

# step up



## Level 2 Training Workbook



# stepup

Dear Step Up participant:

## Congratulations and welcome to the 2020 Step Up program!

Your Step Up summer internship is an important first step in your professional life. You're also part of an exclusive group now! Step Up is one of the country's top youth employment programs. Step Up will help you build skills and explore career fields as you prepare for a prosperous future. Soon you'll be joining over 28,000 Step Up graduates who are doing amazing things in the world.

You've got some exciting months ahead of you!

This Step Up Intern Handbook is designed to guide you along the way. Keep it close at hand. You'll find key program timelines, information about Train to Gain sessions and great tips on how to succeed in a professional environment, including things like workplace communication, dressing for success, creating resumes, job interviews and much more.

You've got a wonderful group of caring adults behind you to support and guide you all along your Step Up journey. These include your Train to Gain trainers, your job supervisors and mentors, and your great Step Up job coaches. We believe in you and are investing in your success! Minneapolis has your back. The rest is up to you! Work hard and take advantage of all the great opportunities and resources Step Up provides.

If you've got the commitment, Step Up will change your life by opening new career doors, providing valuable job skills, connecting you with professional mentors and helping you prepare for meaningful careers.

We know you've got what it takes to succeed!

Good luck!



JACOB FREY



R. T. RYBAK

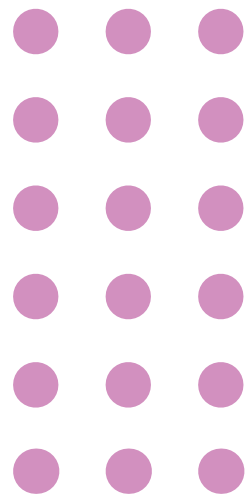
A handwritten signature in black ink, appearing to be 'JF'.

**Jacob Frey**  
Mayor  
City of Minneapolis

A handwritten signature in black ink, appearing to be 'R. T. Rybak'.

**R.T. Rybak**  
President and CEO  
The Minneapolis Foundation  
Step Up Founder





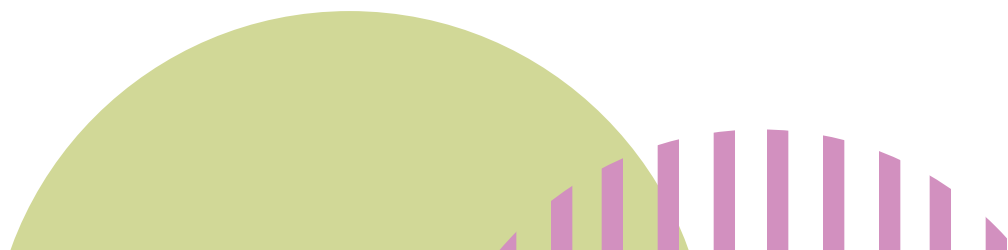
## What's Inside:

### Step Up Training Day 1:

Getting Started (Program Information and Goals)	4
Step Up Roadmap to Internship	5
MHA Hireability Skills	6
Evaluation and Feedback (What to Expect)	7
Career Interests (Self-Assessment)	8
Internship and Career Interests	10
Job vs. Career	12
Resumes	14
Interviewing	18
Work Documents (First Day on the Job)	22
Professional Communication	24

### Step Up Training Day 2:

Workplace Safety	27
Professionalism and Workplace Expectations	30
Dress for Success	36
Building a Strong Relationship with Your Supervisor	38
Attitude and Character	39
My Internship Roadmap	40
Public Assistance Documents	42
Appendices	43





# Day 1: Getting Started

## What is the Step Up program?

Step Up is the City of Minneapolis jobs program for youth ages 14-21. As one of the country's premiere youth employment programs, Step Up recruits, trains and places young people in jobs with a wide variety of businesses, nonprofits and public agencies.

There are three primary components:

1. Step Up Level 1 is designed for youth ages 14 and 15, and offers a wide range of career-oriented jobs for interns seeking a professional and rewarding experience.
2. Step Up Level 2 is designed for youth ages 16-21, and provides you access to workplaces and positions that are otherwise not accessible for teenagers.
3. Step Up also provides an Advanced Training for interns who've previously completed a Level 2 training.

## What you will learn:

By the time you complete the Step Up Level 2 training (Day 1 and Day 2) you will understand:

- **Landing a Job**  
Learn to build a compelling resume, rock an interview and gain employment
- **Job Expectations**  
Equip yourself with the knowledge and insights of an effective and safe young professional
- **Communication Skills**  
Learn communication styles and how to communicate professionally
- **Opportunities for Career Exploration**  
See Step Up as a way to explore interests and pursue your goals

## Earn Credit for your Training

Level 2 interns have the opportunity to earn .5 credits if they successfully complete all required Step Up Trainings and the work provided at them. Once interns have earned this credit they may have the opportunity to earn additional elective credits during their internship experience.

## If I do Step Up again next summer, will I have the same training?

No. Once you complete Step Up Level 2 training and your summer internship, interns become eligible for the "advanced" training of Step Up Level 2. At this Advanced Training, you will be presented with new content and experience a new format focused on further developing your skills. The training will feature guest speakers, a full lunch and the opportunity to customize your training based on your interests.



# step up

## Job Facts:



### What you will earn

Full or part-time work. Wages start at \$13.25 per hour and are set by the employer.



### Support you will receive

You will have a Step Up Level 2 job coach to support you and answer questions throughout the summer.



### Proper identification needed

You need to bring proper identification and employment verification on the first day of work.



### Your earnings will not impact family public assistance benefits

Money earned as a Step Up intern will not negatively affect you or your family's Public Assistance benefits. (Refer to "Step Up Program and Public Assistance" in the back of the workbook.)



01

**Attend Train to Gain**

You've already started off on the right foot by attending your scheduled Train to Gain session.

02

**Intakes**

At Train to Gain, you will meet with a staff member one-on-one to share your interests and preferences for your summer internship.



03

**Internship Questionnaire**

After you complete your training, check your email for a link to the questionnaire. This questionnaire allows you to share more about your preferences, interests, and qualifications to help Step Up match you to a great internship.

04

**Resume**

Write a resume and bring TWO copies to your scheduled Mock Interview.

05

**Mock Interviews**

Attend your scheduled Mock Interview the week of March 23-26. Remember, you only need to attend ONE Mock Interview!

06

**Placement**

After you complete your Mock Interview, regularly check your email and voicemail for information related to internship placement.



07

**Launch Day**

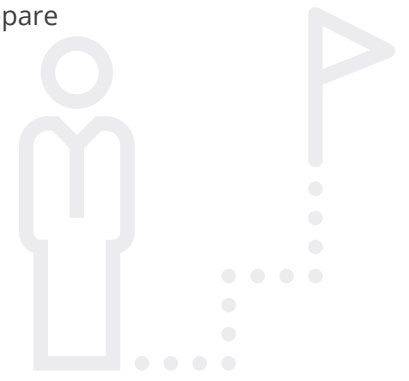
Once you are matched into an internship, you will attend Launch Day. Launch Day is a half-day orientation and training that will provide more information about your internship and prepare you for the summer.

08

**Internships Start**

Mark your calendars for **June 15, 2020** for the first day of work!

# Step Up Level 2 Roadmap to Internship





## MHA Hireability Skills

The 12 MHA Hireability Skills (MHA) have been designed to assist you throughout Step Up training and internships with future employers. Employers will use these skills to evaluate your performance—be sure to look for the MHA Labs icons within this workbook.

### Professional Attitude

#### Professional Attitude

- Brings energy and enthusiasm to the workplace
- Takes responsibility for his or her actions and does not blame others
- Stays calm, clearheaded and unflappable under stress
- Graciously accepts criticism

### Team Work Ethic

#### Team Work Ethic

- Actively looks for additional tasks when own work is done
- Actively looks for ways to help other people

### Core Problem Solving

#### Core Problem Solving

- Unpacks problems into manageable parts
- Generates multiple potential solutions to problems to be safe and productive
- Identifies new and more effective ways to solve problems

### Time Management

#### Time Management

- Manages time and does not procrastinate
- Gets work done on time
- Arrives on time and is rarely absent without cause



## Benefits of MHA Hireability Skills

### An opportunity for structured feedback and growth

We want Step Up Level 2 internships to boost your skills. Every action you take is connected to a skill. Your internship supervisor has been trained to have a skills-based lens. This means recognizing the connection between the actions — good or bad—and the skills you utilized.

### How will my supervisor help me grow these skills?

Step Up asks supervisors to provide clear expectations and examples of how these Hireability Skills apply to your work-site and use these skills to provide real-time coaching and feedback.

These 12 skills are also integrated into the Mid-Internship and End of Internship Performance form provided to supervisors by Step Up Level 2.

The form helps guides supervisors in developing structured conversations about your performance, the skills you have exhibited and plans for strengthening your skills in the future.

An evaluation can seem scary, but remember that we all need feedback and it is vital to improvement.



# Evaluation and Feedback - What to Expect

## Why are Step Up interns evaluated?

As a Step Up intern, you may receive continuous feedback throughout the internship. This feedback can help you through the processes of learning and growing as a young professional.

## What type of evaluations are conducted?

Supervisors may provide evaluation and feedback that happens on a daily or weekly basis.

## Examples of evaluation and feedback:

Supervisors may ask you:

1. How has the summer gone for you so far?
2. What have you learned since you began working? Did anything surprise you?
3. What are the areas where you are doing well?
4. What are the areas where you think you could improve?
5. Would you like to do anything differently over the remainder of the summer? If so, what would you like to do differently and how will you do it?

## Make the most of your experience!

The feedback that supervisors provide can greatly help you as you grow into a future career. make the most of the feedback you receive—considering how feedback is a valuable part of your growth as a Step Up intern.







# What type of career are you interested in?

## Where did you score?

### R = Realistic

Realistic people are often good at mechanical or athletic careers and enjoy working with objects.

### I = Investigative

These people like to watch, learn, analyze and solve problems.

### A = Artistic

These people like to work in unstructured situations where they can use their creativity.

### S = Social

These people like to work with other people, rather than things.

### E = Enterprising

These people like to work with others and enjoy persuading and performing.

### C = Conventional

These people are very detail oriented, organized and like to work with data.

## Career pathways:

- Natural Resources
  - Health Services
  - Industrial and Engineering
  - Manufacturing
  - Arts, A/V, Technology & Communication
- Health Science
  - Business Management & Administration
  - Public and Human Services
  - Industrial and Engineering Technology
  - Information Technology
- Public and Human Services
  - Arts, A/V, Technology & Communication
  - Outdoor & Natural Resources
  - Education & Training
- Health Science
  - Public and Human Services
  - Marketing, Sales & Service
  - Tourism Services
  - Education & Training
- Business Management & Administration
  - Public and Human Services
  - Arts, A/V, Technology & Communication
  - Law, Public Safety & Security
  - Government & Public Administration
- Health Services
  - Business Management & Administration
  - Industrial and Engineering
  - Arts, A/V, Technology & Communication
  - Finance



# Internship and Career Interests

## Getting to know your interests

Step Up Level 2 offers a wide variety of unique internships. We want to find just the right one for you. The diversity of positions, employers, industries and distinct professional environments gives Step Up Level 2 interns a rich opportunity to explore careers.

