

More Than A Resume

# GUIDE TO WORKPLACE SUCCESS

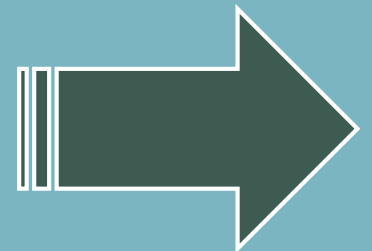
STARTING ON DAY ONE



As a new professional, learning how to be one is your first task. You want to get noticed for all the right reasons, to differentiate yourself from your peers in the appropriate way, to be effective at what you do, an asset to the team and organization. You are the new hire to keep and mentor.

## GET PREPARED TO BE SUCCESSFUL

Here are tools and tips to jumpstart your career and find success on your own terms.



# START OFF ON THE RIGHT FOOT

**Soak up everything you can.** Absorb, reflect, and learn. Don't be afraid to say, "I don't know." Ask questions. Learn from everyone. **Stay curious.**

**Listen more than you talk.** You want to earn a reputation as someone who pays attention and gets things right the first time. FYI. Knowing it all does not make you credible. It makes you annoying.

**Don't expect a lot of hand-holding.** You will need to be proactive in taking on projects, developing relationships and seeking out help from peers and colleagues. **Don't wait to be told what to do.**

**Relationships really matter.** Networking inside the company is vital to getting promoted and growing professionally.

**Pace yourself** or you will burn out quickly. Think about a few specific areas to show success. And **be prepared to get your butt kicked. Your boss should demand excellence.**

**Do what's required to get the job done.** Be prepared to do a lot of work early on that may seem beneath your abilities. Keep in mind it's more important to work in a good organization than to start with a good position.

**Pick up the phone.** You can't hide behind your computer. **Business is personal.**

**Take responsibilities for your mistakes.** You should be making lots of mistakes when you're early in your career. **You grow by embracing the lessons learned.**

**Speak up, not out.** Trash-talking an employer is a cancer in the workplace. If you have issues SPEAK UP where it counts: to your supervisor or other management. **Don't take those complaints and trash-talk on social media.**

**Your reputation is priceless; don't damage it.** Over time, your reputation is the most valuable currency you have in business. It's the invisible key that either opens or closes doors of professional opportunity. **It's the one item that, once lost, you can never get back.**

# PLAN YOUR SUCCESS

A stylized map with a winding road and four location pins (red, blue, green, red) in the order they appear on the road.

Knowledge-based skills

Interpersonal skills

Learn the business of the business

# DEVELOP YOUR KNOWLEDGE-BASED SKILLS

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For new/recent grads, attitude—willingness to learn, drive and potential—play a significant role in hiring. Once working, developing the knowledge-based skills required for success in a job is up to you. These skills are learned, evaluated and measured.

## **BECOME A ‘T’**

Develop a deep understanding in at least one field and have the ability to converse in the language of a broader range of disciplines.

# INTERPERSONAL SKILLS

Interpersonal skills are the valuable “people skills” we use to interact with others at work. Your work ethic, attitude, communication skills, and emotional intelligence or self-awareness are all in play as you develop relationships and trust within an organization.

Interpersonal skills lead to success in a career over the long term.

- Ability to communicate persuasively inside and outside the organization, in many mediums
- Ability to think critically, make decisions and solve problems
- Ability to obtain and process information
- Ability to plan, organize, and prioritize work
- Ability to analyze data and turn data into insights
- Ability to be adaptable and flexible
- Ability to perform in/with diverse environments and cultures
- Ability to determine the deeper meaning and significance of what is being said
- Ability to focus on what is important
- Ability to make mistakes, learn and bounce back

“Roll up your sleeves, build credibility, and be very authentic with everyone so people start to believe you and trust you.”

*Fred Hassan, chairman of Bausch & Lomb*