

February 3, 2014

1. Competitive Event
 - a. First practice test/assignment, due February 3rd
 - b. Second practice test/assignment, due February 5th
 - c. Third practice test/assignment, due February 7th
2. FBLA Meeting—Wednesday February 5th, entrepreneurship notes due
3. Announcement—Credit Union Announcement #2. Create something which addresses savings for the New Year. One will be selected for the announcements. Due—February 7th
4. Journal Entry—Monday, February 3rd

Technical Expertise Isn't All That Matters in the Workplace

On September 7, 1998, Google Inc. opened its door with a remote control. The door was attached a friend's garage. The "office" included a washer, dryer, and hot tub.

Michael Dell started his informal company in room 2713 at the University of Texas, building and selling custom-ordered personal computers directly to the consumer. Dell is now one of the largest tech companies in the world.

On April 1, 1976, another garage, this one containing the workbench of Steve Jobs' dad, set off a personal computer revolution. Apple's first result was the hand-built Apple I personal computer kit.

The young people who started these three companies had excellent technology skills, but they could not have been so wildly successful without what businesses today call "soft skills."

Action: Here is a list of questions related to soft skills—also known as employability skills or workplace readiness skills. Identify every question you aren't sure you know the correct answer for. By doing so, you can discover what you need to know before you begin your **career**.

- ___ Should I ask permission to leave for lunch or to take a break?
- ___ Is it okay to request time off for a routine dentist or doctor's appointment?
- ___ When is it okay to interrupt my boss?
- ___ Should I call my boss and co-workers by their first names?
- ___ Is it okay to go to my boss's boss to complain about something?
- ___ When should I voice my opinion in a meeting?
- ___ If I need a new computer, should I say so?
- ___ Who is in charge when I work on a team?
- ___ What should I do if I make a mistake?
- ___ Is it okay to leave my cell phone out in my work area so I can watch for texts?
- ___ Is it okay to answer my cell phone at work?

- _____ If I use bad grammar, will it matter?
- _____ What should I do if traffic makes me late to work?

5. Journal Entry—Tuesday, February 5rd

Five Characteristics of a Good Work Ethic

Your work ethic is what you believe is the behavior to demonstrate on the job. Some people try to get by doing as little as possible, and others give it their all every day. Five ethical characteristics stand out as the most important for moving up the **career** ladder. You should apply these ethics in all your work.

Reliability

Reliability is part of a good work ethic. Reliable individuals do what they say. You can depend on them. They show up every day, arrive on time and complete all assignments. They stay after hours to turn out high-quality work and meet deadlines. They are dependable in every situation.

Dedication

Individuals with a good work ethic always try to perform their best. They are committed to their positions and are not eager to abandon their jobs quickly to move to something more exciting or different.

Productivity

Because they work at a consistently fast pace, individuals with a good work ethic usually are highly productive. They get more work done more quickly than others. They don't quit until they've completed their assigned tasks.

Cooperation

Individuals with good ethics put effort into working well with others. They interact cooperatively with teammates, even if they do not enjoy the working relationship or some of the people involved.

Character

Strong character and good values are basic to people with a good work ethic. Such individuals are self-disciplined, honest, and push themselves to perform at an exceptional level.

Action: Check yourself: On a scale of 1 to 5, how do you rate yourself for each of the five work ethic characteristics? For any areas in which you scored less than 4, describe what you need to correct about yourself.

6. Journal Entry—Friday, February 7rd

Interacting with people in conversations and meetings

You are always communicating, verbally and nonverbally. Every move you make, sound you make, word you speak communicates something.

The following communication tips will boost your image whether you engage in business conversations, meetings, or formal presentations.

Use “U” (You) before “I.”

“U”: “You will like the lock on this bike rack’s safety harness.”

“I”: “I know you will like the lock on this bike rack’s safety harness.”

Remember that people are interested in “What’s in it for me?”

WIIFM (What’s In It For Me): “With this bike rack, you will get a high-quality rack at a good price.”

Be other-person centered, not self-centered.

Other-centered: “You were smart to come in early because these bike racks will sell out quickly.”

Self-centered: “I like to shop a sale early. You will get a good bike rack since you came in early.”

Make sure you have something positive to say.

Good: “Thanks for waiting. Let’s look at the bike racks that are on sale today.”

Poor: “I’m glad you waited. That last customer couldn’t make up her mind.”

Apply: Imagine a team member makes the following comment. You and he have to finish a project together. How will you respond?

“Look, I only have one more week before my vacation starts, and I’m worried about finishing on time.”