- What interests you?
- Do you have a dream job or career that we can help you explore?
- Where can you apply your unique skills and abilities?

Industry	Internship examples
● Architecture	Intern at an architecture firm, assist with designing buildings or landscapes  <b>Companies:</b> Coen + Partners, HGA Architects, LEO A DALY, RSP Architects
● Arts, A/V Technology & Communication	Visual art or design, intern at an arts organization, a newspaper, radio station, communications firm  <b>Companies:</b> Walker Art Center, Stepping-Stone Theatre, Juxtaposition Arts, KMOJ radio station, PadillaCRT
● Business Management & Administration	Intern at a consulting firm, real estate company, business association, or other corporate office  <b>Companies:</b> Accenture, Heidrick & Struggles, Chamber of Commerce, Better Business Bureau
● Construction	Intern on a construction site or in an office planning or supporting construction work  <b>Companies:</b> Mortenson Company, Kraus-Anderson, Adolfson & Peterson
● Education & Training	Classroom aide, teacher's assistant, child care aide, or intern at an education nonprofit or university  <b>Companies:</b> Minneapolis Public Schools, Urban Arts Academy, Generation Next, University of Minnesota

# Understanding the Job Placement Process



After successfully completing training, you will be eligible for placement into your summer internship.

Putting your interests first, Step Up works hard to find the right internship for every participant. We carefully consider each student's preferences, skills and ambitions.

Intern placements take many factors into account, including: performance at training, experience, job preferences, communication and technical skills, professional attitude, summer availability, and location.

Placement is an on-going process that happens primarily in May. You can expect an email and/or phone call about your job opportunity.

Because job placements are on-going, students will receive placement emails on different times. Don't get concerned if your friend gets placed before you. You can expect to hear from us by June 9th.

Industry	Internship examples
● Finance	Bank teller trainee or intern at finance office, accounting firm, or investment firm <b>Companies:</b> US Bank, Wells Fargo, Thrivent Financial, Sit Investment Associates, Federal Reserve Bank
● Government & Public Administration	Intern at a government or political office or a public policy organization <b>Companies:</b> City of Minneapolis, Hennepin County, MN Department of Human Services, Growth & Justice
● Health Science	Nursing intern, office assistant in a medical facility, assistant in a senior care facility <b>Companies:</b> Health Partners, HCMC, Children's Hospital, The People's Center, Ebenezer
● Human Services	Office intern at a nonprofit agency or social service office <b>Companies:</b> Cycles for Change, Pillsbury United Communities, United Way, Opportunity Partners
● Information Technology	Service or support intern with excellent computer skills, app testing <b>Companies:</b> Clockwork, Sartell Group, IT departments at large corporations
● Law, Public Safety & Security	Office intern in a law firm, legal department of a company, or the court system <b>Companies:</b> Briggs & Morgan, Maslon LLP, U.S. Bank legal department, U.S. District Court
● Manufacturing	Working with your hands to make or fix things, intern in an office of a company that makes products <b>Companies:</b> American Chemical, Hines
● Marketing, Sales & Service	Retail stores, customer service positions, small shops, intern for a company that sells products <b>Companies:</b> General Mills, Minnetonka Moccasin, Management HQ
● Outdoor & Natural Resources	Gardening, outdoor landscaping, assist with outdoor camps or sports <b>Companies:</b> Wilderness Inquiry, Minneapolis Parks & Recreation, Sanneh Foundation, Youth Farm
● STEM (Science, Technology, Engineering, Math)	Intern at offices or facilities specializing in STEM fields. <b>Companies:</b> Boston Scientific, Reve Academy, Science Museum of Minnesota, Xcel Energy
● Tourism Services	Working in a hotel, sports facility, tourism agency, or museum <b>Companies:</b> Marriot Hotel, Minnesota Twins, Convention Center, Children's Museum, Wheel Fun Rental
● Transportation, Distribution & Logistics	Working for transportation agencies or shipping companies <b>Companies:</b> Metropolitan Airports Commission, UPS, MnDOT



# Job vs. Career

## What is the difference between a job and a career?

A job can be just going to work to earn a paycheck. But a career is a journey that includes all your jobs, experiences, and training in the same field or career cluster.



### Think of it this way:

If life were a video game, a job would be just one level. Having a career means that you are committed to playing the game to get better over time and advance to higher levels.

## Think ahead - stay positive!

A big difference between a job and a career is your **attitude and ambition**. People who want a career are always thinking about their long-term goals. They are thinking about what they can do now to make those goals happen in the future.

Beginning job seekers often must work hard for little money. It might take a few years to earn bigger paychecks and have more interesting job duties, but staying ambitious in seeking out opportunities to get to the next level can lead to more rewarding career opportunities.



## IS YOUR GOAL A JOB OR CAREER?



## We are committed to YOU!

Step Up Level 2 is all about developing your ability to develop a rewarding career that you will love.



Step Up will empower you to discover your strengths and train you to own your power so you can be successful at work.

We will match your specific strengths with paid internship opportunities you would not have access to on your own.

These opportunities have the potential to change the course of your future.



## Million-Dollar Motivator

### Calculate whether you'd rather have a job or a career

As a young person, you are a long way from deciding on a specific life job or career, but there are some factors to consider as you begin the decision-making process.

Think of yourself as your own company (Me, Inc.). It is your goal to develop the best career skills that you can. Also, rather than just thinking of your education as classes, curriculum and grades, think of it as career development. From here on out, you are continually developing yourself.

If you're not sure whether to pursue a job or career, consider the following calculations:

**Job Minimum Wage for a Lifetime:**  
\$9.50 hr x 40 hrs/week = \$380 a week  
X 50 Weeks/Year = \$ 19,000  
X 40 years = \$760,000 (lifetime)

**Career Salary for a Lifetime:**  
\$ 53,000 / year x 40 years = \$ 2,120,000 (lifetime)

The difference between the two salaries is \$1,360,000. Yes, that is nearly \$1.5 million dollars!

## Excel in Your Career!

Happiness in your career is excelling at something you love to do. When your passion and skills are applied on the job, you have found a career in which you can excel.

What do you love to do?

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What are you great at?

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What are the required activities of the job or career?

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# Resumes

## What is a resume?

- A concise, accurate and neat description of your education, professional experience and skills.
- The first impression you give employers.
- Your ticket to being interviewed.
- A constantly-changing document.

Did you know?

## Did you know?

Employers may only spend 6-10 seconds looking at a resume. You want yours to look to stand out and look professional and clean!

## How many pages should a resume be?

- As a general rule, resumes should not exceed one page. Be concise!
- As a teenager you will not have work experience that requires a resume longer than one page in length

## What if I've never had a job before?

- It is not necessary to have previous job experience to create a resume
- Include any activities you participate in at school or in your community, including leadership roles
- Include any volunteer work you've completed
- Babysitting, mowing the lawn and helping your neighborhood all count as experience!

## What are employers looking for?

- Your resume must be neat, formatted correctly and free of any spelling or grammatical errors. This demonstrates your attention to detail
- Include any leadership roles you have held in school or community activities
- This demonstrates your ability to take on responsibility
- You should be ready to provide two-to-four professional references, upon request, to your interviewer



Visit the AchieveMpls Career and College Center at your Minneapolis public high school or check out the Northside or Southside CareerForce Centers for additional help.



## How should you design a resume?

### Resume formatting:

As a general rule, it is important to understand what a clean, professional looking resume involves. Here are some best practices to remember when formatting your resume:

#### Font size

Standard font size is 12 pt. font. It is important to use a standard font size to ensure resume is easy to read.

#### Font choices

Use easy-to-read fonts like Times New Roman, Calibri, Arial within your resume.

#### No Clip Art or photos

Avoid using any clip art, photos or graphics on your resume as they can distract the reader from flowing through the information.

#### Colors

Most resumes are black and white. Avoid using color within your resume—follow the rule of keeping things simple and plain.

#### Resume templates

If you need to follow a template or guide to learn more about what a standard resume should look like, refer to the stellar resume sample in the back of the book, or go online and search for examples.

# Stellar Resume (example)

## Jacob A. Smith

3344 Step Up Street | Minneapolis, MN 55411  
Email: jacobsmith@gmail.com Phone: 612.556.1223

Jacob used  
Power  
Words!

### WORK EXPERIENCE:

ABC Print Services, Minneapolis, MN | Cashier, September 2017 - Present

- **Coordinated** incoming customer inquiries to ensure customer satisfaction
- Organize print projects in Microsoft Excel
- Collaborate and communicate client projects with team members

The Johnson Family, Minneapolis, MN | Babysitter, June 2013 - August 2016

- Cared for children while maintaining a safe and fun environment
- **Guided** children with their homework
- **Prepared** healthy meals for two children, ages 5 and 7

### ACTIVITIES

Minneapolis Teens Serving Others | Volunteer, January 2013 - July 2014

- Volunteered 4 hours per week serving food to homeless families

North High School Robotics Club | Team Member, March 2011 - January 2013

- Design and build robots

North High School Basketball | September 2011 - June 2013

- Worked collaboratively as an all-star athlete on varsity basketball team

### SKILLS

- Proficient in Microsoft Word and Excel software programs
- Excellent oral and written communication skills
- **Hard-working** team player

### EDUCATION

North High School, Minneapolis MN

- Expected Graduation: June 2018
- College graphic design course credits completed
- Taking honors courses in Print Production



# RESUME CHEAT SHEET

## EXPERIENCE

- Include significant volunteer commitments as well as jobs.
- Keep it simple. Be honest.
- Use "Job Duties" from previous jobs to identify skills that you demonstrated (e.g. provided excellent customer service while... or displayed a high level of dependability when...)
- Use action verbs to describe duties (see power words list).

## SKILLS AND QUALITIES

- Begin with verb or adjective (see power words).
- Consider skills connected to interests and activities.
- Soft Skills: communication, problem-solving, personal qualities and work ethic, and interpersonal and teamwork skills.
- Hard Skills: knowledge of—computers/software, video equipment, foreign language, specific tools. Excel in math, science; artistic (music, dance, etc.); certifications

## ACTIVITIES AND INTERESTS

- Where have you had a chance to shine?
- Have you won competitions or recognitions?
- What do you do that challenges you to learn or to grow as a person?
- Only list info relevant to jobs you are applying for.

## EDUCATION

- Identify your high school.
- Only include GPA if it is 3.0 or higher.
- List special academic accomplishments
- What do you do that challenges you to learn or to grow as a person?
- Only list info relevant to jobs you are applying for.



## Activity: Building a Resume

### Directions:

Practice creating a resume by completing the empty fields below. If you need help, use the Resume Power Words and on the previous page.

