



BA 520: Career Development Professionalism in the Workplace

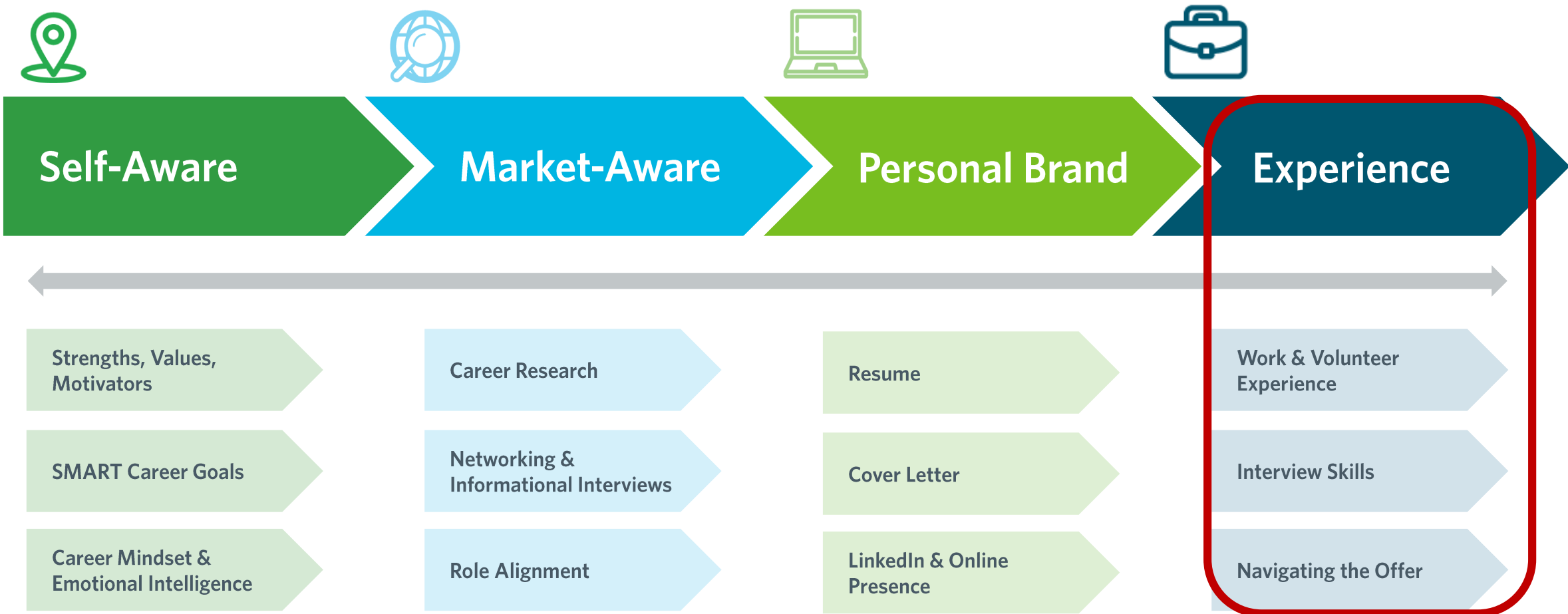
24 April 2020



Today's Learning Objectives

- 01** Learn about workplace values in Canada
- 02** Discuss best practices for working in a virtual environment
- 03** Understand communication and business etiquette in the Canadian workplace
- 04** Discuss different scenarios that may arise related to teamwork and conflict resolution

My Career Action Plan



Agenda



01 **Expectations**

02 **Canadian Workplace Values**

03 **Dress Code**

04 **Communication**

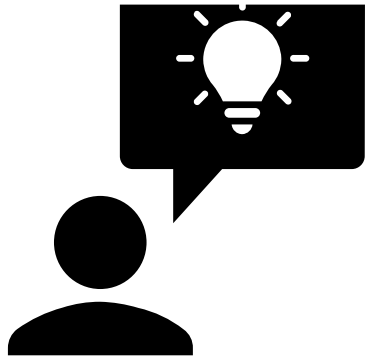
05 **Teamwork**

06 **Conflict Resolution**

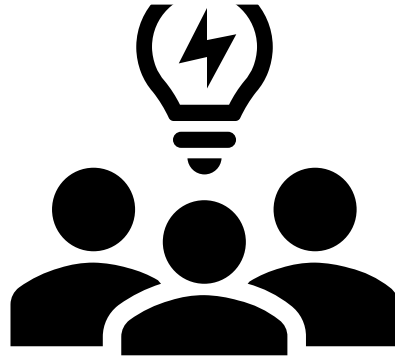
Why are we here today?

