

# How to Get a Job and Keep It: Coach's Answers

## TOPIC: Balancing Work and Life

**1Q1: What is the best tool for managing projects and deadlines?**

1A1: A to-do list

**1Q2: True or False: Using a time-tracker program will help you to estimate the planning of projects.**

1A2: TRUE

**1Q3: Which of the following are examples of "Working Smarter, Not Harder?"**

1A3: A) Finding ways of being more productive, B) Eliminating "time-sucking" activities, C) Being careful of time spent socializing, or **D) All of the above.**

**CHALLENGE 1Q3: What are some of the benefits of "Working Smarter, Not Harder?"**

CHALLENGE 1A3: Less stress meeting deadlines, higher productivity for you and your team, improved efficiency in your work.

**1Q4: Name one benefit of using a to-do list.**

1A4: Possible Answers – A) Having a visual "snapshot" of the current workload, B) Ability to divide tasks into categories of importance or deadlines, C) Encourages stronger organizational skills, D) Gives a sense of accomplishment.

**1Q5: What resources can provide you with assistance in keeping balance between work and life?**

1A5: A) EAP (Employee Assistance Program), B) Speaking with your supervisor or HR, C) Speaking with a close friend or family member.

**1Q6: True or False: Work pitfalls include getting behind in work, tardiness, and lack of willingness to meet job requirements.**

1A6: TRUE

**1Q7: What are some personal issues we bring into work?**

1A7: Possible Answers – A) Health challenges, B) Family issues, C) Romantic relationship drama, D) Financial.

**CHALLENGE 1Q7: What questions should you consider before sharing personal issues?**

CHALLENGE 1A7: Will your employer be supportive? Is the situation something you're willing to discuss? Are you able to handle the situation during non-working hours?

## How to Get a Job and Keep It: Coach's Answers

**1Q8: Name the two categories all to-do tasks can be divided into.**

1A8: Deadline and open ended dates.

**1Q9: What are the benefits of good organizational skills?**

1A9: Spend less time searching for misplaced items, completing work in a timely manner, and it sends a positive message to colleagues.

**1Q10: True or False: Keeping phone numbers and often used data, using online organizers, and pop-up reminders are examples of using technology wisely.**

1A10: TRUE

**1Q11: Sam has trouble with staying organized and meeting deadlines. What tools can Sam use to help him to improve his organization skills?**

1A11: To-do list, time-tracker program, a calendar/organizer

**1Q12: Lauren is a productive employee and manages her workload with a to-do list. How does she benefit using this as an organizational tool?**

1A12: Able to view current workload, prioritize tasks, encourages organizational skills, sense of accomplishment.

**1Q13: Julia seems to be late for work almost every day. What can she do to help her get to work on time?**

1A13: Wake up earlier, get plenty of sleep, plan ahead, organize things the night before, have a set bathroom time goal, plan for possible transportation issues.

**1Q14: Cody is liked by his team. He stops by everyone's desk to say hello and loses valuable time doing this. How can we help Cody prevent losing valuable time?**

1A14: Limit the time spent saying hello to co-workers.

## How to Get a Job and Keep It: Coach's Answers

### TOPIC: Communication

**2Q1: True or False: Your “body language” can tell others that you are confident, energetic, and honest.**

2A1: TRUE

**CHALLENGE 2Q1: What are some good “body language” habits you should be aware of?**

CHALLENGE 2A1: Good eye contact, firm palm to palm handshake, matching verbal/nonverbal facial expressions, genuine smile, and avoid eye rolling/arm crossing

**2Q2: What available resources would be appropriate subjects for conversations with office peers?**

2A2: Local newspaper articles, reputable online news resources, professional business clubs, and trusted online sites.

**2Q3: What are the benefits of having a good attitude and demeanor at work?**

2A3: Gives the impression you care and have an investment in your professional relationship with work peers.

**2Q4: Name two ways you can help reduce the volume of emails?**

2A4: Ask if the email is necessary and can the conversation be conducted by IM or phone.

**2Q5: What happens if you leave an email subject line blank?**

2A5: The email might be viewed as SPAM.

**2Q6: Name two effective email subject line leads to grab the recipient's attention.**

2A6: Possible answers: URGENT, ACTION REQUIRED, UPDATE, or REVISED.

