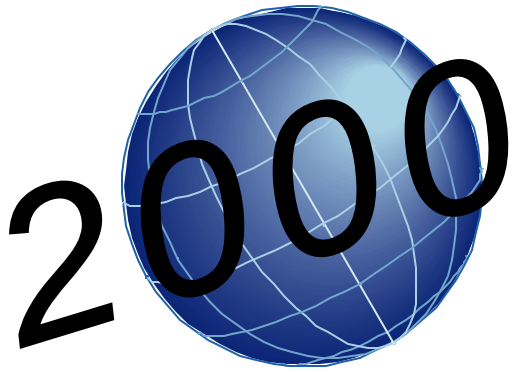
# *Module 13:*

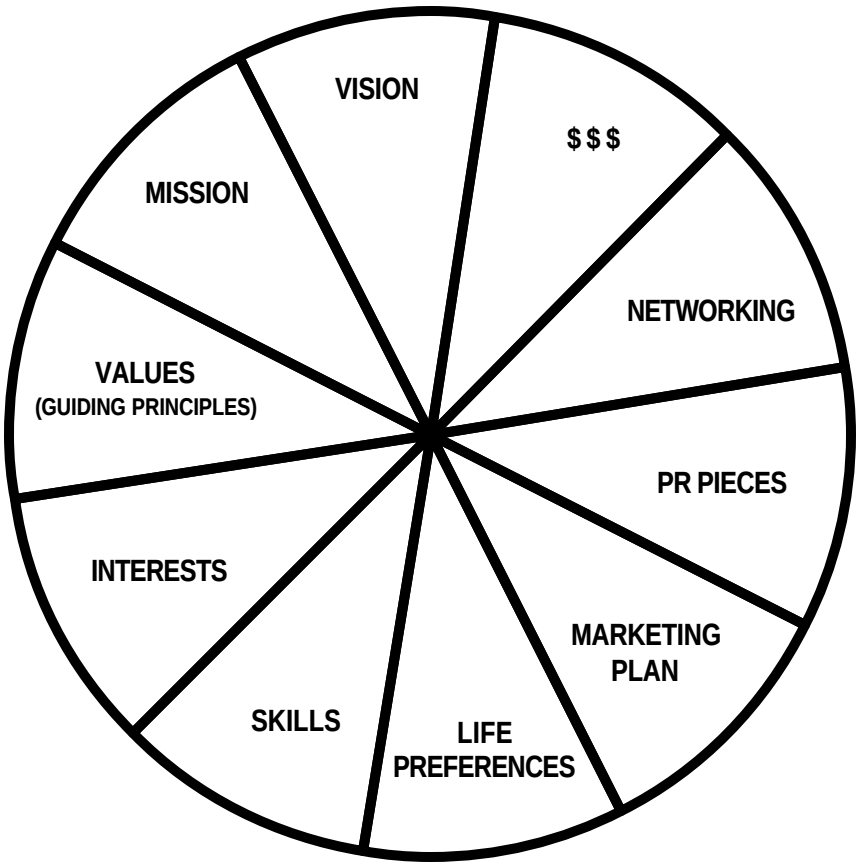
# *21st Century Workplace*




# *Module 13:*

# *Turning Plans into Reality -- Action Planning*

## CAREER PLAN




## *Career Plan*

During your job search you will be going out to employers and selling a product, YOU. To do this successfully you must develop a plan. Developing a Career Plan may help you understand how your successful job search and starting up a successful new business are related.

When a new business is started the owner develops a plan. She/He decides on a vision and goals, looks at the product closely, evaluating strong and weak points, researches the market, assesses finances and develops a marketing plan. Finally, the owner goes into business, actually selling the product through the written and verbal advertising. These components make a successful business. They also make a successful job search!

In the Career Plan model we will complete all the steps necessary to guide you to the job that is right for you. You may also gain insights that allow you to keep your life in balance.

**Vision** – The plan. How you see your complete life – what you want for yourself.

**Mission** – How you want to live your life, your goals and how you will reach them.

**Values** – The guiding principles of your life.

**Interest** – What you enjoy doing, at work and at home.

**Skills** – Abilities that enable you to accomplish a task.

**Life Preferences** – Choices we would make, given the opportunity.

**Marketing Plan** – Specific goals and the steps you need to take to attain these goals.

**Public Relations (PR) Pieces** – The written and verbal communication pieces you use to advertise yourself.

**Networking** – Informal and formal links between yourself and successful employment, as well as the research necessary to develop some of the links.