Essential Job Competencies as Rated by Employers

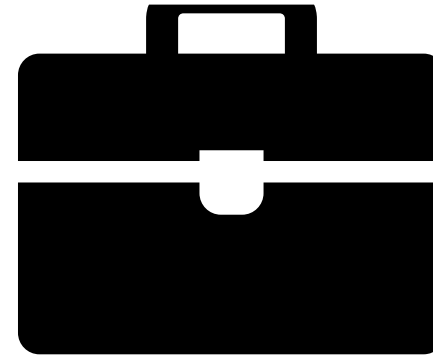
**Job Outlook 2019 survey*



Critical Thinking /
Problem Solving



Teamwork /
Collaboration



Professionalism /
Work Ethic



Oral / Written
Communication

"Failure is an opportunity to grow"

GROWTH MINDSET

"I can learn to do anything I want"

"Challenges help me to grow"

"My effort and attitude determine my abilities"

"Feedback is constructive"

"I am inspired by the success of others"

"I like to try new things"

"Failure is the limit of my abilities"

FIXED MINDSET

"I'm either good at it or I'm not"

"My abilities are unchanging"

"I don't like to be challenged"

"I can either do it, or I can't"

"My potential is predetermined"

"When I'm frustrated, I give up"

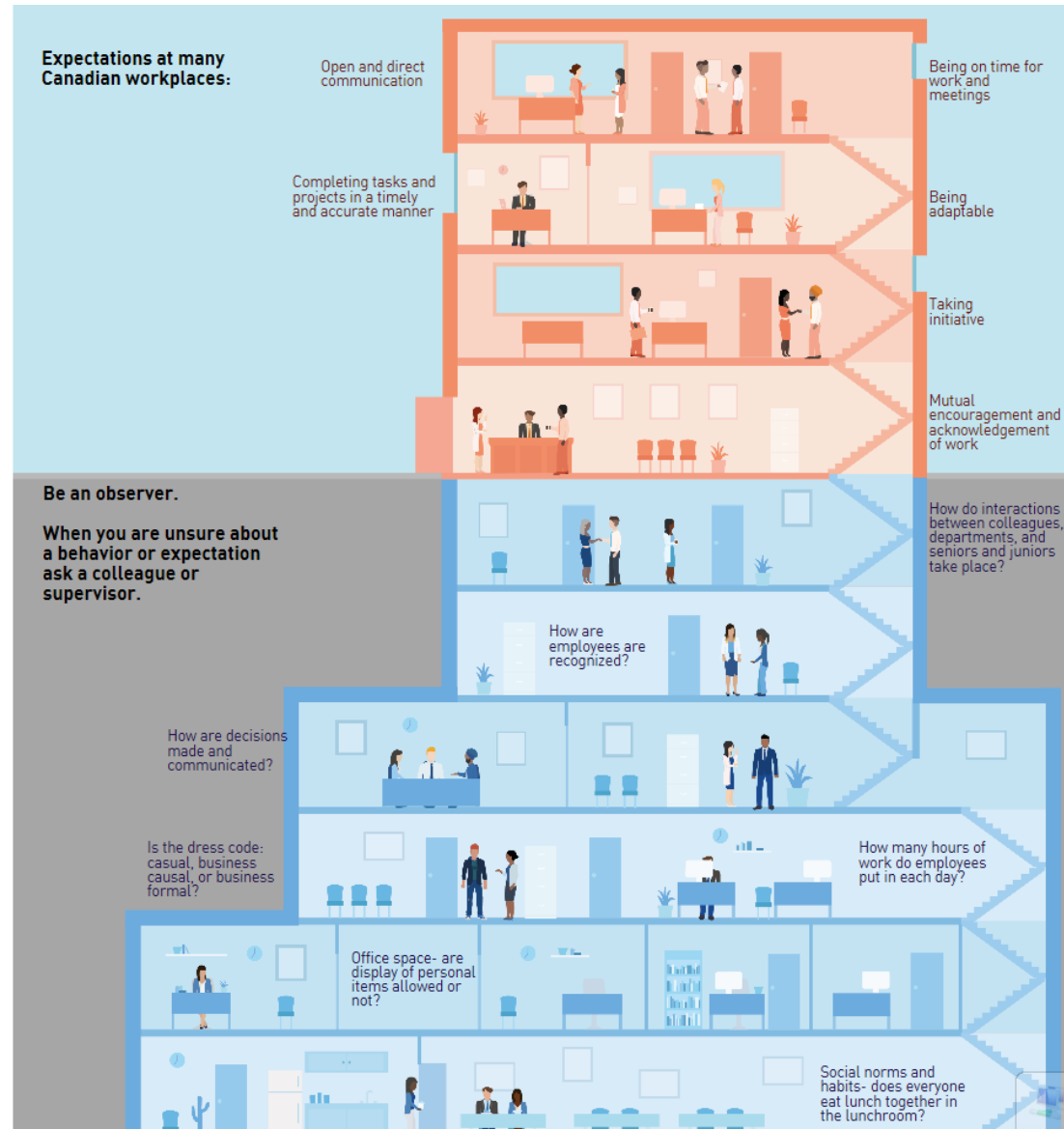
"Feedback and criticism are personal"

