

DID
YOU
KNOW



People make
decisions about the
people they meet
within 6 seconds of
meeting?



**DID
YOU
KNOW**



7% of any message is conveyed
through words,
38% through certain vocal elements,
and
55% through nonverbal elements
(facial expressions, gestures, posture,
etc).

DID
YOU
KNOW



93% of recruiters search
for job candidates on
social media.

UCRCareerCenter

UCRCareerReady



Like. Follow. Share.

UNIVERSITY OF CALIFORNIA
UCRIVERSIDE | Career
Center

f | UCRiversideCareerCenter

      | ucrcareercenter

CONNECT. INSPIRE. EMPOWER.

careers.ucr.edu | (951) 827-3631



Create a Handshake Account

1. Log into go.ucr.edu/ucrhandshake with your UCR username and password.
2. Complete your UCR Handshake profile by adding your resume, photos, skills and more. Make your profile public to employers.
3. Click "Jobs" in the menu bar and start applying. Save searches and sign up for notifications about future opportunities that match your interests!



Students enjoy:

- A personalized feed of jobs, internships, events and resources — like Netflix but for careers!
- A “Favorite” option to know when top employers are posting jobs and coming to campus.
- A seamless experience across all devices: phones, tablets and computers.

BEWARE OF JOB FRAUD

Learn the red flags to look out for in your job search.

-  They're asking you to shop for them.
-  You have to send them money.
-  The job sounds too good to be true.
-  The job they offer isn't the one you applied for.
-  They won't meet you in person.
-  You can't verify their information.
-  They're asking for personal information.
-  You'll be working from home.

Learn more about job fraud and how to protect yourself at careers.ucr.edu or contact a career counselor today.

**Connect.
Inspire.
Empower.**

How Not to Get Fired: Professional Etiquette

AGENDA

- **WHAT IS PROFESSIONALISM?**
- **BOUNDARIES**
- **DRESS CODE**
- **COMMUNICATION MINDFULNESS**
- **IN PERSON MEETINGS**
- **SICK/VACATION DAYS**