#### CONTACT INFORMATION:

Full name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_  
Phone number: \_\_\_\_\_ Email: \_\_\_\_\_ @ \_\_\_\_\_

#### EXPERIENCE:

Employer: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Job title: \_\_\_\_\_  
Start date: \_\_\_\_\_ - End date: \_\_\_\_\_  
Job duty/skill: \_\_\_\_\_  
Job duty/skill: \_\_\_\_\_  
Job duty/skill: \_\_\_\_\_

#### SKILLS AND QUALITIES: (List hard and soft skills)

Skill: \_\_\_\_\_  
Skill: \_\_\_\_\_  
Skill: \_\_\_\_\_

#### ACTIVITIES: (clubs, extracurricular, volunteer)

Activity: \_\_\_\_\_  
Activity: \_\_\_\_\_

#### EDUCATION:

Full school name: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_  
Accomplishment: \_\_\_\_\_  
Accomplishment: \_\_\_\_\_



# Interviewing

## Why are interviews important?

Job interviews play a key role in determining whether the company (employer) and person seeking the job will make an effective match. The interview conversation provides a great opportunity for the company and candidate alike to learn more about each other and assess their fit.

Remember that even the most amazing resume and qualifications often won't land a job for you if you aren't prepared for your interview.



## Make an impression

Though the candidate's resume and job application give interviewers an overview of her background and skills, the interview may be the best chance the candidate has to make a favorable impression.

For better or worse, the candidate's appearance and ability to handle herself during the questioning will leave a lasting impression and play a vital role in the company's decision-making process. The interviewer also uses the process to assess the candidate's personality to determine if she would be a good fit for the organization.

## Exchanging information

The job interview serves as a two-way street for the exchange of information. The interviewer has the opportunity to learn more about the candidate's background and can also impart more in-depth information about the company and the various duties of the job. The candidate also has the chance to ask questions to gain additional insight regarding the expectations of the job and to get a better feel for the work environment.



## Sell Yourself!

The interview provides a selling opportunity for the company as well as the candidate. The interviewer can highlight the positive aspects of working for the company, such as how the company cares for their employees or is recognized as an industry leader.

Candidates can expand upon their skills and positive personal attributes to demonstrate how they can get the job done, helping the company achieve its short-term and long-term objectives.



## Narrowing the field

In Step Up, you will be the only candidate matched into any particular internship and will not be competing against others.

In situations where companies receive multiple applicants for a job opening, however, interviews are a valuable tool for narrowing the field and making their selection.

For job seekers fortunate enough to possess skills that are in great demand, they too can use the interview process to help determine which employment opportunity would ultimately be the best fit.

# Answering Interview Questions

1.

Tell me about yourself.

2.

What is your most important achievement or accomplishment?

3.

What skills can you bring to our company?

4.

How do you handle pressure?

There are thousands of possible interview questions, but all of them fall into four categories. When you are practicing, think of which category a question comes from, and then use the tips below to make sure you are getting to the heart of the question. Remember, there is no substitute for practice. Writing out answers and then practicing them with another person is a great way to make sure you will do your best (see Appendices page 45 for sample Step Up Mock Interview questions).

## 1. Tell me about yourself.

These questions allow your interviewer to get to know you. Try to show a connection between who you are in your personal or school life and why that makes you ideal for the job. Discuss your education, past work experience and the skills you bring to the job.

## 2. What is your most important achievement or accomplishment?

This is your chance to show that you understand what it will take to do the job well. Share your skills, abilities, and interests as related to the activities of the position.

## 3. What skills can you bring to our company?

Build a bridge between the skills you demonstrated in the past and the skills you will need to excel at the position for which you are applying. Show what you learned from your experiences.

## 4. How do you handle pressure?

Interviewers often ask candidates to prove their potential value to a company by asking questions about when they have demonstrated competencies that are key to the positions. These questions often start like this: "Describe the most difficult/interesting/rewarding..." or "Give me an example where you..."

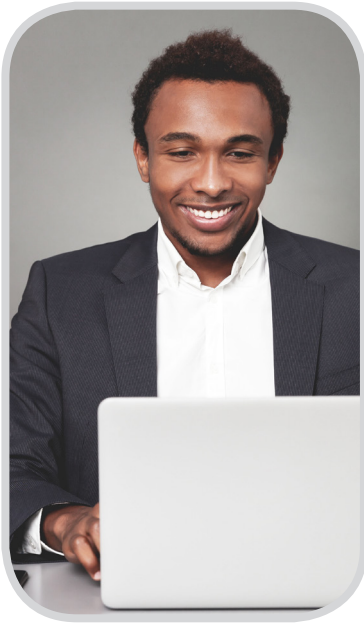
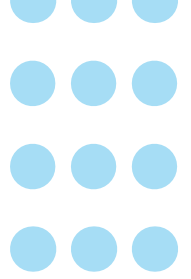


## TELL A STORY

You will need to tell a story—your story of achievement. This is where it pays to review your resume and think deeply about examples that demonstrate the skills and behaviors that the company and position require.

Examples from work, volunteering and activities tend to be more unique than examples from class. You should be careful and thoughtful about using examples from your personal life (i.e. home, family, friends, etc.). Even if the story provides an example of you doing something great, the bad behavior of the people you spend time with can reflect poorly on you.

# Interviewing with the S.T.A.R. Method



## What is the S.T.A.R. method?

The S.T.A.R. method is a framework for answering interview questions that highlights your abilities and bringing to life your story of achievement.

### S.T. = Situation or task:

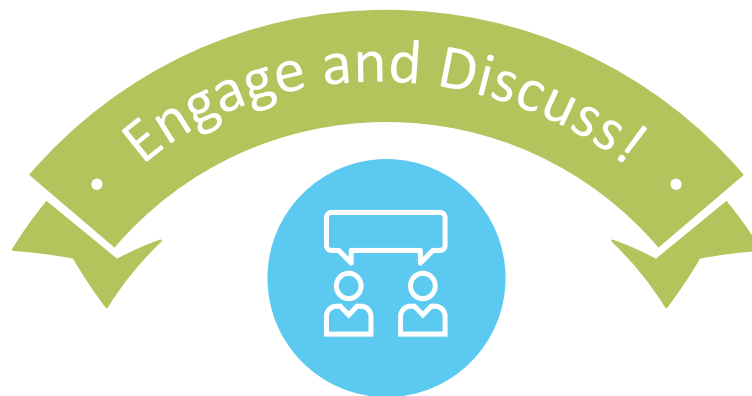
First describe the situation that you were in or the task that needed to be accomplished. Be specific and give enough detail so that the interviewer understands. The situation could be from a previous job, a volunteer experience, school, or another relevant environment.

### A. = Action you took:

Describe the action you took. Be sure to keep the focus on you! Even if you're discussing a group project or effort, talk about what YOU did—not the efforts of the entire team. Don't say what you might do or what you might have done. Say what you DID.

### R. = Results you achieved:

What happened? How did the event end? What did you accomplish? What did you learn?



## Activity: Using the S.T.A.R. Method

### Directions:

With a partner, use the S.T.A.R. method to answer situational questions. Start by saying the phrase: "Tell me about a time when you..."

- Did not agree with a teacher or supervisor. How did you handle the situation?
- Were able to use persuasion to successfully convince someone to see things your way.
- Were faced with a stressful situation that demonstrated your coping skills.
- Used good judgment and logic to solve a problem.
- Set a goal and were able to meet or achieve it.
- Had to conform to a policy with which you did not agree.
- Had too many things to do and were required to prioritize your tasks.
- Were able to successfully deal with another person even when that individual may not have personally liked you (or vice versa).
- Tried to accomplish something and failed.



# Asking Interview Questions

## Why should you ask questions during an interview?

It is important to ask questions during an interview. Asking questions will let the interviewer know that you are interested in the position, that you have done research on the company and that you are curious about learning more.

Brainstorm a list of questions that you would have about any job. Add to it once you know which company will be interviewing you. Here are some sample questions to ask at your interview:

### Job-related questions:

- What type of work does this job include?
- How would you describe a typical day on the job?
- How many people are in this department?
- Who would be my supervisor?
- What type of training can I expect?

### Questions for your interviewer:

- What is your position?
- How long have you been with the company?
- What do you most enjoy about working with this company?

## How to prepare for an interview

- Eat breakfast or lunch before the interview.
- Arrive 10-15 minutes early. Allow extra time in case of traffic or other unforeseen events. If your interview is in a big building, you need extra time to find the office.
- Bring several copies of your resume on nice paper.
- Bring professional-looking note pad with a pen.
- Bring the name and phone number of the person you set up the interview with. If you get held up for any reason on your way to the interview, you'll be able to call ahead.
- Go alone. Do not bring your friends or family with you.
- Turn off your cell phone before you start the interview.

## During the interview

- Show enthusiasm. You don't need to be happy all the time, but a positive attitude and excitement about a job will go a long way.
- Remember names. It is always polite to repeat someone's name as you are introduced. If you don't catch someone's name, ask them to repeat it.
- Sit up straight. Your body language says a lot.
- Shake hands firmly. Your handshake says a lot about you. Make eye contact.
- Speak clearly. Make eye contact as you speak.
- Smile. Relax and try to have fun.
- Ask the questions that you prepared. This shows your interest.
- Follow up your interview with a hand-written thank you note.



## Interview Tips



### Do background research on your employer

What does the company do? Do they provide a service or make products? Who are its customers?



### Review the job description

What skills and abilities will the look for? Prepare your responses to likely questions and practice using the STAR strategy to tell stories.



Write down a couple of good questions to ask in the interview.



Figure out how to get there and plan to get there 10 minutes ahead of time.



If you have never been to your interview location before, take a trip ahead of time.

Plan what you will wear the day before.



Take care of yourself - get a good night sleep and eat breakfast.



Be sure you have good hygiene (take a shower, brush your teeth)



# Work Documents

## Why are work documents needed?

So far we have covered how to put together a great resume so you can apply for a job and how you can prepare to excel in an interview. Now you need to be ready for a job offer and the process of becoming a legal employee at your new company.

All employees and Step Up interns must prove (1) age, (2) identity and, (3) eligibility to work in the United States. You must bring your work documents to your first day of work. You and your employer will use these to complete an I-9 form.

1.

### Documents to prove your age include:

- U.S. passport
- Birth certificate
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card with a printed birth date

2.

### Documents with a photo to prove your identity include:

- U.S. Passport
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card

3.

### Documents that prove you are eligible to work in the United States include:

- U.S. Passport
- Social Security Card
- Permanent Resident Card or Alien Registration Receipt Card (I-551)
- Temporary Resident Card (I-688)
- Employment Authorization Document (I-766, I-688B, or I-688A)
- Foreign Passport with temporary I-551 stamp



Your ability to practice time management and gather required work documents ahead of time is a MHA Hireability Skill that employers desire!



## Missing your Social security card?



Find out how to get one at:  
<http://www.ssa.gov/ssnumber/>

or you can visit the Social Security office at:

1811 Chicago Ave. S.,  
Minneapolis, MN 55404.

The office is open Monday to Friday,  
9:00 a.m. to 3:30 p.m., except federal  
holidays.

### Be sure to plan ahead!

It can take several weeks to get a  
Social Security Card, so begin the  
process now.

## Work document Checklist

Turn to the back of the book (Appendices)  
to use the Work Document Checklist as  
a guide as you locate the documents you  
need to bring your Step Up internship.