"I stick to what I know"

Building a Growth Mindset

- **Be curious:** *Curiosity makes everything new. So go explore, Ask questions. Look for opportunities everywhere*
- **Try Stuff:** *Designers try things they don't sit on the sidelines. They keep trying, testing, tweaking. Embrace the change*
- **Know it's a process:** *Mistakes will be made. And sometimes designs emerge from a mess eg. the Slinky, super glue, play doh*
- **Ask for help:** *You are not alone. You have a team here at Sauder. The BCC, faculty, Elisabeth and myself.*

Defining Company Culture



Core Values in Canadian Workplace

Time & Professionalism

Be Aware of Company Culture

Note: each company or organization will differ

What do you observe about time in your workplace?

Do people stay late?

Are you expected to start at a certain time?

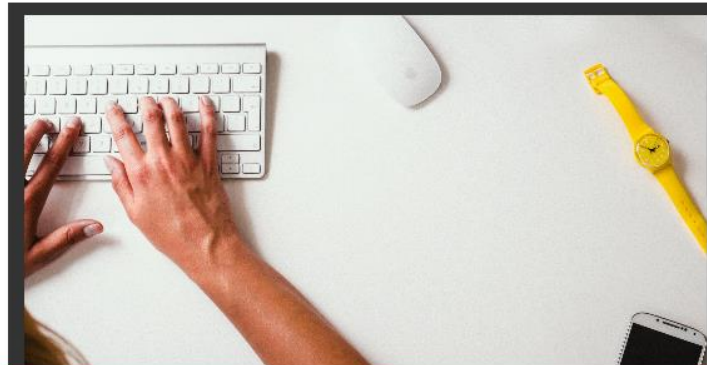
Does your manager prefer you to schedule a meeting or is there an 'open door' and you can drop in anytime?



TIME



is money?



Core Values in Canadian Workplace

Reliability and Work Ethic



Be punctual:
for work and
with project
deadlines



Keep your
word: honour
your
commitment



The work you
produce is
authentic and
dependable

Core Values in Canadian Workplace

Respect

6 Tips to Keep in Mind

Respect in the workplace begins with you. Everyone wants to be treated with respect and in the workplace this has to be earned.



1
Treat people with kindness, courtesy and politeness.



2
Be attentive and listen to others



3
Avoid gossip, name calling or insults



4
Encourage others to express their ideas



5
Remain sensitive to other people's time



6
Express your ideas with professional word choice

Core Values in Canadian Workplace

Ask Questions! Why should you do it?

1. Curiosity is an advantage
2. Get ahead
3. Get feedback
4. Develop better work relationships
5. Reduce mistakes
6. Get clarification



Virtual Work Skills You Need

- Establish “rules of engagement”
 - Communication technology
 - Best times to connect
 - How best to share information
- Building Trust
 - Relational trust – *looking out for each others best interests*
 - Competence-based trust – *colleague is capable and reliable*



Q: What does “Dress for Success” mean to you?



