

## CHARACTERISTICS AND BEHAVIOURS OF A GREAT EMPLOYEE

### Demonstrating a Positive Attitude

You will radiate positive energy if you do the following:

- Greet everyone with a “hello” and a smile
- Attend regularly and arrive on time to start work and after breaks
- Ask questions and demonstrate interest
- Find people to help you
- Focus on doing the job right
- Offer to help others
- Avoid gossip and negative behaviour
- Pay attention to your grooming and hygiene
- Accept direction and criticism graciously
- Keep your personal life away from work

### Reliability

Regular attendance and being on time – that’s reliability. And it is the single most important asset you can bring to a job. You may be the best baker, strongest framer, or most efficient administrator, but if you are not at work when your employer needs you to be, none of that matters.

**Remember:** Poor attendance is one of the leading causes for dismissal.

There are, of course, situations that will keep you from attending or being on time. How you handle these situations is vital.

1. Personally call your employer as soon as you know you will be absent or late. Give the reason and say when you will be there.
2. If absent and your initial call was taken by a machine or co-worker, call your boss later. You must call in for each day you will be absent.
3. When you arrive or return to work, go to your supervisor immediately and briefly apologize and offer to make up the time.

### Teamwork

If you work with other people you are part of a team. On teams individuals may be very different from each other and each unique member may have a different level of contribution to make. But everyone is valuable because each member adds to the overall success of the team.

Some tips for being an effective team member:

**Share** the workload, supplies or equipment, workspace and information.

**Offer to help** those who are busier or who you may think need a hand.

**Communicate** directly and honestly while avoiding whining, complaining, or gossiping.

**Appreciate** the efforts of your coworkers and opportunities that come your way. A simple “thank you” goes a long way.

**Keep up** the quality and the pace.

## **Quality Work – On Time**

Almost all work has standards for how well it must be done and how fast it must be done. In some cases perfection is required at all costs, and in others speed is most important.

Knowing what is expected at your workplace is essential to getting this balancing act right.

### **To ensure you are doing quality work:**

- Follow instructions by listening, watching, questioning and practicing.
- Check results as you go and ask for feedback.
- Focus on the work – concentrate.
- Don't look for shortcuts until you are sure of what you are doing.
- If you make a mistake, learn how to correct it.
- When finished, check your results.

### **To ensure you are keeping up:**

- Find out what pace is expected: How much? How many? How fast? Develop a routine.
- Make sure you have all the tools or equipment that you need before you start.
- Work at a steady pace, avoiding distractions such as chatting, coffee breaks, daydreaming.
- When you finish one task check the results and then move on to the next. Keep going.

## **Socializing at Work**

Getting along with the people you work with is essential to effective and productive teamwork. A good start is having a positive attitude (page 4) that makes you the kind of person people want to be around. Additionally, finding allies – co-workers you can count on for direction and honest feedback – will be helpful to your fitting in.

To be sure that your “social” behaviour on the job is working for you, here are a few guidelines:

- Take an interest in everyone; don't exclude people or become part of a “clique”.
- Attend company activities such as sporting events, lunches, staff parties.
- Avoid gossiping, talking behind someone's back or taking “sides” in internal conflicts.
- Do not partake in discussions or “humour” that is sexist, racist, or otherwise offensive.
- Do not accept or be a passive observer in any form of workplace harassment.
- Do not ask coworkers to buy products from you, and be assertive if you don't want to buy from them.
- Accept coworkers as they are and avoid passing judgment on their lifestyle choices.

## **Taking Initiative**

Showing initiative is about going beyond simply “doing your job”. As you become experienced and more knowledgeable you will be expected to show initiative. That is, expected to take more interest in the work, become more adaptable, be able to anticipate what needs to be done and get on with it, and begin making suggestions on how to do things better.

The following checklist will help you assess how well you demonstrate initiative, as well as giving you suggestions for improvement.

### **Do you:**

- Begin new tasks before you are told?
- Look for work to fill any spare time?
- Make yourself available for extra work or overtime?
- Keep communication with superiors open?
- Make suggestions?
- Try to correct mistakes or problems?
- Work without supervision?
- Take on extra tasks such as helping with staff or charity events?
- Volunteer for committee work?
- Demonstrate a commitment to life-long learning?