# Work Documents for I-9 Form

## LIST A

These documents establish your identity and employment:

1. U.S. Passport or U.S. Passport Card
2. Permanent Resident Card or Alien Registration Receipt Card (Form I-551)
3. Foreign passport that contains a temporary I-551 stamp or temporary I-551 printed notation on a machine readable immigrant visa
4. Employment Authorization Document that contains a photograph (Form I-766)
5. For a non-immigrant alien authorized to work for a specific employer because of his or her status:
  - a. Foreign passport; and
  - b. Form I-94 or Form I-94A that has the following:
    - (1) The same name as the passport; and
    - (2) An endorsement of the alien's non-immigrant status as long as that period of endorsement has not yet expired and the proposed employment is not in conflict with any restrictions or limitations identified on the form.
6. Passport from the Federated States of Micronesia (FSM) or the Republic of the Marshall Islands (RMI) with Form I-94 or Form I-94A indicating non-immigrant admission under the Compact of Free Association Between the United States and the FSM or RMI

OR

## LIST B

These documents that establish your identity:

1. Driver's license or ID card issued by a State or outlying possession of the United States provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
2. ID card issued by federal, state or local government agencies or entities, provided it contains a photograph or information such as name, date of birth, gender, height, eye color, and address.
3. School ID card with a photograph
4. Voter's registration card
5. U.S. Military card or draft record
6. Military dependent's ID card
7. U.S. Coast Guard Merchant Mariner Card
8. Native American tribal document
9. Driver's license issued by a Canadian government authority

**For persons under age 18 who are unable to present a document listed above:**

10. School record or report card
11. Clinic, doctor, or hospital record
12. Day-care or nursery school record

AND

## LIST C

These documents establish employment authorization:

1. A Social Security Account Number card, unless the card includes one of the following restrictions:
  - (1) NOT VALID FOR EMPLOYMENT
  - (2) VALID FOR WORK ONLY WITH INS AUTHORIZATION
  - (3) VALID FOR WORK ONLY WITH DHS AUTHORIZATION
2. Certification of report of birth issued by the Department of State (Forms DS-1350, FS-545, FS-240)
3. Original or certified copy of birth certificate issued by a State, county, municipal authority, or territory of the United States bearing an official seal
4. Native American tribal document
5. U.S. Citizen ID Card (Form I-197)
6. Identification Card for Use of Resident Citizen in the United States (Form I-179)
7. Employment authorization document issued by the Department of Homeland Security

You may present **ONE** selection from List A or a combination of one selection from List B and one selection from List C. Documents must be unexpired.



# Professional Communication

## How do you communicate?

Communication skills are important to everyone. Communication is how we give and receive information and convey our ideas and opinions with those around us. Communication comes in many forms:

Verbal

Sounds, language, and tone of voice

Non-Verbal

Facial expressions, body language, and posture

Aural

Listening and hearing

Written

Journals, emails, blogs, and text messages

Visual

Signs, symbols, and pictures

## Why is communication important?

It is important to develop a variety of skills for (a) communicating to others and (b) learning how to interpret information we receive from others.

Knowing our audience and understanding how they need to receive information is vital. Just as important as knowing ourselves.



## Communicating with Employers

To an employer, good communication skills are essential. In fact, employers consistently rank good communication skills at the top of the list for potential employees.

### Non-verbal communication

Strong non-verbal communication is critical to successful interviewing and making good first impressions.

Once you are on the job, non-verbal communication reinforces your verbal communication and helps you stand out as a professional. Employers expect good eye contact, good posture, and “active” listening.

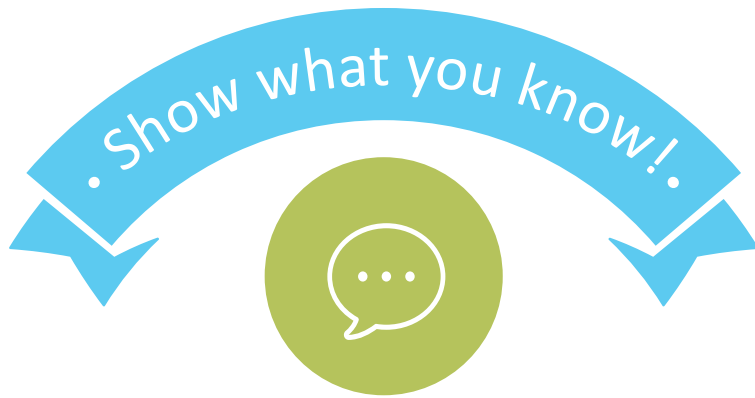
### Learning communication styles

One of the challenges in the workplace is learning the specific communication styles of others and how and when to share your ideas or concerns.

Though some supervisors may specifically ask for your opinion, others may assume if there is something important they need to know that you will bring it to their attention—or if there is something you are unsure about, you will ask.

### Listening carefully

Knowing how to listen carefully and when to ask for help is important. If an employee and a supervisor learn to communicate well, there is much greater likelihood of job retention and promotion.



## Activity: Flipping the Switch

### Directions:

Consider the situations below. Determine ways communication might occur with each of the following groups: Family, Friends, and Professionals (such as interviewer, employer, teacher, etc.)

**Situation 1:** Saying hello or goodbye

**Situation 2:** Letting the person you are meeting know that you are running late

**Situation 3:** Showing Frustration

**Situation 4:** Showing Excitement

**Situation 5:** Asking for clarification or help in understanding a task

FAMILY



FRIENDS



PROFESSIONALS

### Discuss

- When the group you are communicating with changes, does the message change? Why or why not?
- How would your friends react to you if you communicated with them in the same way you would to an employer?
- What are some examples of communication (both verbal and non-verbal) that you will need to practice when communicating with an employer?



## Communication: Best Practices

### Communicating the right way

Knowing how to communicate with people in the right context and given situation is an important skill.

There are often unspoken rules and standards that are just expected. For example, it's common-practice in the professional world to shake hands with people when meeting, rather than offering a high-five or a hug.

We might use slang with our friends when talking about what happened at school or at a party, but we would usually use different words and mannerisms when telling our parents the same information.



# Interpersonal Communication

## What is interpersonal communication?

**Interpersonal communication** is the process of exchanging information, feelings, and meaning through verbal and non-verbal messages: it is how we communicate face-to-face.

There are several dimensions to interpersonal communication, including:

### Word Choice

- Word choice is not about using big words
- Think before you speak and you will sound more professional.

### Tone of Voice

- The tone you use can radically alter the meaning of what you say.
- Be respectful and friendly and show interest.
- To get the right tone, try smiling while you speak.

### Body Language

- Over half of communication is body language.
- Slouching or looking bored can undermine even the most polite answer.
- Appear interested, and look people in the eye. Smile!

## What is body language?

**Body Language** is key to effective in-person communication. It tells people how you are feeling and can be communicated in a positive or negative way.

It can also tell people what you might not want them to know—that you are having a bad day at work, that you had an argument with a friend or family member or that you don't like the person you are working with.



## Best Practices Body Language

Here are several things you can do to project positive body language during your interview and on once you are on the job:

### Posture:

Make sure you sit up straight and don't slump in a chair. When you are standing, keep your head up straight and shoulders back.

### Eye Contact:

Make sure you use good eye contact to show that you are confident in what you are talking about. Maintaining good eye contact shows you respect the person you are talking to and that you are interested in what they have to say.

### Arms:

Folding your arms can indicate that you are defensive or lack interest. You can use your arms to welcome people into the conversation by having an open posture and open hand palms.

### Body angle:

Angle or turn your body toward the person who is speaking. This shows that you care about their point of view and are engaged in the discussion.



# Day 2: Workplace Safety

## Why is workplace safety important?

What does it take to respond responsibly in your workplace in a potentially dangerous or unsafe situation? As a worker you will:

- ✔ Recognize that while work has benefits, all workers can be injured, become sick, or even be killed on the job.
- ✔ Workers need to know how workplace risks can affect their lives and their families.
- ✔ Recognize that work-related injuries and illnesses are predictable and can be prevented.
- ✔ Identify hazards at work, evaluate the risks, and predict how workers can be injured or made sick.
- ✔ Recognize how to prevent injury and illness. Describe the best ways to address workplace hazards and apply these concepts to specific workplace problems.
- ✔ Identify emergencies at work and decide on the best ways to address them.
- ✔ Recognize that employers are responsible for, and workers have the right to, safe and healthy work.
- ✔ Workers also have the responsibility for keeping themselves and coworkers safe.
- ✔ Find resources that help keep workers safe and healthy on the job.
- ✔ Demonstrate how workers can communicate with others—including people in authority roles—to ask questions or report problems or concerns when they feel unsafe or threatened.

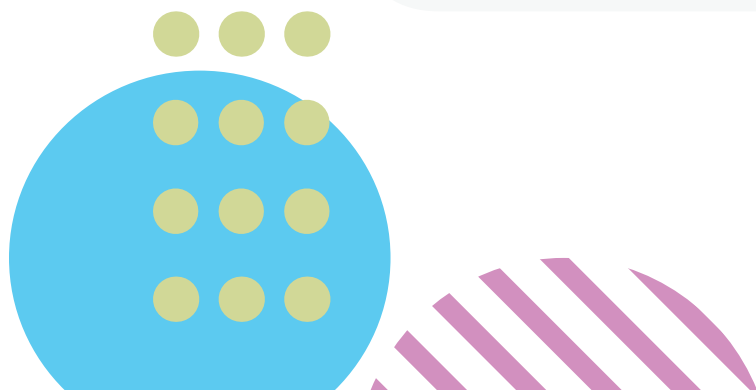


## Know your rights!

Working safely is one of the vital life and career skills necessary for becoming a successful and fully-functioning participant in the new economy.

You have the right to:

1. Work in a safe place.
2. Receive safety and health training in a language that you understand.
3. Ask questions if you don't understand instructions or if something seems unsafe.
4. Use and be trained on required safety gear, such as hard hats, goggles and ear plugs.
5. Exercise your workplace safety rights without retaliation or discrimination.
6. File a confidential complaint if you believe there is a serious hazard or that your employer is not following workplace safety standards.





## Workplace Safety Case Study #1

Deon was so excited to get a position as an assistant in a large bank. His dream is to work in the financial services industry.

He was told that the dress code for the work was business casual, yet on his first day he noticed people were wearing full suits. He asked his supervisor if his dress was appropriate for business casual. She looked him up and down and said, "It will do." He also asked his supervisor to sit down with him to make sure he understood the work required. She was always rushing to meetings and would sit with him for a few minutes at a time. He didn't feel like he could ask for more of her time, but he also wasn't totally confident what the scope of his work should be.

Over the next two weeks, Deon concentrated on his work but he became increasingly uncomfortable at work. He heard others make jokes about his appearance, even though he adhered to the dress code specified. A few times in the lunch room he heard some of the other staff make statements about African Americans and Somali Americans and violence in the community. He got up and left and started eating at his desk. He also heard his supervisor ask another staff member about "ISIS," inferring all Somali Americans were secretly involved in the organization.

Yesterday, he was asked to scan surveys using the copier. He was never trained on the machine, but had watched many others use the machine. He scanned over 100 surveys, then another staff member asked to use the machine. He moved his materials neatly to the common table and went to take a break at his designated break time.

When he came back to complete the task, his supervisor started yelling that he had broken the machine. When explaining what happened, the supervisor said, "I'm not sure you're a fit for this environment. You are constantly blaming your lapses on others and you are isolating yourself from your colleagues. You don't even eat in the lunchroom!"