What does "Dress for Success" mean to you?

pollev.com/whitneyfries080



Landing an interview / job

Wearing something that impresses your employer or clients

Wearing something that is comfortable

"Fitting in" to your desired company's/organization's culture

Finding the ideal "fit" between your style and that of your preferred employer

Not sacrificing your own personal style for work

Dressing in a way that will maximize your prospects for advancement/promotion

Best Practices: Working from Home

- **Create a Routine:** *It may help to get ready as if you were going out by wearing clothes that make you feel more professional and grooming yourself in more traditional ways.*
- **Business on Top:** *You never know when you may need to have a last-minute virtual meeting, so best practice is to dress somewhat professionally (on top) at all times.*
- **Mind your Background:** *Pay attention to the background environment and ensure that is tidy and free of distractions – good lighting is also key so that your team can see you clearly!*
- **Be comfortable:** *Wearing comfortable clothes is one of the great luxuries of working from home – enjoy it!*

***Note:** Business formal is still expected for job interviews!

Closing Thoughts

- Be professional – *know your audience!*
- Be present – *know the occasion!*
- Be a brand ambassador – *know what (and who) you represent!*
- Be authentic – *know yourself!!*

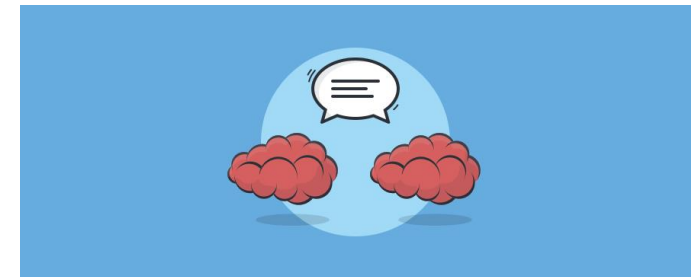
Good luck!!!

Communication



Communication?

- What is it?
- How does it happen?
- How do we know when it has occurred?



Classifying Communication

- Modes

- oral
- physical expression (facial, hands, body)
- written
- graphic

} emphasis

- Channels

- in person,
- telephone
- two-way radio
- teleconferencing
- texting
- messaging
- video conferencing
- letters,
- reports,
- email,
- presentations,
- forum boards and FAQ's
- surveys

- Direction

- One-way
- Two-way



The single biggest problem in communication is the illusion that it has taken place.