**$ $ $** – Balancing the finances in your life and looking at ways to ensure you can support your vision.

Each module will help you develop a piece of a winning job search. As you progress in your job search you may want to attend other modules to develop all parts of your plan, working towards obtaining the position that supports your vision and goals.

# *Agenda*

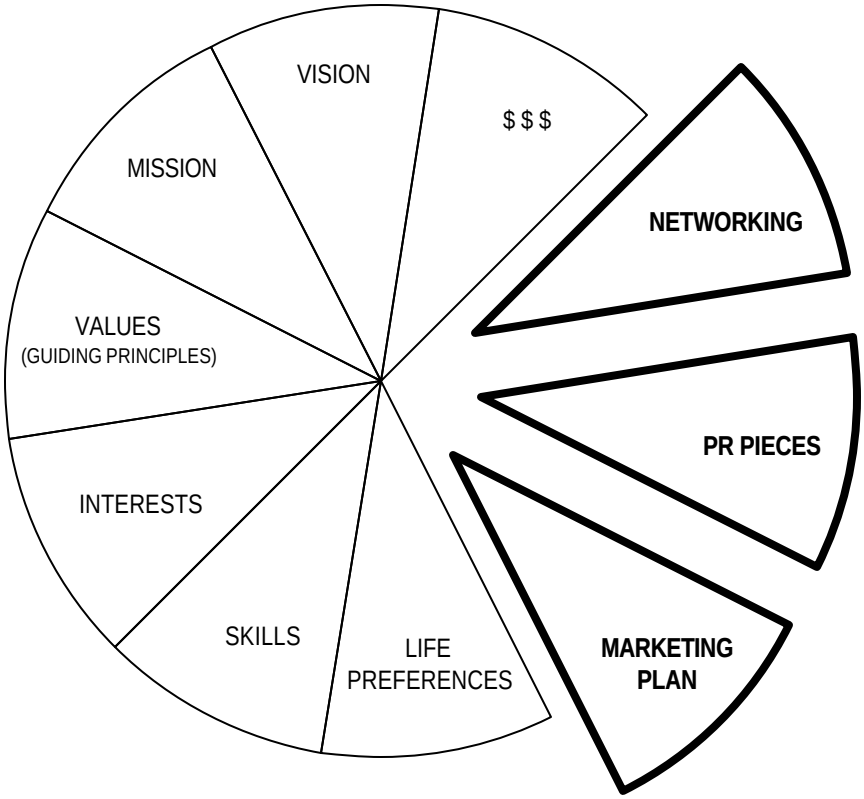
- Introduction
- Professional Etiquette
- Sexual Harassment
- **Ex:** Exploring Workplace Ethical Dilemmas
- Workplace Diversity
- **Ex:** Your Experience with Diverse Groups
- **Ex:** Everyone Brings Something to the Table
- Summary
- Evaluation

# *Objectives*

At the end of this module, you'll be able to:

- Follow office, gender and telephone etiquette.
- Identify and report sexual harassment.
- Confront ethical dilemmas.
- Work with diverse people and in diverse situations.

# *Career Plan*




The last piece of Career Plan is the 21st century workplace and its changing environment. This module allows you to examine areas of importance to all concerned employees. Your values and life preferences are part of your everyday working life. Seeing the relationship between these and your employment will help you maintain a productive employer/employee relationship as you pursue your vision and plans.

# *Office Etiquette*

**Don'ts**

- Do not conduct personal business during working hours.
- Do not abuse the office resources. The organization's computers, fax machines, office supplies, etc. are for the organization's business only.
- Do not cry, shout, or swear in the office. If you are uncontrollably sad or angry, go to the rest room until you have regained control.
- Do not gossip.
- Do not ask a co-worker personal questions (e.g., How much do you make?).
- Do not come to the office sick. It is inconsiderate to risk spreading your illness to others.
- Do not groom in the office. Personal hygiene should be handled in the rest room.

**Dos**

- Support your coworkers.
- Offer to help others once your work is completed.
- Finish tasks assigned to you.
- Communicate with your boss on issues that concern you.
- Follow company policies and procedures.
- Be courteous
- Be at work on time.

# *Gender Etiquette*

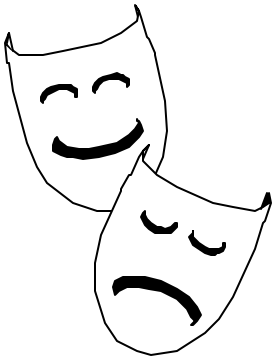
Whoever gets to the door first should open it and hold it.

