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## PREVIEW | Off to a Good Start

■ How much do you already know about the material in this unit? Circle letters or words to correctly complete the sentences. Answers are upside down at the bottom of the page.

1. When you meet new people on the job, you should ( ask them to spell their names / shake hands with them ).
2. When you start work, you need to know the time allotted for ( your lunch break / reading the fax directions ).
3. An employee ( handbook / evaluation ) is a manual that explains work-related information.
4. An employee's *grievance* is a ( bonus / complaint ).
5. *Harassment* on the job is ( unwanted behavior / consideration ) by another.
6. It's important to remember your co-workers' names and to make note of their ( cars / responsibilities ).
7. On every paycheck, you will see that *deductions* have been \_\_\_\_\_ from your salary.
  - a. added
  - b. taken
  - c. borrowed
8. The letters *FICA* on your paycheck stub stand for
  - a. Federal Insurance Credit Association.
  - b. First Income Collection Agency.
  - c. Social Security.
9. Your *salary* is the same as your
  - a. gross pay.
  - b. net pay.
  - c. Social Security number.
10. A savings and loan business that serves company employees is called a
  - a. union office.
  - b. headquarters.
  - c. credit union.

Answers: 1. shake hands with them 2. your lunch break 3. handbook 4. complaint 5. unwanted behavior 6. responsibilities 7. b 8. c 9. a 10. c

**LESSON****1 The Importance of First Impressions**

When we meet another person for the first time, we get a quick idea of what that person is like. This is called a first impression. When you start a new job, others will judge you quickly. For that reason, it's important to think about the image you present. Remember these six simple guidelines:

*First, be sure your clothing is appropriate for the workplace.* If your clothes are too fancy, you'll look like you're trying to attract attention. If your clothes are too casual, it may appear that you don't think your workplace is important. Clothes that are too tight or revealing are never appropriate. Choose "middle of the road" clothes, such as a neat blouse or shirt and nice slacks. Try to remember how people dressed when you interviewed. (After your first day, you'll have a better idea of what's appropriate.)

*Second, when you meet others—men or women—look them in the eye and extend your hand for a handshake.* Smile in a friendly way and make an effort to remember the other person's name.

*Third, concentrate on learning your job throughout the day.* Direct your effort toward doing your tasks correctly. Don't worry if you can't do everything right on the first day. Show that you are trying hard and willing to learn. It takes a while to learn any job. Don't be shy about asking questions or asking for help. Your efforts will be noticed.



*Fourth, make sure to take breaks only when you're supposed to.* Don't be late back from lunch. Don't stretch out your breaks. Bad habits are easy to get into and hard to break.

*Fifth, don't expect special favors or ask for them.* Remember that you're one of a group of employees. Don't expect your supervisor to give you extra time or special attention.

*Sixth, try your best to do work that you're proud of.* Developing your own special skills and abilities can be an interesting challenge. When it comes to your job performance, never settle for "good enough." Try hard to do a little bit better every day. Over time, you'll discover that one of the most rewarding aspects of your life can be succeeding in the workplace.

■ **Thinking It Over:** Write **T** for *true* or **F** for *false*.

1. \_\_\_\_ You shouldn't offer to shake hands until the other person puts out his hand.
2. \_\_\_\_ Making eye contact is important when you meet someone new.
3. \_\_\_\_ You shouldn't expect special favors just because you're a new employee.
4. \_\_\_\_ Sometimes it takes a while to learn new job tasks.
5. \_\_\_\_ Men and boys greet each other with a handshake, but women don't.
6. \_\_\_\_ Your supervisor will notice if you're working hard.
7. \_\_\_\_ It's okay to take as much time as you like for lunch.
8. \_\_\_\_ Your supervisor won't mind if you go home early.
9. \_\_\_\_ Your boss will be impressed if you wear very dressy clothes to work.
2. To *put forth effort* means to
  - a. try your best.
  - b. take short breaks.
  - c. ask others to help you.
3. *Appropriate* clothing is always
  - a. suitable for the occasion.
  - b. stylish and expensive.
  - c. loose and comfortable.
4. You *extend* your hand when you
  - a. stretch it.
  - b. reach out.
  - c. make a fist.
5. *Allotted* time is
  - a. too much.
  - b. variable.
  - c. a certain amount.

