

# KEYS TO EMPLOYABILITY



## ETHICAL BEHAVIOR

Succeeding on the job means following personal and professional codes of ethics, such as being honest, maintaining good attendance (and explaining any absences), starting work on time and being productive while at work, keeping confidential matters to yourself, avoiding gossip and disputes, following workplace rules and regulations, respecting your co-workers, and keeping your promises.

## COMMUNICATION SKILLS

Succeeding on the job means asking and answering questions, listening carefully to instructions, getting needed approval in advance, organizing your thoughts before speaking or writing, using more “we-messages,” using positive nonverbal communication, using correct spelling and grammar, observing proper etiquette in email, keeping personal business to a minimum, being tactful and pleasant in difficult situations, requesting more often than demanding, and keeping a sense of humor.



## MATURITY

Succeeding on the job means being ready to work as soon as the workday begins, working well alone or in teams, being dependable, accepting authority and supervision, accepting criticism without making excuses, accepting responsibility for your own work and actions, focusing on your work when at work, using your time wisely, appreciating the work of others, showing self-confidence, being tactful in your interactions with other people, and being patient with yourself and others.

## SAFETY AND HEALTH HABITS

Succeeding on the job means working safely at all times, including following all safety rules, wearing personal protective equipment, using the right tool for the job, identifying and reporting unsafe conditions, keeping tools and equipment in safe working condition, following the steps for safe lifting, knowing what to do in an emergency, watching out for the safety of other people, paying attention to your work and the area around you, practicing good personal hygiene, managing your personal stress, and avoiding shortcuts.

## LEADERSHIP

Succeeding on the job means helping others to reach their goals, recognizing your personal strengths and areas for improvement, building on your experiences (even the unsuccessful ones), recognizing the contributions of others, making a good first impression, taking advantage of leadership opportunities, and learning from others.

## CUSTOMER SERVICE ATTITUDE

Succeeding on the job means taking the concerns of other people seriously and responding to them promptly, being courteous and polite at all times, maintaining self-control, looking people in the eye, saying “please” and “thank you” often, and anticipating the needs of others.



## DECISION-MAKING SKILLS

Succeeding on the job means planning and organizing your work, identifying and working through (not around) obstacles, identifying alternatives and making choices, solving problems, and being creative and flexible in response to the changing demands of a job.

## INITIATIVE

Succeeding on the job means accepting more responsibilities when they are offered, learning more about your job, developing new skills, seeing things that need to be done and doing them without being asked, working to improve your performance, and identifying new opportunities for yourself and your employer.

## INTEGRITY

Succeeding on the job means following through with your commitments, being loyal to other people and to your employer, avoiding negative talk, maintaining the trust that others place in you, responding to requests and messages promptly, discussing concerns directly and honestly, respecting the roles and responsibilities of others in work processes, and sharing the rewards with the people who helped you achieve the results.

Resource Center for CareerTech Advancement  
a division of Oklahoma CareerTech  
resourcecenter@careertech.ok.gov



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## Customer Service Attitude

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## Leadership

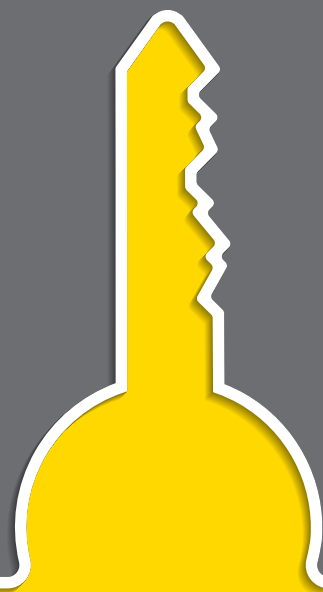
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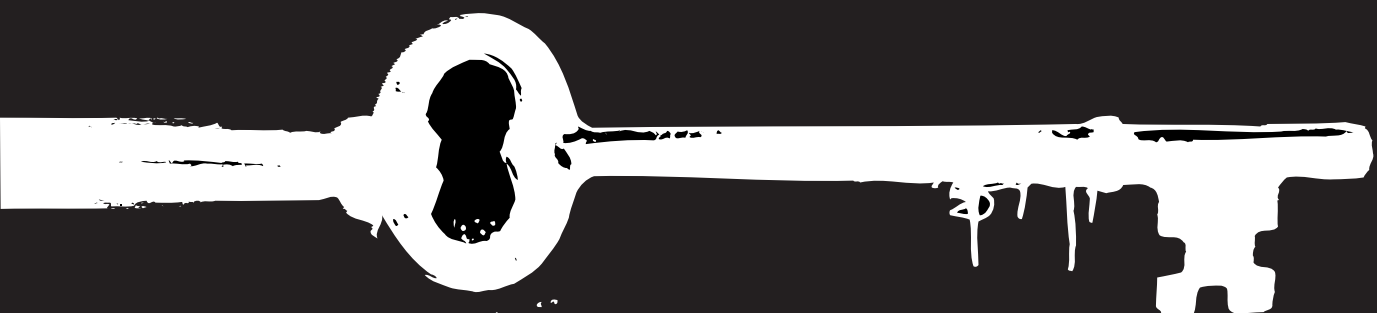
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# K is for KEY



## THE MYSTERY OF THE KEY TO SUCCESS



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## “Elementary”

The  
Solution  
Was  
Obvious



indispensable | ,indi'spensəbəl |

adjective

absolutely necessary: *he made himself indispensable to his employer.*

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