

Contents

Section 1	Off to a Good Start	5
Chapter 1	The Importance of First Impressions	8
Chapter 2	The Employee Handbook	14
Chapter 3	Fitting In with Co-Workers	20
Chapter 4	Interpreting a Paycheck	26
Section 2	Learning the Job	33
Chapter 1	Impressing Your Supervisor	36
Chapter 2	Following Verbal Directions and Asking	42
	for Clarification	
Chapter 3	Reading Instructions: Using a Job Aid	48
Chapter 4	Teamwork and Cooperation	54
Section 3	Succeeding on the Job	61
Chapter 1	Measurements of Progress	64
Chapter 2	Benchmarks: Speed and Accuracy	70
Chapter 3	Taking Initiative	76
Chapter 4	Qualifying for a Raise	82
Section 4	Workplace Problems and Solutions	89
Chapter 1	Reliability: Tardiness and Absenteeism	92
Chapter 2	Handling Criticism	98
Chapter 3	Bringing Personal Problems into the Workplace	104
Chapter 4	Relationships with Co-Workers	110
Word List		116
Index		118



The First Two Weeks

Katie couldn't believe how quickly the past two weeks had gone by! That's how long she'd been at her new job. She was working as an administrative assistant at an accounting firm. And all in all, things were going pretty well.

Looking back, Katie thought about her first day. She'd filled out a lot of forms to sign up for health insurance and other benefits. She'd also been given a copy of the employee handbook. Her supervisor had



told her to read through it. It contained information about everything from paid vacation time to what employees were expected to wear.



During the first week, Katie had met all of the people in the office. She'd been a little nervous, but she didn't think her co-workers had noticed. She'd shaken hands confidently with each person. Since then, she'd worked with several



of them. Everyone had been great about training her and answering all her questions.

At the end of Katie's first week, two of her co-workers, Morgan and Lucy, had invited her to lunch. That had really made her feel welcome! But at the lunch, she'd learned much more about Lucy's personal life



than she wanted to know. And since then, Lucy had been stopping by her desk to chat. All this made Katie uncomfortable. She wasn't sure what to do.

But today, at the end of her second week, Katie had no worries. She'd received her first paycheck! Katie looked forward to many more weeks at her new job.

Year to Date 5,277.30 418.18	
5,277.30	
5,277.30	
418.18	
418.18	
418.18 4,859.12	
311.17	
1.17 0.00 5.96 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0	
105006	



CHAPTER 1

The Importance of First Impressions

When we meet someone for the first time, we get a quick idea of what he or she is like. The opinion we form is called a first *impression*. Usually, a first impression is formed within the first few minutes of meeting someone.

When you start a new job, your co-workers will judge you quickly. For that reason, it's important to think about the image you present. Do what you can to make sure the image you present is a good one.



Impression

A general feeling or belief. The *impression* you make on someone is what he or she remembers most about you.



Tips for Making a Good First Impression

- **Don't be late.** On your first day, arrive a few minutes early. You don't want to keep anyone waiting.
- **Look good.** Your appearance is the first thing people notice. Make sure you're well dressed and well groomed.
- **Smile!** Flashing a simple smile will help put everyone in a good mood.
- **Be polite.** Show that you're interested in what others have to say. And when you meet someone, use his or her name in the conversation. Doing so will help you remember names.
- Be yourself. Don't try to impress people by being overly friendly
 or acting like you know more than you do. Have confidence in
 who you are.

Making a Good First Impression

nice pair of pants. If you're

not sure what to wear, pay

1. Wear clothing that's appropriate for the workplace. If your clothes are too fancy or formal, it will seem like you're trying to attract attention. If your clothes are too casual or informal, it might seem that your work isn't important. And of course, it's never *appropriate* to wear clothes that are revealing—for instance, tight pants or a blouse with a low neckline. Choose basic, everyday clothes, such as a neat blouse or shirt and a

Proper or correct for the situation.



attention to what most of your co-workers wear. Also remember that in most cases, it's better to be dressed too formally than too casually.

Know the Dress Code

Most companies have a *dress code*. It tells employees what kinds of clothes they're expected to wear.

In many workplaces, the dress code is what's called *business casual*. Business casual allows you to look professional but be comfortable. Don't take comfort too far, though. What you wear to a sporting event or when going out with friends isn't usually appropriate for the workplace. And it's never appropriate to where clothing that's wrinkled, torn, or dirty. Keep in mind that your appearance on the job says a lot about your attitude toward your work.