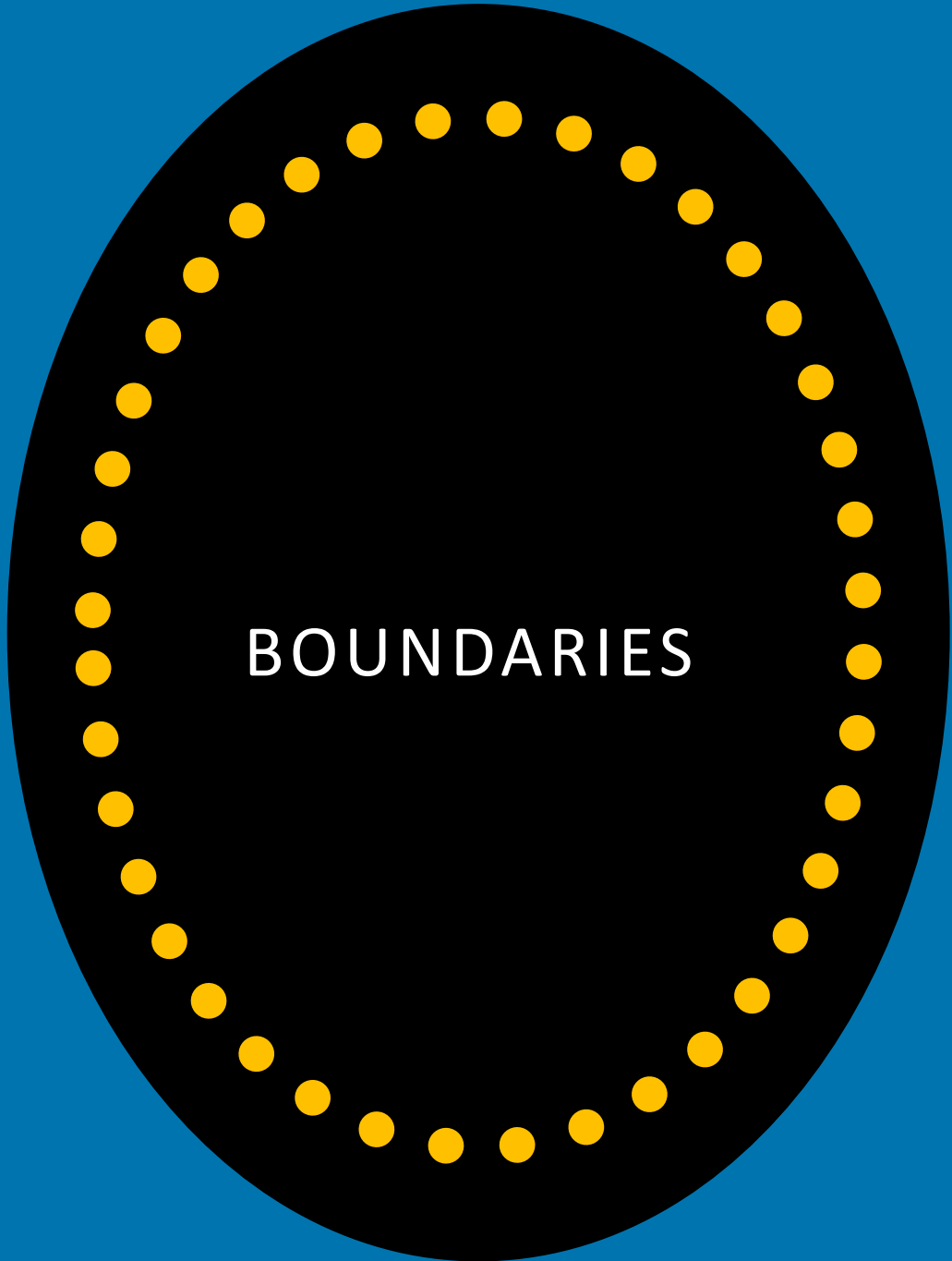
ICE BREAKER

When you think of professional etiquette, what comes to mind?



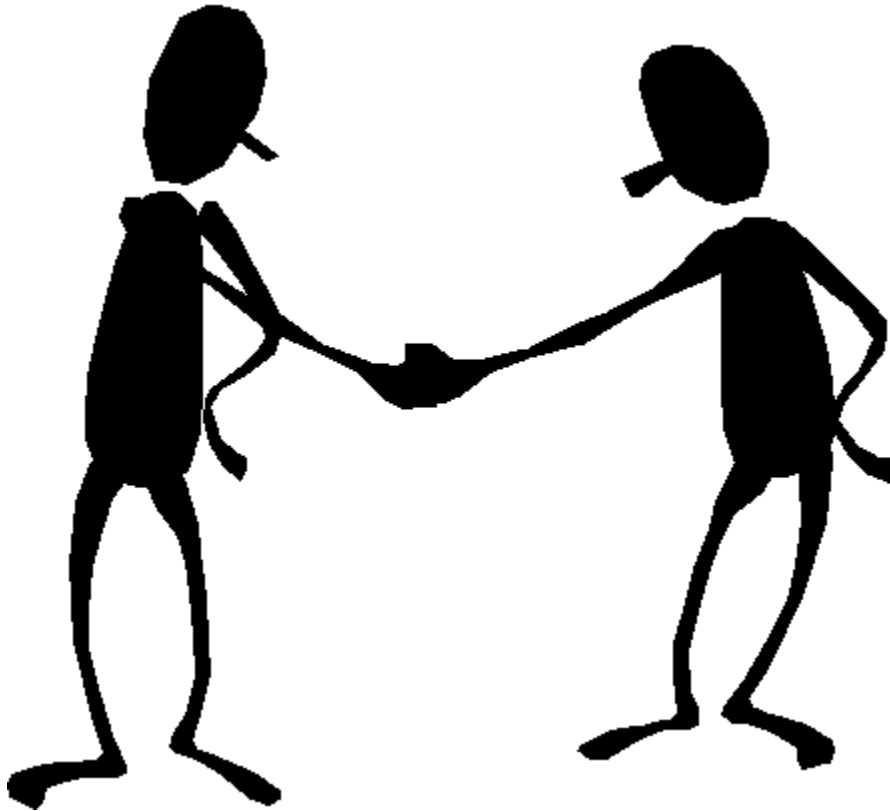
Why is it important?

It provides a standard framework within which people can operate as they communicate and collaborate.