He felt deflated and just left the office.





## Workplace Safety Case Study #2

Maura landed the Step Up position of her dreams! After two years in Step Up working in a Minneapolis Park, she finally had the work experience to get into a position in health care working with X-rays.

She had a very thoughtful supervisor Amy who worked with her to make sure she had the right training to be able to do the job. Although her job was mostly taking images of X-rays, scanning them, and cropping the image based on the doctor's notes, she also would collect image plates in rooms with X-ray Technicians as needed. Amy shared that she would teach her how to pick up the X-ray image plates and return them to the central cleaning area.

She was specific about training before she was allowed to do anything and Maura felt like she could do most anything after watching a few times. Amy even went through the importance of sitting properly to avoid muscle strain and at the desk and how to use the scanner appropriately. She even talked through how to adjust the screen so that her eyes wouldn't hurt from looking at the screen for hours a day. At times, it seemed excessive and kept her from doing the fun work.

Two weeks into her internship, her supervisor went out on medical leave. She was assigned to Amy's supervisor Andrew, but he had less time to support and connect with her. He ended up giving her lists of tasks that included cleaning the X-ray machine. He said, "I know that your supervisor walked you through all of this, so you should be good!" Maura felt uncomfortable explaining that Amy had not yet walked her through all of the tasks and worried it might get her in trouble. Plus she felt confident that she had been around the equipment enough to figure it out.

In cleaning the X-ray machine and removing the plate, Maura heard a crack and saw a flash of light. She was worried that she had broken the equipment and fearful if she had been exposed to radiation.



# Professionalism and Workplace Expectations

## Why be professional in the workplace?

Employers want workers who are responsible, ethical and team-oriented, and have strong communication, interpersonal and problem solving skills. Wrap these skills up all together and you've got professionalism!

Regardless of the job or industry, professionalism is easy to spot. Professionalism may look slightly different in various settings, but the core elements are always the same—and they give young employees an edge as they begin their careers.



- Professionalism is a combination of qualities. It does not mean simply wearing a suit or carrying a briefcase. It means acting at all times with responsibility, integrity, and accountability to pursue excellence in everything you do.
- Behaving professionally means communicating effectively.
- Behaving professionally means taking ownership of your work assignment and seeking additional ways to support your colleagues or contribute to your workplace.
- Professional employees come to work on time and manage time effectively. They take responsibility for their own behavior and work well with others.
- Professional workers keep clean and neat and dress appropriately for the job.



## Best Practices: Professionalism

Here are some of the most important and clear cut aspects of professionalism:

### Attendance and Punctuality

Attendance at your job is mandatory, not optional. People are counting on you! Being on time is expected.

Close to on time is not enough, so plan to arrive early. Make a transportation plan to ensure that you will not be late. Have a backup plan.

If an emergency arises, you must contact your supervisor as soon as possible. Do not talk to another employee. If you get your supervisor's voicemail, leave a message. Also try to send an email. Do NOT just text a message about your absence!

### Responsibility

Take responsibility for completing the tasks assigned as quickly as possible and by due dates.

### Confidentiality

ALWAYS maintain customer and client confidentiality. This means that you keep all information private. It can also mean that you DO NOT read or access information unless it is a required part of your job. In some cases—such as medical records—breaking confidentiality can be illegal.



# Workplace Ethics

## Ethical responsibilities for a company or employer might be:

- To provide a safe work environment for staff and employees
- To treat employees with dignity and respect
- To provide a fair wage for the services rendered
- To handle all business transactions with integrity and honesty

## Ethical responsibilities for an employee might include:

- To show up on time
- To tend to company business for the whole time while at work
- To treat the company's resources, equipment, and products with care
- To give respect to the company, which means honesty and integrity
- What other types of ethical issues might come up at work?



## What would you do? Why?

### Case 1:

**LaKeisha is an administrative assistant in the Human Resources Department.** Her good friend Michael is applying for a job with the company and has agreed to be a reference for him. Michael asks for advice on preparing for the interview. LaKeisha has the actual interview questions asked of all applicants and considers making him a copy of the list so he can prepare.

### Case 2:

**Emily works in the Quality Control Department.** Once a year, her supervisor gives away the company's used computers to the local elementary school. The company does not keep records of these computer donations. Emily really needs a computer. Her supervisor asks her to deliver 12 computers to the school.

### Case 3:

**Marvin is an assistant in the Building Services Department.** He has just received a new work computer and is excited to try it out. His supervisor has a strict policy about computer usage (for business purposes only), but Marvin wants to learn the email software. He figures one good way to do this is to send emails to his friends and relatives until he gets the hang of it. He has finished all of his work for the day and has 30 minutes left until his shift is over. His supervisor left early.

### Case 4:

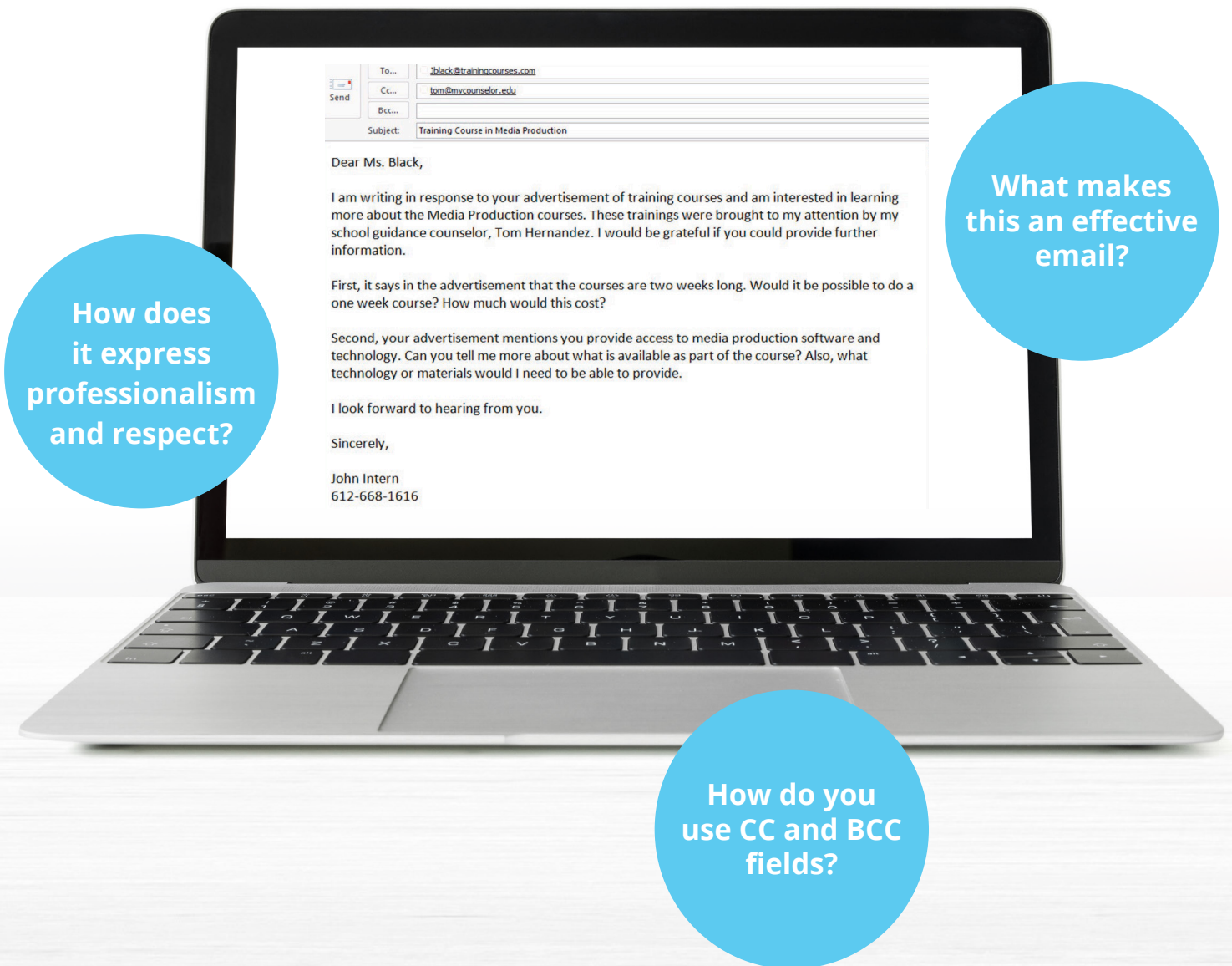
**Jennie was recently hired to work as a receptionist for the front lobby.** As receptionist, she is responsible for making copies for the people in her office. Her son, Jason, comes in and needs some copies for a school project. He brought his own paper and needs 300 copies for his class. If he doesn't bring the copies with him, he will fail the project. The company copier does not require a security key, nor do they keep track of copies made by departments. Should Jennie help Jason make copies?

# Professional Email

## What you should know about the professional email

E-mail is a reliable form of written communication that everyone in the business world uses. It's faster than postal, or "snail" mail, and it can be sent from a desktop computer using a company's Intranet or an Internet-based e-mail site, or from a mobile phone's e-mail application.

E-mail is the primary means of sharing written communication at work and it is vital to many workplace operations. Effective email communication requires careful attention to email etiquette and tone.



# Email Etiquette Tips

## Why is email etiquette important?

Remembering to practice email etiquette is an important part of being professional in the workplace. The way that you communicate over email is as equally important as communicating face-to-face. Here are some tips to guide you along:

### Be clear:

Address the person to whom you're writing as Dear (first name) or Dear Mrs./Ms./ Mr. (last name). In the subject line, clearly state your purpose. Sign your email with your first and last name. Provide a phone number.

### Be concise:

Get to the point as quickly as possible, but don't leave out important details that will help your recipient respond to your message. If you are responding to an email you received, be sure that you respond to every question in the email before hitting the send button.

### Use correct spelling and proper grammar:

Your e-mail message reflects you and your company, so you must use correct spelling, grammar, and punctuation rules. It is ok to write in a conversational tone, but be professional. Use a dictionary or spell check, whichever works better for you. Remember: email is NOT texting!

### Be professional:

Stay away from abbreviations and do not use emoticons (little smiley faces). Never use a cute or suggestive email address for business communications.

### Proofread:

Take the time to make sure that your message is professional. Your spell check won't catch every mistake, so be sure to read it over very carefully. Always take an extra minute or two before you hit "send". If you are unsure about your email, show a draft to a co-worker.

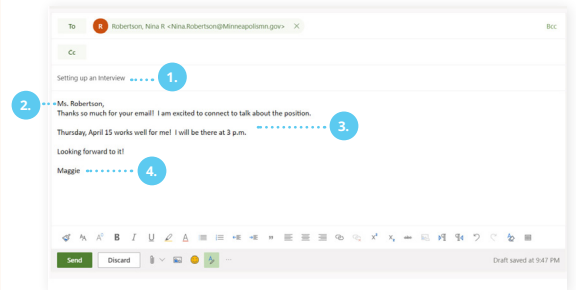
### Respond promptly:

Respond to your emails right away, ideally within the hour, but certainly by the end of the day. If the email is addressed to your supervisor or someone higher up in the organization, be sure to send it to the right person as soon as possible.