Whoever is closest to the elevator should enter or exit first.

A handshake, not a kiss on the cheek, is appropriate.

A man should not seat a woman at a business lunch.

Whoever invites a client or colleague to a business lunch should pay for it.



# *Sexual Harassment Defined*

The Equal Employment Opportunity Commission defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment; or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

# *Sexual Harassment*

| Verbal | Visual | Physical |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

***FIND OUT YOUR COMPANY'S POLICIES!!***

# *Exploring Ethical Dilemmas*

## Directions:

Write down what you would do in your given scenario and why.

1. One of your subordinates informs you that he has found a way of entering into a competitor's computer system. This would enable you to find out information about a rival company that could give your company a competitive edge. What would you do and why?

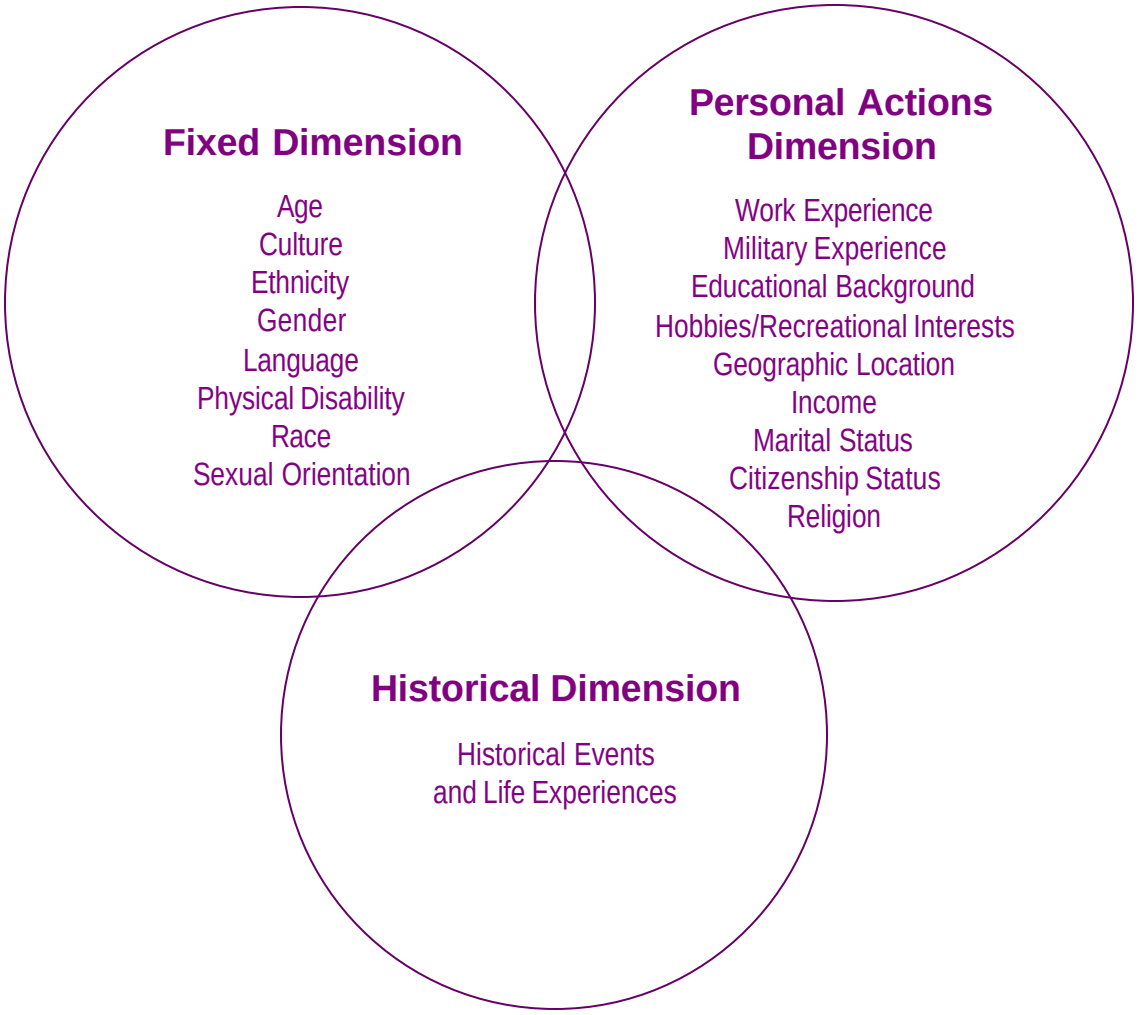
2. You discovered that a friend who works in your department is regularly conducting personal business during working hours. This has resulted in a decrease in your department's productivity. A manager asks you if you know why the department's productivity is down. What would you do and why?