BOUNDARIES

Do's



- Establish work relationships
 - BE A SPONGE
 - Find a mentor
 - Makes connections (Professionals & Other Interns)
- Be mindful of your role at work events and parties
 - BECOME AN EXPERT
 - Go the extra mile
- Check in with your supervisor when work is slow
- Clean up after yourself
- Be ethical

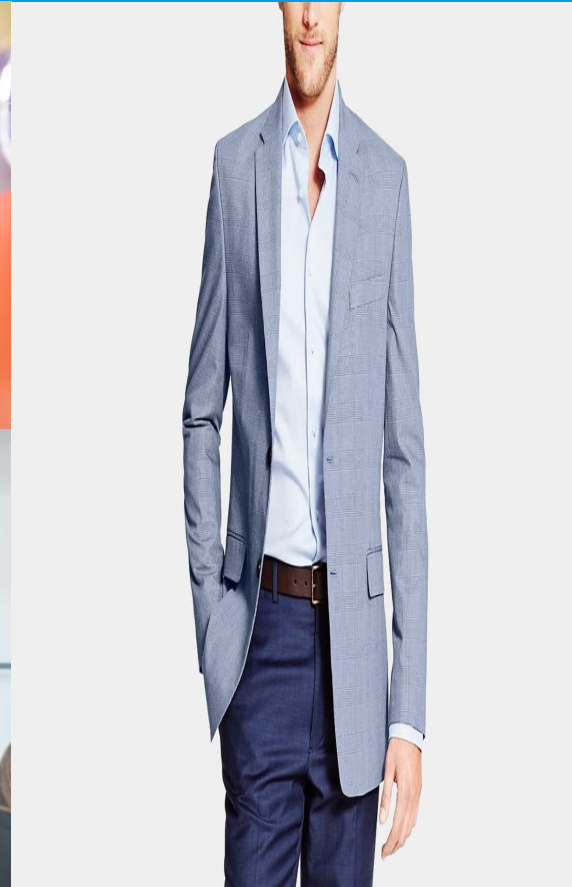
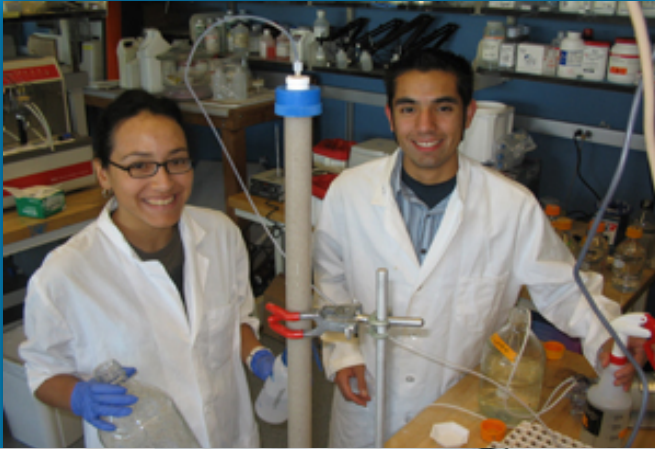
Don't

**IF MORE PEOPLE PLAYED
MUSIC LIKE THIS AT SCHOOL, I WOULDN'T
BE TAKING TIME OFF! I'VE BEEN DEPRESSED
ABOUT HOW FAKE THE WORLD IS, BUT THIS
IS THE KIND OF ARTISTIC ORIGINALITY THAT
RESTORES MY FAITH IN THE
HUMAN CONDITION!**



- Bring personal matters
- Use social media for personal use
- Misuse work resources
- Expect an office maid
- Take food items that don't belong to you
- Assume doing homework on the job is ok
- Make decisions without your supervisor knowing

DRESS CODE



Check with your supervisor to learn the dress code policy!



COMMUNICATION
MINDFULNESS

COMMUNICATION: EMAIL EXAMPLE

The image shows a screenshot of an email client interface with several annotations. The 'To' field contains 'Taylor.smith@gmail.com' with an arrow pointing to it labeled 'Add email address last'. The 'Subject' field contains 'Meeting Transportation to Marketing Meeting' with an arrow pointing to it labeled 'Clear subject line'. The body of the email starts with 'Dear Taylor,' with an arrow pointing to it labeled 'Professional salutation'. The main body text is 'Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans on how we plan to get to the marketing meeting. My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready. I am available tomorrow at 12pm but let me know what time works for you this week. Feel free to email or call me at (555) 553 – 2345. Thank you.' with an arrow pointing to it labeled 'Clear purpose'. The email ends with 'Sincerely,' and a signature block with an arrow pointing to it labeled 'Signature'.