■ **Everyday Math**

On his first day of work, Jake found out he had 45 minutes for lunch and two 10-minute breaks during the day. Altogether, how much of his 8-hour day did Jake spend *not* working?

\_\_\_\_\_ minutes

■ **Key Vocabulary**

1. A *first impression* is the opinion others have of you
  - a. after a long acquaintance.
  - b. when you first meet.
  - c. when they change their minds.

■ **On Your Own**

Tell how you could show your supervisor you are eager to learn.

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## LESSON

## 2 An Employee Handbook

When you start your job, your supervisor may give you an employee handbook to look over. If you don't receive one, it's a good idea to ask if a handbook is available. This booklet contains the basic information you'll need to know about your job and workplace. Usually, an employee handbook—sometimes called a *manual*—is fairly short and easy to read.

A typical handbook will tell you about company policies. It explains such things as time sheets and shift times, sick leave, vacations, official holidays, and the location of supplies. The purpose of the handbook is to answer questions that new employees might ask:

*How do I report my extra hours to be paid at the overtime rate? Where can I park, or how can I get a company parking permit?*

It may also explain how and when employee evaluations are conducted. These evaluations, sometimes called *performance reviews*, are special sessions when you and your work are judged by a supervisor.

The handbook may also explain safety precautions you should take to protect yourself in the workplace. The handbook explains what you should do if you're injured on the job. It will tell you where to find assistance and how to get emergency care if you've been exposed to chemicals. It may tell you where to find first aid supplies or how to help injured co-workers who are unable to help themselves.



The handbook may also offer information on filing a *grievance*—a complaint or concern. By following certain procedures, you can get your grievance addressed by the person or company that employs you. For example, one type of grievance may have to do with *harassment*. To be harassed is to be repeatedly bothered or annoyed by someone else on the job. It may be another employee who is pestering you to go on a date. Perhaps someone is touching you or hanging around you all the time. It might even be that someone is interfering with your work so you won't get credit for it. In any case, you don't need to feel helpless. If you decide to file a grievance, someone will investigate the problem and offer a solution.

Most employee handbooks give tips on how to become a valuable member of the workplace team. So read the whole book thoroughly the first or second day of your job. Ask questions of your supervisor if you don't understand something. It's a good idea to get everything clear in your mind before you begin. This information will help you to stay satisfied and safe on the job.

■ **Thinking It Over**

1. An employee handbook is provided in
  - a. all workplaces.
  - b. many workplaces.
  - c. the library.
2. The handbook may explain
  - a. employee evaluations.
  - b. other employees' records.
  - c. names of poor employees.
3. If you're not given an employee handbook, you can
  - a. write one yourself.
  - b. ask if the company has one.
  - c. buy one at the bookstore.
4. The purpose of the handbook is to
  - a. make you well-informed.
  - b. ensure that you'll get a raise.
  - c. give you the supervisor's home address.
5. You should study the handbook
  - a. at the end of the first week.
  - b. in the first two days on the job.
  - c. every day you work.
6. Reading safety precautions may prevent you from
  - a. getting injured.
  - b. being promoted.
  - c. being hired.

■ **Everyday Math**

Jonah's pay is \$8.75 per hour. He'll earn \$14.50 per hour for overtime per the employee handbook. He worked five eight-hour shifts and

three hours of overtime. How much did he earn that week?

\$\_\_\_\_\_

■ **Key Vocabulary:** Write a letter to match each **boldface** word with its meaning.

1. \_\_\_\_ **handbook**
2. \_\_\_\_ **precaution**
3. \_\_\_\_ **evaluation**
4. \_\_\_\_ **supervisor**
5. \_\_\_\_ **assistance**
6. \_\_\_\_ **grievance**
  - a. judgment
  - b. manager
  - c. help
  - d. complaint
  - e. manual
  - f. warning about safety hazards

■ **Recalling Details:** Name five types of information you may find in an employee handbook.

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■ **On Your Own**

A co-worker insists on going to lunch with you. Sometimes he or she takes a hold of your arm and won't let you walk away. Now the same co-worker has asked to be moved to the work space next to yours. What should you do?

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