACATION DAYS



SICK

- Good idea to ask your supervisor what s/he prefers (e.g. emails, voice messages, direct calls)
- Who else needs to know? Who takes care of your appointments?
- The notorious pattern of Monday/Friday sick days

VACATION

- Know your work cycle and plan ahead!
- Follow your workplace procedures; put it on your work calendar
- Remind your supervisor a week in advance

Connect. Inspire. Empower.

Come See Us

Hours:

Mon. - Fri. 8 am to 5 pm
except Wed. 9 am to 5 pm

Drop-In Hours:

Mon. - Thurs. 10 am-3pm
Fri. 10 am-12 pm



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