George Bernard Shaw





How the customer explained it



How the project leader understood it



How the engineer designed it



How the programmer wrote it



How the sales executive described it



How the project was documented



What operations installed



How the customer was billed



How the helpdesk supported it



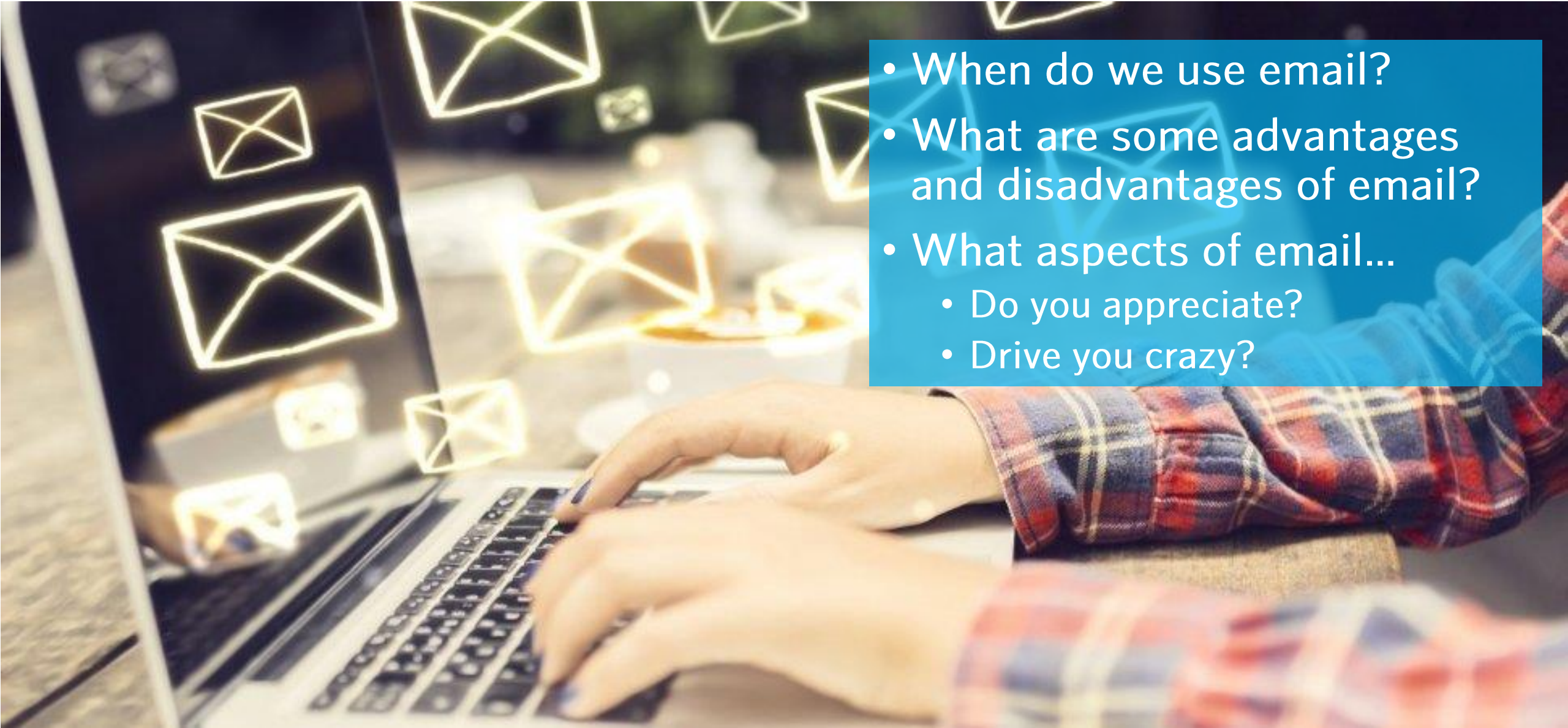
What the customer really needed



Communication Etiquette

- **Email**
- **Telephone**
- **In-Person**
- **Meetings/Presentations**
- **Networking**
- **Social Media / LinkedIn**
- **Security / Confidentiality**

Email

- 
- When do we use email?
 - What are some advantages and disadvantages of email?
 - What aspects of email...
 - Do you appreciate?
 - Drive you crazy?

Email

Email may be preferable when:

- Detailed / high volume of information
- Formal communication
- Same message for multiple recipients
- Need a 'record' of a conversation
- Directed to senior management (assistants often help manage email)
- Scheduling meetings



Email

Email Dos:

- Be clear and concise
- Respond promptly
- Plan before you write
- Include a brief, descriptive subject line
- Check your 'tone'
- Be professional and polite
- Be cautious about using humour
- CC appropriate people *when necessary*
- Anticipate a possible forward
- Re-read and edit before sending (content, tone, spelling)



Email Don'ts

- Use email to avoid contact
- Go back and forth more than 2x (pick up phone)
- Use email for sensitive messages
- Add unnecessary attachments (copy and paste in body if appropriate)
- Hit 'reply all' unless necessary
- CC senior management (unless necessary)
- Send anything you wouldn't want published
- Expect recipients to locate prior correspondence
- Use slang



Telephone

Telephone may be preferable when:

- Quick question / comment
- Multi-layered conversation requiring a series of responses
- Sensitive topic (email doesn't convey tone well) – however, privacy may be an issue
- Need fast turnaround time (immediate feedback)



Telephone

Telephone Dos:

- Start with a greeting and identify yourself
- Ask the recipient if they have a few minutes to talk
- Briefly explain the reason for your call *before* the discussion (if that person is not the right contact, they can direct you)



Telephone Don'ts:

- Assume the person has time to talk for more than a few seconds
- Use speakerphone unless there is more than one person in the room (in which case, inform him / her)



In-person



In-Person conversations may be preferable when:

- Sensitive topic
- Negotiating (helpful to read non-verbal clues / body language)
- Open door policy with supervisor
- Using materials to aid conversation (e.g. PowerPoint decks)
- Presence adds to the message

In-person

In-Person Dos:

- Schedule discussion in advance (by email / phone)
- Start with a greeting (and handshake in some cases)
- Start and finish on time
- If it is an unscheduled visit
- Ask the recipient if they have a few minutes to talk
- Briefly explain the reason for your visit *before* the discussion

