Setting Objectives with Your Boss
- Learn specifics of what your boss expects
- Listen and take notes
- Your boss will inform you about resources
- Introduction to team and facilities
- Take notes of people and functions
- Establish communication understanding
- Timing for reviewing progress with your boss
- Meet as directed. Don’t take excessive time

Learn Your Employer’s Culture
- You’re new - expected to bring fresh ideas, but first, you need to fit in.
- Get off on the right foot. Know how to act.
- Be polite and respectful to everyone.
- Listen to the voices of experience.
- Learn by reading, watching, listening.
- Network – how do you fit into the big picture?
- Be a team player.
- Get a mentor.

Develop Good Work Habits
- The Seven Habits of Highly Effective People, by Stephen R. Covey - 25 million copies. First 3 habits are:
  - Be Proactive
  - Begin with the End in Mind
  - Put First Things First
- Individual Contributor
  - Focus on the right things
    - Seek and take on responsibility.
  - Set challenging targets and deliver!
    - Do what you say you are going to do.
    - Businesses reward outcomes first and effort second.
- Lean In
  - Good people want to work with other good people.
  - Engaged employees exert more discretionary effort and are 20% more effective.
- Assessments
  - Peer feedback
  - Relative contribution
- Be a Team Player
  - Exclusive knowledge is not power -- it will eventually hold you back
  - Collaborative attributes in you will be recognized – if they are not, you may not be working for the right person
  - You will only be as successful as the team is successful, so PAY IT FORWARD!
- Be Authentic
  - Remember – the success of the boss is tied to the success of the team
Tricks of the Trade

- You will get the key assignments because you will be trusted
- When you start to get the toughest assignments -- consider that a compliment!

- Team Leadership
  - Leading teams is a privilege
  - Your team can quickly tell if it’s all about you or all about them
  - Your team members have options and if they don’t see a clear path to success and develop they will find a way to move to other projects

- Professional Etiquette
  - Treat everyone with respect
  - Say please and thank you
  - Knock before entering
  - Introduce yourself: your first and last name
  - Don’t gossip
  - Avoid bragging

- E-Mail Etiquette
  - Subject - introduces/titles your message
  - Salutation - Dear__, or Person’s name__,
  - TM or IM- do not use text message lingo.
  - Content:
    - State why you are writing and get to the point early.
    - Use complete sentences; proper capitalization
    - All lower or upper case is not acceptable.
    - Clarify any response or action required and date you need it by.
  - Sign Off:
    - For external, Best regards, or Sincerely,
    - End with your signature – pre-programmed listing of your name, location, phone number
  - Proofread – check spelling and grammar
  - Politeness – please and thank you
  - Copies (:cc) – only to those with need to know
  - Be very careful of reply all

  - Do not use email to argue or in sensitive situations. It is best to resolve in person.

- Proper Internet Use
  - There is a variety of job-related needs for the Internet:
    - Technical, business, customers etc.
    - Job related Internet use is fine.
  - Illegal or immoral use of the Internet can be monitored by the IT Department and can get you fired.
  - Know your employer’s Internet policies. They are likely to be different than you are used to.

- Telephone Etiquette
  - Answering your phone:
    - Find out what is customary on your job.
    - Generally, state your first and last name.
    - Placing calls- be clear and professional
  - Voicemail:
Tricks of the Trade

- Incoming
- Leaving a message
- Update when out of the office