

HOW TO BE A PRO IN THE WORKPLACE

Making the Best Impression

- Punctuality: Coming in early and making sure you plan your journey effectively
- Attendance: Following the correct reporting and absence procedures
- Attitude: Showing a pro-active, friendly 'can do' attitude

Good Work Conduct

Good Behaviour

- Show colleagues respect and be friendly
- Act professionally at work and training courses
- Be polite and always follow company rules

Good Attitude

- Offer to help others
- Look for ways to improve your skills and the business
- Be a positive influence to others
- Find things to do if you've finished your tasks

Good Attendance

- Consistently arrive at work on time
- Give plenty of notice when you will not be in work due to lateness, sickness or holidays

Poor Work Conduct

Poor Behaviour

- Acting unprofessionally during training
- Answering back to work colleagues
- Negative body language e.g fidgeting, yawning
- Using mobiles during work
- Inappropriate internet use

Poor Attitude

- Doing nothing instead of looking for things to do
- Finding areas for improvement but not taking action
- Not offering help to others when needed
- Allowing your bad attitude to influence others
- Not concerned about being late

Poor Attendance

- Coming in late to work
- Being off sick repeatedly
- Not following the reporting procedure
- Not booking holidays correctly
- Not scheduling training dates correctly