### Watch your tone:

E-mail communication can't convey the nuances of verbal communication. Be sure to come across as respectful, friendly, and approachable. You don't want to sound disrespectful or demanding.

## Writing an Email



### Recipient Email

1. **Subject Line:** Keep it short. Think of it as the title of your email.
2. **Greeting:** Professionally, always address it to the recipient. Use formal language.
3. **Body of the Email:** Use complete sentences and paragraph phrasing. An email is more like a letter than a text.
4. **Closing:** Use a closing phrase and your name.



# Phone Etiquette Tips



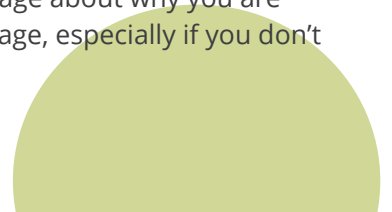
## When answering calls:

- **Speak clearly.** The caller can only hear you; they can't see your face or body language. It's very important to take the time to speak clearly, slowly and in a cheerful, professional voice.
- **Use a friendly tone of voice.** Do not speak loudly. Remember that enthusiasm is contagious. Smile while you talk!
- **Listen carefully to the caller and take precise messages.** Take accurate, legible messages with time, date, reason for call, urgency, company represented and all other important information. Be sure to repeat the information back to the caller and verify that you have transcribed the message accurately.
- **Be patient and helpful.** If a caller is irate or upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.
- **Always focus on the call.** Don't get distracted by people around you. If someone interrupts you while you are on a call, politely remind them that you will talk with them as soon as you are finished.



## When making calls:

- **Plan your call.** Plan ahead what you need to say so that your call is professional, brief and effective.
- **Always identify your name and company properly and completely when calling a client or customer.**
- **If you have to leave a message make it short and to the point.** Speak clearly and slowly and leave your name, phone number, and a brief message about why you are calling. Say your name and number at the beginning and at the end of the message, especially if you don't know the person you are calling. Close by saying, "Thank you."



# Rules for Using Cell Phones at Work

Having your cell phone at work can be useful, but it can also be very disruptive. When you're on your own time, the choice to turn off your cell phone is entirely yours. But at work, you have to be mindful of your co-workers and your boss, and your ability to focus and get your job done. Some companies have policies about cell phone use that you must follow.



## Here are some rules you should follow if you have your cell phone at work:

### Turn your cell phone ringer off

Remember that cell phones can be a distraction to others. Be mindful by setting your phone to “vibrate or silent” while at work.

### Take urgent calls only

Only use your cell phone for important or urgent calls, such as family emergencies you must deal with immediately. If a call needs your action before your shift ends, take time on your break to deal with it.

### Let calls go to voicemail

While you are at work, let voice mail pick it up and then check the message during your break.

### Make calls privately

It's ok to use your cell phone for private calls during breaks. Find a place to talk where your conversation can't be overheard, to avoid disturbing co-workers.

### Don't bring your cell phone to meetings

Even if your cell phone is set to vibrate, receiving calls during meetings can be distracting and signal to your boss that your mind isn't 100% on your job.

### DO NOT TEXT AT WORK

Finally, remember to be mindful of sending text messages at work. Save texting for break time or after hours.

## Tips for using the phone in professional situations

**Start with a positive greeting, such as:** Hello! Good morning! or Hi! Follow up with your full name and organization you are working for.

**Speak clearly and slowly.** When you are nervous, you may speed up. On the phone, if you are nervous and speaking the same rate as you do with your friends, it will be difficult to understand you on the phone. Try to speak even more slowly than you would with a friend.

**Use active listening.** Do take notes. Make sure that you are focused on what the client on the phone is saying and not multitasking. Ask clarifying questions.

Properly close out the call.

- Summarize the purpose of the call.
- Repeat any action steps.
- Inquire if there is anything else that is needed.
- End with a positive closing.

*For example:*

**Summarize:** Thanks so much for calling to let me know about what I need for the first day of work.

**Repeat action steps:** I will make sure that I bring my employment documents and a lunch on the first day.

**Inquire about anything else:** Is there anything else I need?

**Positive closing:** Thanks again! Have a great afternoon.





# Dress for Success

## How should you dress for a job?

How you dress says a lot about you. At home you can wear whatever you want. How you dress in an interview and at work says that you are motivated to do well on the job. If you do not follow the dress code at work or if you dress unprofessionally, you may lose your job.

If you have questions about whether something is appropriate to wear, it is best to not wear it. Always dress MORE formal or professional rather than less.



Employers EXPECT interns to look professional. The good news is that it doesn't have to cost a lot of money to dress appropriately. Consider using your first paycheck to buy a few basic items.

What could you purchase to make the most of your wardrobe?

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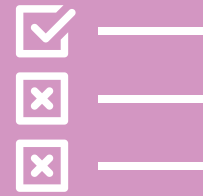
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### Dress Code Tip

Remember that different workplaces have different dress codes. What works well in one place may not be acceptable in another. If in doubt, call your workplace to ask what to wear on the first day.



## Best practices: dressing for the workplace



### Stay away from these trends in the workplace:

- Saggy, baggy, ripped or skin-tight jeans
- Leggings are NEVER appropriate in an office environment
- Clothing that reveals your chest or navel
- Shorts or mini-skirts (skirts should be below your fingers when standing straight and tall)
- Sweat suits or athletic/velour outfits
- Sandals or flip flops
- Baseball hats
- Large or noisy jewelry
- Strong perfume or cologne
- Ripped, torn or clothing with holes



## Casual

**Casual** is the dress code that emphasizes comfort and personal expression

- Is generally less formal in presentation
- Defined as something relaxed, occasional, not planned, or informal.



## Business Casual

Business casual attire is less formal than traditional business clothing but still professional enough to be office appropriate.

This typically means a skirt or slacks, a button down shirt or blouse and close-toe dress shoes.



## Business Professional

**Business Professional** is ideal for workplaces and organizations that adapt a strict dress code policy.

This typically means a skirt or pants suit, a blazer or suit jacket, button down shirt, suit pants, a tie and dress shoes.





# Building a Strong Relationship with Your Supervisor

## Building a strong relationship with your supervisor is important for several reasons:

### Mentoring

Your supervisor can act as a professional mentor by giving you guidance and advice about your professional goals.

### Reference

Your supervisor is the ideal person to list as a phone reference for future jobs. Create a short summary of your workplace accomplishments and leave it with your supervisor so they can reference it for the future. Keep a copy for yourself.

### Letter of Recommendation

Your supervisor is the ideal person to write you a letter of recommendation for jobs and college applications. You will need a recommendation for any job you apply for in the future. Having a strong letter of recommendation is a powerful way to “market yourself.”

## Utilize your supervisor’s experience and wisdom to help you as you think about the future.

Here are three sample questions to get you started:

1. What are three skills that you need to be successful in your job?
2. What can I work on in school to help me get a good job?
3. What education did you need for your job?



## Workplace Culture

Each workplace has its own unique customs and rules. The best way to learn about workplace culture by:

- Reading and obeying the employee handbook of rules and procedures.
- Observing what others do. Don't just rely on one person; try to form a general impression.
- Finding someone you trust who seems generally liked and respected. Ask them if they can help you with your questions about adapting to the new work environment.



# Attitude and Character

## Your attitude makes the difference

What makes the difference between “You’re hired!” and “Thank you for your interest?”

Attitude and enthusiasm can mean the difference between not only getting the job but also advancing in your career. All other things being equal, a candidate who can demonstrate a positive attitude and eagerness to tackle the job will have an advantage over one who displays an attitude that is negative or disinterested.



In fact, many employers would rather provide job skills training to an enthusiastic but inexperienced worker than hire someone with perfect qualifications but a less-than-positive attitude.

An enthusiastic employee will typically show up on time, show interest in his or her job, and demonstrate a willingness to listen, learn, and try new things. In customer service settings, an enthusiastic employee will approach customers proactively and offer assistance or seek out tasks and projects when there is down time.

Overall, an employee with enthusiasm comes across as someone who wants to be at work and who is willing to do what it takes to get the job done.

## “Your attitude determines your direction”

### How far can a positive attitude go?

Your attitude and how you interact and respond with others can greatly impact the direction of your day and life in general.

Having a positive attitude is a reflection on your overall character - and how you interact with others within the workplace.

Here are some definitions that can guide you through what having a positive attitude entails:

- An attitude is a person’s disposition towards life in a manner that shows optimism.
- A philosophy of approaching life with optimism and confidence.
- A set of ideas, values and thoughts that tend to look for the good in people, situations and circumstances.
- A way of looking at life; a way of thinking, feeling, or behaving.
- Maintaining a consistent positive attitude can influence your overall health and mental stability. When you’re thinking positively - it benefits everyone around you!



Your professional attitude is a MHA Hireability Skill. Employers look assess your professional attitude and how you respond in workplace situations.

# My Internship Road Map

Intern Name \_\_\_\_\_

Employer \_\_\_\_\_ Job \_\_\_\_\_

1

## Change My Voicemail

Your supervisor will be calling soon to schedule an interview. Write out a professional voicemail greeting and change it on your phone.

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Check this box when you've updated your voicemail.

3

## Interview

You should bring two copies of your résumé to your interview. Where will you print your résumé?

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Page \_\_ of your intern handbook has practice interview questions. When will you review these questions before your interview?

---

What will you wear to your interview?

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List any scheduling conflicts during the summer that you should let your boss know about at your interview (family vacations, camps, sports, other jobs, etc.).

---

2

## Onboarding Steps

Look at the "What to Expect before Your Internship" section on your placement letter. Copy the steps here.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_

3. \_\_\_\_\_

\_\_\_\_\_

4. \_\_\_\_\_

\_\_\_\_\_

5. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Do you have to complete an online application?

**YES NO**

If yes...

How will you get the application link?

\_\_\_\_\_

How long do you have to complete it?

\_\_\_\_\_

Where is a computer you can use?

\_\_\_\_\_



4

### Employment Docs

Look at page 23 of your Level 2 Workbook for a list of employment documents you can use to complete the I9 form. Which will you bring for your internship?

ONE LIST A DOCUMENT

OR

ONE LIST B DOC AND ONE LIST C DOC

<input type="text"/>	<input type="text"/>
----------------------	----------------------

Don't have your Handbook? You can access the list of accessible documents at <http://bit.ly/2jYGt3S>



6

### Tell Your Family

Who in your family needs to know about your internship and summer schedule (parents, older sibling, etc.)?

---

5

### Getting To Your Internship



List your worksite address.

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How will you typically get to work?

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If you will take the bus or train to work, go to Google Maps or [www.metrotransit.org](http://www.metrotransit.org) and figure out your route to work from where you will live this summer. What busses or trains will you take? (Pro Tip: Set the trip planner to "arrive by" the time you would typically start work on a weekday for the most accurate information.)

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How much time will it take to get to work?

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### Looking Ahead to Your Internship

What are your goals for your internship?

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What about your internship are you excited about?

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What questions do you have about your internship?

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What will it help you explore?

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What are you nervous about?