In-Person Don'ts:

- If unscheduled, assume the person has time to talk more than a few seconds

Meetings/Presentations

Meetings may be arranged when:

- Individual conversations with team members are needed (saves time and email back-and-forth)
- Team work / brainstorming is required in group format
- Information needs to be given to key stakeholders (e.g. status updates, interim checks, project conclusions / recommendations)
- Explanation of materials (e.g. data, graphs)
- Q & A is needed



Meetings/Presentations



Meeting Dos:

- Turn off your cell phone
- Be prepared (agenda, pre-reading)
- Bring materials (tell participants that you will bring copies)
- Start and finish on time
- Introduce purpose for meeting and facilitate discussion (stay on track)
- Wrap up with action plan / next steps
- Check to make sure the audio video equipment is working (and you know how to operate it) *in advance* of the presentation
- Allow time for questions (Park off-topic questions)



Meeting Don'ts:

- Use your cell phone
- Be late

Networking

Networking Dos:

- Pay attention to the dress code
- Bring business cards
- Do your research
- Use names
- Use positive body language
- Be curious
- Stay realistic



Networking Don'ts:

- Spend the whole time with the same person
- Ask closed questions (yes or no)
- Interrupt conversations
- Eat and drink at the same time
- Wait for people to talk to you



Social Media

Social Media Dos:

- Be mindful of time spent during work hours
- Share positive stories/praise
- Post about your passions
- Comment with support
- Use privacy settings
- Spellcheck



Social Media Don'ts:

- Use social media at work
- Share proprietary or private info
- Make derogatory comments
- Post about illegal activities
- Use unprofessional photos
- Gossip/Rant



Know and respect communication channel requirements



On appropriate language

1. don't strain your vocabulary
2. keep it clean
3. just because you think you're funny, doesn't mean anyone else does.
4. business is data driven and apolitical



Authentic communication

1. communicate, communicate, communicate
2. direct: clear, concise and focused
3. open, honest and sincere
4. timely
5. have the courage to express yourself

“When you have something to say,
silence is a lie.”

— Jordan B. Peterson

Team: characteristics

1. effective communication
2. clear mission
3. commitment
4. bonding/mutual respect/trust
5. clear roles/balance of roles
6. comparative contribution
7. manage conflict
8. balance of skills
9. effective leadership/decision making
10. time management

Team member: characteristics

1. communicate
2. authenticity
3. accountability
4. openness to collaboration
5. respectful
6. ability to recognize strengths and weaknesses
7. manage working out of your comfort zone
8. ability to step up and do the good that needs to get done

Become a Team Player

1. Internal Self-awareness

- What emotions am I experiencing?
- What am I assuming about another person or the situation?
- What are the facts vs. my interpretations?
- What are my core values, and how might they be impacting my reactions?