3. You are dissatisfied with your present job, and have applied for a position with another company. You are called for an interview, and are told that the interview must be held during business hours. You would have to miss a day of work to go to the interview. You have no vacation days or personal days remaining. You do not want your manager to know you are looking for another position because he/she would probably fire you. What would you do and why?

4. You work for a small company and discovered that the owner of the company is cheating on his taxes. A government investigative panel questions you about the owner's tax situation. If you report the information you know, the owner could go to jail, the company would probably go bankrupt, and you would lose your job. What would you do and why?

5. You are in charge of hiring the person for the Marketing Analyst position. You have finished reviewing the resumes and interviewing the two candidates. One candidate has exceptional qualifications and would most likely be a productive employee. The other candidate's mother is your closest friend and has done many favors for you over the years. Her son's qualifications are satisfactory, but not exceptional, and you are not sure whether he will be a productive employee. What would you do and why?

# *Dimensions of Identity*



# *Survey of Your Experience with Diverse Groups*

1. Who were the people of color that you remember from movies, television, or books?

2. How do you think our images and perceptions of women have been affected by the media? What changes have you seen in the portrayal or women in the media?

3. What personal experiences have you had with someone economically disadvantaged which caused you to reevaluate a previously held notion or idea?

4. When you were growing up, did you have a close friend, family member, neighbor, or schoolmate with a disability?

   If so, how do you think your relationship or exposure affected your present attitude towards people with disabilities? What were some of your perceptions and images?

5. How many people in your circle of close friends are of a different religion; ethnicity?

# *Guidelines for Relating to People*

Here are some very basic guidelines for relating to people, most of which will come naturally to you:

- Use common sense.
- Don't be patronizing or condescending.
- Be considerate and patient.
- Don't put unnecessary pressure on yourself to know and do everything "right." Ask if you're not sure.
- Treat people as individuals.
- Be aware of the terminology that you use.
- Learn about the proper etiquette and protocol for relating to different cultures.
- During conversation, when discussing or referring to a person, do not mention the disability, race, gender, or economic status, unless it is pertinent to the discussion topic.
-

**Course Date _____ Instructor(s)_____**

We want to provide you with the best possible training. Your reactions to this module will help us improve the training. Please circle one of the following five choices for each question:

**SA** (Strongly Agree); **A** (Agree); **N** (Neutral/Unsure); **D** (Disagree); or **SD** (Strongly Disagree).

**Meeting Course Objectives:**

| | | | | | |
|---|---|---|---|---|---|
| 1. Follow office and gender etiquette. | SA | A | N | D | SD |
| 2. Identify and report sexual harassment. | SA | A | N | D | SD |
| 3. Confront ethical dilemmas. | SA | A | N | D | SD |
| 4. Work with diverse people and in diverse situations. | SA | A | N | D | SD |

**Contents:**

| | | | | | |
|---|---|---|---|---|---|
| 5. The amount of information covered was appropriate for the length of this module. | SA | A | N | D | SD |

If you answered N, D or SD, was the amount of information covered:

Too much?_____ Too little?_____

| | | | | | |
|---|---|---|---|---|---|
| 6. The learning materials were clear and well organized. | SA | A | N | D | SD |
| 7. The examples used were appropriate for my situation. | SA | A | N | D | SD |

**Instructor(s):**

| | | | | | |
|---|---|---|---|---|---|
| 8. The instructor(s) presented information clearly and understandably. | SA | A | N | D | SD |
| 9. The instructor(s) was/were available and responded to my questions and concerns. | SA | A | N | D | SD |

**Course Administration:**

| | | | | | |
|---|---|---|---|---|---|
| 10. The length of the module was appropriate. | SA | A | N | D | SD |

If you answered N, D or SD, was the module:

Too long?_____ Too short?_____

| | | | | | |
|---|---|---|---|---|---|
| 11. The classroom was comfortable. | SA | A | N | D | SD |
| 12. Breaks were adequate and well spaced. | SA | A | N | D | SD |

**Overall:**

| | | | | | |
|---|---|---|---|---|---|
| 13. There was a good balance between exercises and lecture. | SA | A | N | D | SD |
| 14. I feel that I understand the ideas underlying the content we covered. | SA | A | N | D | SD |

15. How did you hear about this course?

**Comments:** (Use back if necessary)