To... Taylor.smith@gmail.com Add email address last

Cc...

Send

Subject Meeting Transportation to Marketing Meeting Clear subject line

Dear Taylor, Professional salutation

Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans on how we plan to get to the marketing meeting. My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready. I am available tomorrow at 12pm but let me know what time works for you this week. Feel free to email or call me at (555) 553 – 2345. Thank you. Clear purpose

Sincerely, Signature

Courtney Highlander
Student Assistant, Athletics Department
Class of 2018, UC Riverside
Phone: (951) 555 – 553 – 2345
Email: courtney01@ucr.edu

COMMUNICATION: TEXTING

17

- **Double check with your supervisor that it is OK to text them on their personal phone**
- **Keep it professional at all times**
- **Check grammar**
- **Make sure to include your signature at the end**
- **Try to avoid using emojis since they can send mixed signals or messages**
- **Do not text after hours unless the policies state that it is OK to communicate at all hours of the day or if your supervisor permits it.**

PHONE SKIT #1: ANSWERING A CALL

Ring Ring Ring!

C= Caller R= Receiver

R: Hello?

C: Is this XYZ Corporation?

R: Yep.

C: May I please speak with Taylor Smith?

R: Who is calling?

C: This is Courtney Collins with ABC Company.

R: Sorry, Taylor is not in, try calling back later.

C: Do you know when Taylor will be in? Can I leave a message?

R: Ok, I will put you on hold so I can get a pen. (5 minutes pass)

R: What is your name again? Phone number?

C: Courtney Collins with ABC Company, Taylor can reach me at 555-2121.

R: Got it I'll let Taylor know, bye.

PHONE SKIT#2: ANSWERING A CALL

Ring Ring Ring!

C= Caller R= Receiver

R: Hello this is the XYZ Corporation, my name is Jaimie how can I help you?

C: Hello Jaimie, may I speak with Taylor Smith? This is Courtney Collins.

R: Hi Courtney, let me see if Taylor is in, may I put you on hold for a moment?

C: Sure.

R: Thank you, one moment please, (quick hold), Hi Courtney, thank you for holding, Taylor is unfortunately not available at the moment. Would you like to leave a message or be transferred to Taylor's voicemail?

C: Sure, I can leave a voicemail.

R: Ok great, before I transfer you, is there anything else I can help you with?

C: No that would be all.

R: Ok Courtney, please hold while I transfer your call and have a wonderful day.

PHONE SKIT: VOICEMAIL

C= Caller R= Receiver

R: Hello, you have reached Chris Bell at XYZ Corporation, I am unavailable to take your call, please leave me your name and number and a brief message and I will be sure to get back to you. Thank you.

C: Hey what's up Chris this is Toni. I want to talk to you about tomorrow so get back at me, thanks, bye.

C: Hi Chris this is Toni Madison from ABC Company. My number is (909) 555-1234 and I was calling to confirm our meeting time and location tomorrow. When you have a moment can you please return my call so we can finalize our plans for tomorrow. Again this is Toni Madison with ABC Company and my number is (909) 555-1234. Thank you for your time and I look forward to your call.

IN-PERSON MEETINGS



BODY LANGUAGE



DO



DON'T



SICK & VACATION DAYS



SICK

- **Good idea to ask your supervisor what s/he prefers (e.g. emails, voice messages, direct calls)**
- **Who else needs to know? Who takes care of your appointments?**
- **The notorious pattern of Monday/Friday sick days**

VACATION

- **Know your work cycle and plan ahead!**
- **Follow your workplace procedures; put it on your work calendar**
- **Remind your supervisor a week in advance**

Connect. Inspire. Empower.

COME SEE US

Hours:

Mon. - Fri. 8 am to 5 pm
except Wed. 9 am to 5 pm

Drop-In Hours:

Mon. - Thurs. 10 am-3pm
Fri. 10 am-12 pm



#UCRCareerReady

CAREERS.UCR.EDU • (951) 827-3631