2. External Self-awareness

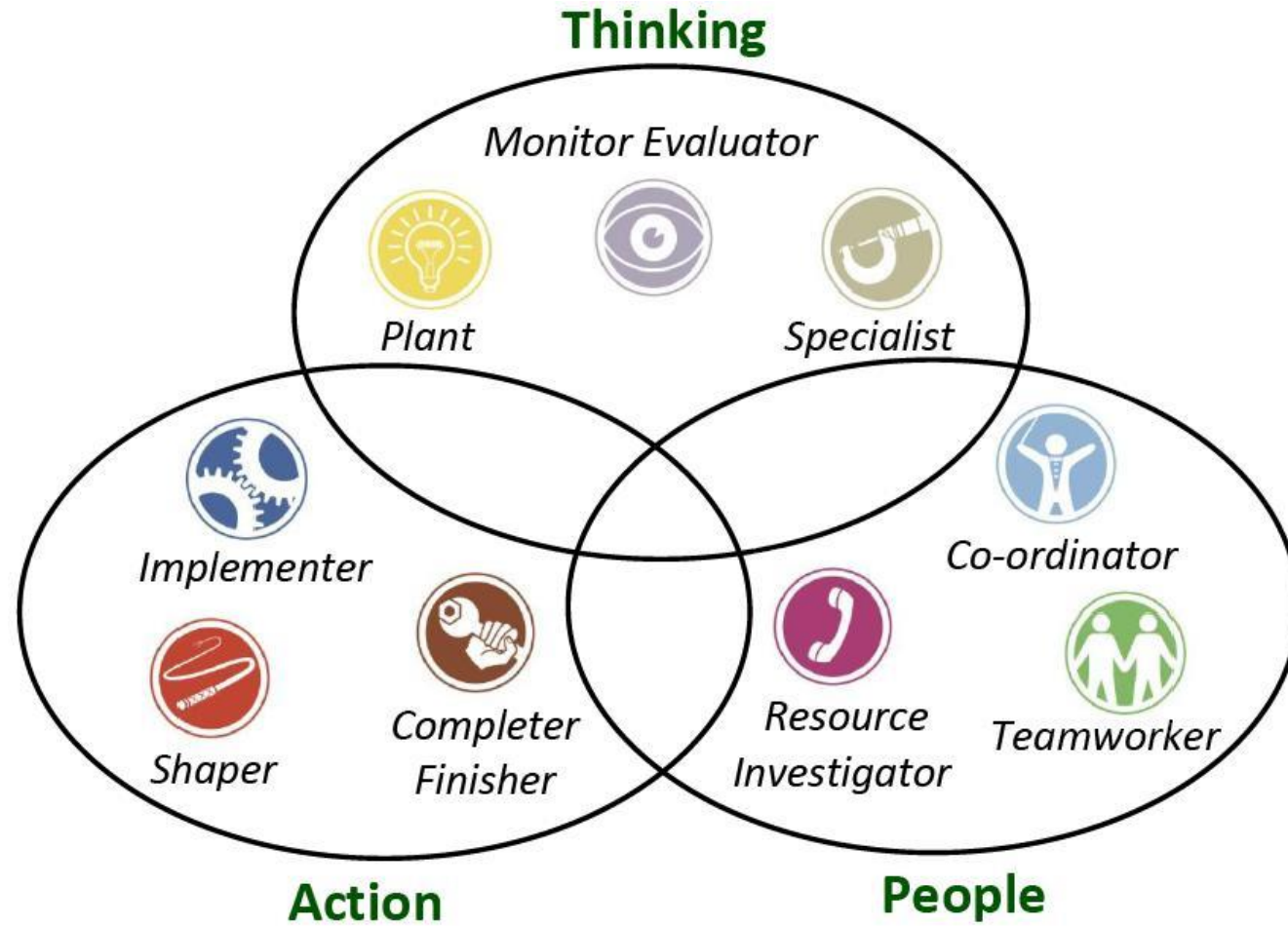
- am I doing in team meetings that is helpful?
- What am I doing that is not helpful?
- If you could change one part of how I interact with the team, what would it be?

3. Personal Accountability

- Recognize when there is a problem and accept that you are part of the problem.
- Take personal responsibility for solving the problem and stick with it.

4. Take Action

Team: roles

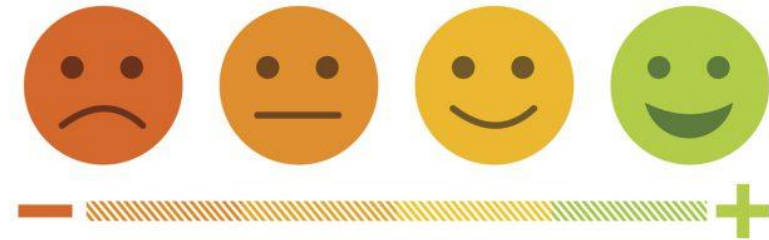


LET'S TALK ABOUT THE



ELEPHANT IN THE ROOM

What causes conflict in the workplace?



Tips to manage conflict

- 1. Define Acceptable Behaviour**
- 2. Hit Conflict Head-on (Pinch vs Crunch)**
- 3. Understand the WIIFM Factor**
- 4. The Importance Factor**
- 5. View Conflict as Opportunity**