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# Step Up Program and Public Assistance

## Information about the STEP-UP Program and Public Assistance

(funded by the Workforce Investment Act – WIOA)

~ Please share this information with your family ~

If you or your family are getting Public Assistance benefits, such as **Food Support or Cash Assistance (MFIP or DWP)** your earnings through the STEP-UP Program are excluded or **not counted**.

**Do you have questions?** Please call or email the Hennepin County contact for the STEP-UP Program:

**Faughn Ramisch-Church 612-543-3683 [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us)**

---

Por favor comparta esta información con su familia

Si usted o su familia estuviesen recibiendo beneficios de Asistencia Publica, como ser **Estampillas de Comida, Asistencia de Dinero (MFIP o DWP)** Sus entradas de sueldos a través del Programa STEP-UP son excluidos o **no se los cuenta**.

**¿Tiene usted preguntas?** Por favor llame o envíelo/s por vía electrónica a Hennepin County para comunicarse con el Programa de STEP-UP:

**Llame a Faughn Ramisch Church Tel. No. 612-543-3683 [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us)**

---

Odeefanno Kana matii kan-keen walliirmadhu

Maatiin kan-kee gargassa mootumma biro ni'argatan yoo tae, gargassa kan aka **Nyatta, Yallafi** kan aka **Kashaa (MFIP yokan DWP)**, mindan ati karaa STEP-UP Programaa amma argattan kun addan qoodamee illallama mallee gargassa mootuman wallin eeda-amme hin-lakawamu.

**Gafii qabddaa?** Hennepin County kuttaa STEP-UP Programaa'fi bilbilli gafadhu. Innis:

**Faughn Ramisch-Church 612-543-3683 [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us)**

---

Thov muab tsab ntawv nov qhia rau koj tsev neeg

Yog koj los koj tsev neeg tau Nyiaj Maus Noj (Food Support) thiab Medical Assistance thiab yiaj Ntsuab (MFIP or DWP) siv los ntawv tseem fww los. Peb muaj ib qhov kev pab uas hu li STEP-UP PROGRAM. Qhov nov uab tsis suav thiab tsis txiav nrog koj cov nyiaj los ntawv tseem fww los.

**Yog mauj lus nug hu rau Hennepin County STEP- UP Program:**

**Faughn Ramisch\_Church 612-543-3683 los Email [Faughn.Ramisch-Church@hennepin.us](mailto:Faughn.Ramisch-Church@hennepin.us)**





# Appendices

## Internship and Career Interests

### Getting to know your interests

Step Up Level 2 offers a wide variety of unique internships. We want to find just the right one for you. The diversity of positions, employers, industries and distinct professional environments gives Step Up Level 2 interns a rich opportunity to explore careers.

- What interests you?
- Do you have a dream job or career that we can help you explore?
- Where can you apply your unique skills and abilities?

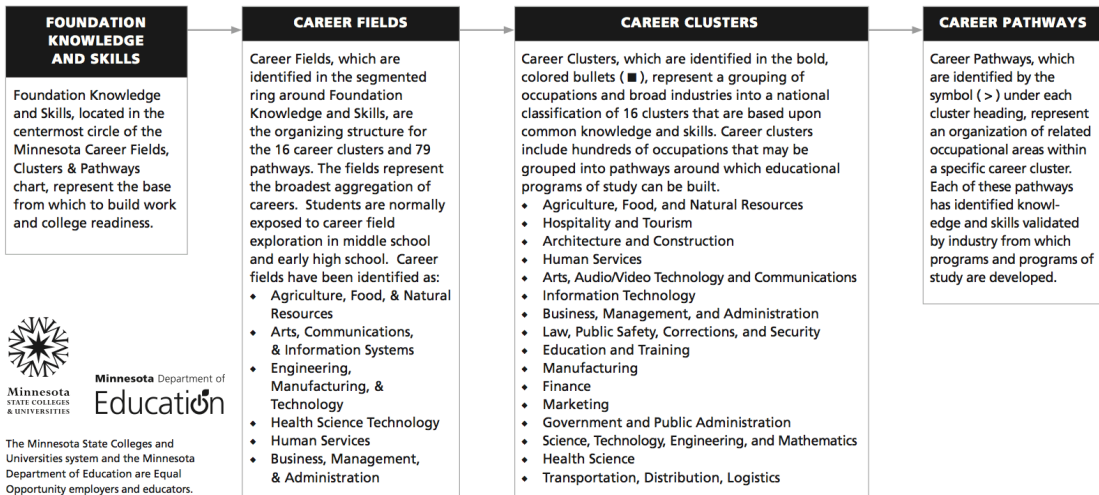
Industry	Internship examples
<ul style="list-style-type: none"> <li>● Architecture</li> </ul>	Intern at an architecture firm, assist with designing buildings or landscapes  <b>Companies:</b> Coen + Partners, HGA Architects, LEO A DALY, RSP Architects
<ul style="list-style-type: none"> <li>● Arts, A/V Technology &amp; Communication</li> </ul>	Visual art or design, intern at an arts organization, a newspaper, radio station, communications firm  <b>Companies:</b> Walker Art Center, Stepping-Stone Theater, Invention Arts, KMCI

## Understanding the Job Placement Process



After successfully completing training, you will be eligible for placement into your summer internship.

## Minnesota Career Fields, Clusters & Pathways Chart Explanation



Minnesota Department of Education

The Minnesota State Colleges and Universities system and the Minnesota Department of Education are Equal Opportunity employers and educators.

## Minnesota Programs of Study

The Minnesota Career Fields, Clusters & Pathways chart, on the reverse side, graphically depicts the organizing framework of the foundation knowledge and skills, career fields, career clusters, and career pathways that Minnesota will use for developing programs of study in career and technical education. Once developed, learners at various levels (high school, collegiate, or workforce training level) will then be able to choose from several individual programs within a program of study in order to attain the specific knowledge, skills and abilities needed to pursue a career of their choice.

**Programs of study** are sets of aligned programs and curricula that begin at the high school level and continue through college and university certificate, diploma and degree programs. The following are some of the key elements that underlie the definition:

- » Competency based curricula tied to industry expectations and skill standards;
- » Sequential course offerings that provide strategic entry and exit points as needed throughout a lifetime - this leads to manageable "stepping stones" of skill building, high school graduation and postsecondary education completion;

- » Flexible course and program formats convenient for learner segments;
- » Course portability for seamless progression;
- » Multiple entry and exit points to support continuing education, returning adults, and dislocated workers;
- » Connections between high school and postsecondary education, skill progression, and career opportunities that align academic credentials with job advancement in high-skill, high-wage or high-demand occupations.

# Resume Power Words

## What are resume power words?

Action words are the key to making your accomplishments sound impressive on your resume. Using words like these to describe what you've done at work or in other activities makes you sound more professional and capable and help you stand out for a job.

### Positive words for any resume:

- Able
- Adaptable
- Ambitious
- Analytical
- Articulate
- Bright
- Creative
- Capable
- Competent
- Confident
- Consistent
- Dedicated
- Dependable
- Dynamic
- Efficient
- Experienced
- Flexible
- Friendly
- Hardworking
- Honest
- Imaginative
- Independent
- Motivated
- Professional
- People-oriented
- Reliable
- Responsible
- Successful

### If you've done something:

- Achieved
- Acted
- Advised
- Allocated
- Analyzed
- Attained
- Balanced
- Calculated
- Clarified
- Classified
- Compiled
- Completed
- Composed
- Consolidated
- Collaborated
- Contributed
- Decreased
- Demonstrated
- Diagnosed
- Documented
- Drafted
- Edited
- Engineered
- Enhanced
- Expanded
- Expedited
- Finalized
- Forecasted

### If you've started something:

- Created
- Designed
- Developed
- Devised
- Established
- Founded
- Generated
- Implemented
- Initiated
- Organized

### If you've been in charge of something:

- Administered
- Approved
- Assessed
- Assigned
- Coached
- Conducted
- Controlled
- Coordinated
- Directed
- Enabled
- Enlisted
- Ensured



# Step Up Mock Interview Questions (example)

- Tell me about yourself.
- What are your goals and ambitions for the next three years?
- What do you do in your spare time?
- What is your most important achievement or accomplishment?
- Give three words your friends would use to describe you.
- What are your favorite and least favorite classes in school? Why?
- What is the single biggest strength you will bring to a position?
- What are your strengths and weaknesses?
- What skills can you bring to our company?
- What do you look for in a job?
- How do you handle pressure?
- What motivates you to do well at work?
- In your opinion, what goes into good team work?
- Would you rather work alone or in a group?
- Why did you leave your last job? (Why did you decide to leave your current job?)
- What was your greatest challenge at your last job?
- What is the most important thing you have learned in a past work experience?
- What did you like/dislike most about your last job?
- Have you ever had a disagreement with a boss? If so, please explain.
- When was a time you had to admit you were wrong?
- Tell me about the last time you made a mistake. What did you learn from it?
- How would you handle a conflict with a co-worker?
- If an older co-worker was doing something that seemed dangerous or inappropriate for work, what would you do?
- Tell me about a time when you went beyond what was expected.
- Tell me about a time when your integrity was tested





## Work Document Checklist

### Directions:

What work documents do you have? Use the checklist below to locate and gather work documents that prove your (1) age, (2) identity and (3) eligibility to work in the United States. **You must bring your work documents to your first day of work.** You and your employer will use these to complete an I-9 form.

### Documents to prove your age include:

- U.S. passport
- Birth certificate
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card with a printed birth date

### Documents with a photo to prove your identity include:

- U.S. passport
- Permanent Resident Card
- State issued identification card
- State issued driver's license
- Official school identification card

### Documents that prove you are eligible to work in the United States include:

- U.S. passport
- Social Security Card
- Permanent Resident Card or Alien Registration Receipt Card (I-551)
- Temporary Resident Card (I-688)
- Employment Authorization Document (I-766, I-688B, or I-688A)
- Foreign Passport with temporary I-551 stamp

# Dress for Success (resources)

## In-expensive used clothing for sale

**East Side Thrift Store:** 1928 Central Ave., Minneapolis

### ARC Value Village

- Richfield Store, 6528 Penn Ave. So., Richfield – (612) 861-9550
- Brooklyn Center Store, 6330 Brooklyn Blvd., Brooklyn Center – (763) 503-3534
- New Hope Store, 2751 Winnetka Ave. N., New Hope – (763) 544-0006
- Bloomington Store, 10546 France Ave. So., Bloomington – (952) 818-8708

**Store hours:** Monday – Friday (9:00 a.m. – 9:00 p.m.) and Saturday – Sunday (9:00 a.m. – 7:00 p.m.)

### Salvation Army Thrift Stores

- South Minneapolis Store, 3740 Nicollet Ave., Minneapolis – (612) 822-1200
- Monday – Saturday (9:00 a.m. – 8:00 p.m.)

- Main Minneapolis Store, 900 N 4th St., Minneapolis, (612) 332-5855
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

- Columbia Heights Store, 3929 Central Ave., (612)782-3828
- Monday – Saturday (9:00 a.m.- 7:00 p.m.)

- Bloomington Store, 710 West 98th St., Bloomington, (952) 881-6197
- Monday – Saturday (9:00 a.m. – 9:00 p.m.)

### Unique Thrift Store

- Columbia Heights, 2201 37th Ave. NE, Columbia Heights – (763) 788-5250
- New Hope, 4471 Winnetka Ave., New Hope – (763) 535-0200

**Store hours:** Monday – Saturday (9:00 a.m. – 7:30 p.m.) and Sunday (11:00 a.m. – 5:00 p.m.)

### Savers

- South Minneapolis, 2124 East Lake Street, Minneapolis – (612) 729-9271
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Columbia Heights, 4849 Central Ave. NE, Columbia Heights – (763) 571-1319
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. – 7:00 p.m.)

- Bloomington, 8049 Morgan Circle S., Bloomington – (952) 881-7300
- Monday – Saturday (9:00 a.m. – 9:00 p.m.) and Sunday (10:00 a.m. to 6:00 p.m.)

## **FREE CLOTHING – Call the agency in advance to confirm availability and hours**

### **Central Lutheran Church Clothes Closet/St. Stephen's Human Services**

333 S. 12 St., Minneapolis - (612) 870-4416

- Monday (9:30 – 11:00 a.m. & 12:30 – 2:00 p.m.), Tuesday and Wednesday (10:00 a.m. – 12:00 p.m.), and Thursday (10:00 a.m. – 2:00 p.m.)
- Clothing service is located in a "triple wide" trailer at the rear of the church's parking lot/garage (near 16th Street). Please call the church for specific directions (Clients may use the service one time per week).

### **Cornerstone Ministry (Park Ave. Church)**

3400 Park Ave. S., Minneapolis – (612) 825-6863

Entrance on parking lot side of building - All you can fit in a bag for \$1.00

- Wednesday (4:30 – 6:00 p.m.)

### **Marie Sandvik Center**

1112 Franklin Ave., (612) 870-9617

- Sunday (5:00 – 9:00 p.m.), men's clothing - Tuesday (5:00 – 9:00 p.m.) and Thursday (12:00 – 2:00 p.m.), women's and children's clothing

### **Oak Park Neighborhood Center**

1701 Oak Park Ave. N., (612) 377-7000

- Tuesday, Wednesday and Thursday (10 a.m. – 4 p.m.)

### **Sabathani Community Center**

310 E. 38 St., Room 129, Minneapolis – (612) 821-2347 or (612) 821-2397

- Monday – Thursday (9:00 – 11:30 a.m. and 1:00 – 3:00 p.m.)
- Bring a photo ID and plan to arrive no later than 11:15 a.m. for morning hours or 2:45 p.m. for afternoon hours

### **St. Stephen's Free Store**

2211 Clinton Ave. S., (612) 874-0311

- Tuesday – Thursday (8:30 – 11:30 a.m.)

### **Shiloh Temple**

1201 W. Broadway, (612) 302-1463

- Open mornings but call first

For other clothing and community resources not listed, please contact United Way at 211 or (651) 291-0211. Available 24/7 in multiple languages.

# Networking

## Why is networking important?

Networking is all about making connections with people. Networking is connecting with people to build your professional contacts. The more people you know, the more opportunities you will have.

### Did you know?

#### Networking Tip

80% of job openings today are NOT advertised in traditional ways. If employers are not advertising, how are people finding jobs? NETWORKING!

60% of job hunters find their new job through connections made from friends, family and acquaintances.



## What does Networking involve?

### Networking involves:

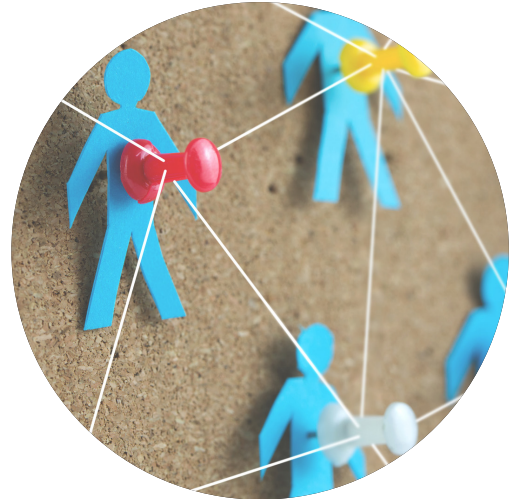
- Becoming more comfortable with meeting new people.
- Asking for business cards to help you remember names and get in touch with people again.
- Making quick notes to help to remember new names, what they do and how they might be a resource to you in the future.
- Introducing yourself and building connection with people at social functions.
- Following up on good networking leads via email or telephone. Let them know how nice it was to meet them and what you would like to connect with them about in the future.
- Having fun. Enthusiasm is contagious. At your Step Up Achieve job, people at your workplace will be curious and delighted to meet the new young person working in their office!

# Getting to Know You

## Put your professional networking skills to work!

Networking is the professional skill of meeting new people and making new contacts. The goal of this activity is to use your professional introductions skills and network with as many of your classmates as quickly as possible by completing the following tasks.

When you complete each task with a classmate, have them initial your paper. You must get at least five different people to initial your paper. You do not have to complete these tasks in order.



<p><b>Dream career</b></p> <p>Introduce yourself to someone you don't know and tell them about your dream career.</p>	<p><b>Give a compliment</b></p> <p>Compliment somebody on their business casual attire or how they present themselves.</p>	<p><b>Training objective</b></p> <p>Introduce yourself to someone and ask them what they hope to learn during Step Up work readiness training.</p>
<p><b>Find something in common</b></p> <p>Introduce yourself to someone you don't know. Ask them why they joined Step Up.</p>	<p><b>Schmooze the trainer</b></p> <p>Introduce yourself to your trainer and tell him/her what type of job you would like this summer and why you would be good at it.</p>	<p><b>20 second resume</b></p> <p>Introduce yourself to someone you don't know. Tell them what school you attend and what your work experience is.</p>
<p><b>Match maker</b></p> <p>Find two people you have met in the class, and introduce them to each other, explaining how you know each of them.</p>	<p><b>Small talk</b></p> <p>Start up a conversation, and then introduce yourself. Choose a simple and safe topic to begin (i.e. the weather, asking if they have been to MCTC before).</p>	<p><b>Find something else in common</b></p> <p>Introduce yourself to someone you don't know. Ask them how they like to spend their free time.</p>



# Your Online Self and Networking

## The do's and don't's of networking

### DO:

**Create an online presence** where you can showcase your skills and experience. Be consistent. Does the employment history on your résumé match what's on your LinkedIn profile?

**Google your name.** There's a ton of information an employer can find about you—better if you know it's out there before they do.

**Be careful what you tweet/post.** You don't know who might read it.

**Network before you need to.** You'll have a better chance of finding a job sooner and finding something you really want.

**Give to Get.** Networks work both ways. The more you're willing to help someone out, the more help you'll get in return.

### DON'T:

**Get Fired.** Employers are checking Facebook, Twitter, and other sites. If you post it, someone at work will probably read it.

**Forget your Facebook privacy settings.** If you must post spring break photos, it's always best to keep it hidden/restricted to certain groups.

**Connect with everyone.** Quality is better than quantity. Ask yourself two questions, "how can they help me?" and "how can I help them?"

**Spend time networking at work.** Companies can monitor your time on networking sites. It's particularly ill-advised if you're hunting for a new job.

### Clean up your social media profiles

It takes about 15 minutes to review your social media pages to ensure content (messages, photos, posts, tags, words, etc.) are appropriate for a prospective employer or college admissions office to see.

#### Why is this important?

Your online reputation is equally as important when applying for a job. Make sure you present the best representation of you!



## What might an employer find?

In a CareerBuilder.com survey, 45% of companies reported using social networking profiles to screen candidates. Top reasons employers cited for not hiring a candidate...

53% — Candidate posted provocative or inappropriate photographs or information.

44% — Candidate posted content about their drinking or their use of drugs.

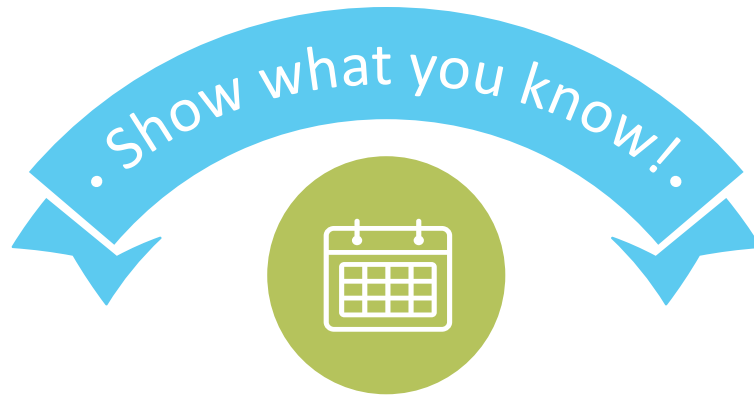
35% — Candidate bad-mouthed their previous employer, co-workers or clients.

29% — Candidate showed poor communication skills.

26% — Candidate made discriminatory comments.

24% — Candidate lied about qualifications.

20% — Candidate shared confidential information from previous employer.



## Activity: Social Awareness Situations

### Directions:

Below are two workplace situations and social awareness strengths that can be used. Write down which strengths you would apply to the situation and why. Be prepared to share your answers with the group.

### Situation:

#### An angry customer

Today is your first day on the phone with an angry customer who demands to speak to a supervisor. Which social awareness strength(s) are most appropriate in order to emphasize with the customer to calm them down? Why?:

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#### A gossiping co-worker

You work with a co-worker who constantly visits your desk to “vent” about your boss. At first it seemed harmless, and now it is becoming an interruption from completing your work. Which social awareness strength would you use to guide the conversation and stop the gossip from happening again? Why?

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---

### What social awareness strength is most appropriate?

- **Adapts to Situations** (adjusts/flexible)
- **Agreeable** (willing to agree)
- **Altruistic** (unselfish)
- **Appreciative** (showing gratitude)
- **Caring** (displaying kindness to others)
- **Compassionate** (sympathy for others)
- **Concerned** (care about someones feelings)
- **Considerate** (showing careful thought)
- **Courteous** (polite and respectful)
- **Culturally-Competent** (ability to effectively work with different cultures)
- **Emotionally-Intelligent** (capability of individuals to recognize their own emotions and those of others)
- **Empathetic** (showing an ability to understand and share the feelings of another)
- **Ethical** (morally good or correct)
- **Friendly** (kind or pleasant)
- **Grateful** (feeling or showing an appreciation of kindness)
- **Open** (not closed or blocked up)
- **Perceptive** (having or showing insight)
- **Sensitive** (quick to detect or respond to slight changes, signals, or influences)
- **Thoughtful** (showing consideration for the needs of other people)



**KICK START**  
your career











# stepup

This curriculum was developed by Step Up and EJ Design Firm. It incorporates content from the Department of Labor’s “Soft Skills to Pay the Bills — Mastering Soft Skills for Workplace Success.”

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MINNEAPOLIS  
PUBLIC SCHOOLS  
Urban Education. Global Citizens.

CAREER  
& TECHNICAL  
EDUCATION  
Real Skills for the Real World!

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PROJECT FOR  
PRIDE IN  
LIVING