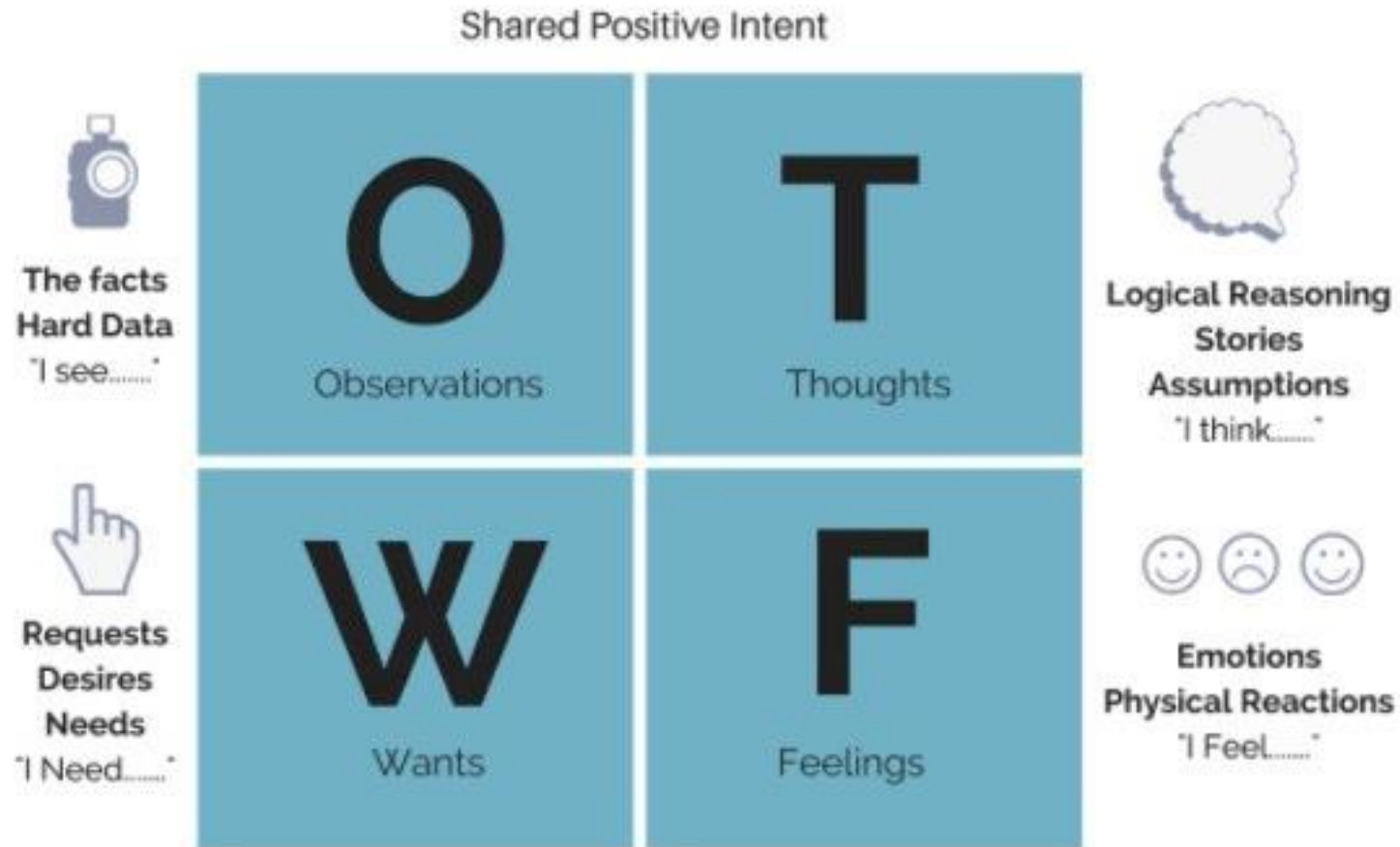


Video - We Need to Get Clear

Gervase R. Bushe, Ph.D.



Tool #1 - The Experience Cube




Gervase Bushe, Clear Leadership

Ways to Use the Cube

- **Check out your stories!**
- **Craft Important Emails**
- **Help co-workers who are in conflict get out of the mush**
- **Bring clarity to confusing situations**

To conclude.. Good luck this summer!

A wooden table with a laptop, a notebook, a pen, and a cup of coffee, with a vase of yellow flowers in the background.

Have a growth mindset and think about how you will get the most out of your internship this summer.

Take this time to learn!

BA 520

May 1st at 10am

Job Search
Strategies

(joint with MM)

Career Journey Presentation

Due: May 8th at 9:59am
(on Canvas)

Internship Deadlines

COE – May 1st

Other – July 7th



Thank you!

See you next week!