**2Q7: Name two of the preferred ways to close an email message.**

A7: Regards, Sincerely, All the Best, and Thank You.

**2Q8: What should you check when proofing before sending an email?**

2A8: Grammar, spelling, and punctuation.

**2Q9: As an active listener, what are some ways you can be more effective in this skill?**

2A9: Watch body language, be relaxed, never interrupt, ask questions for clarification, and feel what the speaker is feeling.

## How to Get a Job and Keep It: Coach's Answers

**2Q10: When it comes to looking professional, name two things to avoid.**

2A10: Possible Answers: Wet hair, unmanaged facial hair, strong scents, wrinkled clothing, denim jeans with holes, and "noisy" accessories.

**2Q11: What is the "Verbal Modeling" law of human nature?**

2A11: It's the matching the other person's tone and volume.

**CHALLENGE 2Q11: If the person you are interacting with is speaking loudly, what can you do to help lower it?**

CHALLENGE 2A11: Speak beneath their volume, just enough to make them aware of their volume.

**2Q12: Martha is a 20 year veteran with her organization. Her conversations tend to always be about life events outside of work. What are some resources Martha could use to keep her conversations more appropriate?**

2A13: Reputable online news sources, local newspaper articles, professional business clubs, LinkedIn.

**2Q13: Britt is a great communicator and uses email for all correspondence. To prevent his email account from reaching the allowable limit, how can Britt help to reduce the volume of emails he sends?**

2A13: Is the email really necessary or can he communicate this via IM or phone?

**2Q14: Anita needs to share sensitive information with her supervisor. What is the best way she should do this?**

2A14: In person if possible so she can convey empathy, compassion, and understanding.

**2Q15: Anthony took an online communications course, but is still unsure how to be an active listener. What skills does he need to be effective in this skill?**

2A15: Never interrupt, ask questions for clarification, watch his body language, be relaxed, and show empathy.

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### TOPIC: Workplace Etiquette

**3Q1: When meeting a person for the first time, how long does it take for them to form a first impression?**

3A1: 7 seconds

**3Q2: Name two things to consider when you're in a tough situation with a peer.**

3A2: Possible Answers – A) Don't sink to their standard, B) Be tactful, C) Avoid personal remarks, D) Accept responsibility for your actions, E) Be discreet and compassionate with criticism, F) Never raise your voice.

**3Q3: True or False: It's a good idea to return all phone call messages within 24 hours.**

3A3: **FALSE.** It's OK to take up to 24 hours to return a call.

**3Q4: What should you do first before placing a caller on a speaker phone?**

3A4: Ask the person on the line if it's OK.

**3Q5: What is the maximum length of time you should take to return emails?**

3A5: 24 hours.

**3Q6: True or False: It's OK to arrive at a meeting 10 minutes late.**

3A6: FALSE.

**3Q7: Even if there's a slight overlap between meetings, is it OK to leave one meeting to attend another?**

3A7: NO

**3Q8: When meeting a person for the first time, what should you do to form a favorable first impression?**

3A8: Use their name 3 times in the first conversation.

**CHALLENGE 3Q8: What are some other ways to make a favorable first impression?**

CHALLENGE 3A8: Write down their names or ask for a business card.

**3Q9: Name three things to avoid doing while attending a meeting.**

3A9: Possible Answers – A) Checking cell phone messages, B) Texting, C) Looking bored, D) Having side conversations.

## How to Get a Job and Keep It: Coach's Answers

**CHALLENGE 3Q9: What are some other behaviors that are not appropriate in a meeting?**

CHALLENGE 3A9: Possible Answers – A) Dominating the meeting, B) Interrupting the speaker, C) Not paying attention, D) Falling asleep.

**3Q10: Name two courtesies you should demonstrate when interacting with others in their office space.**

3A10: Possible Answers – A) Wait to be seated, B) Never interrupt a phone call, C) Avoid gesturing when they are on a phone call, D) Don't borrow their desk for lunches.

**3Q11: True or False: It's important to always keep all common areas, including kitchens, clean and tidy.**

3A11: TRUE.

**3Q12: Name three personal habits that may be annoying to others in the workplace.**

3A12: Possible Answers – A) Chewing gum, B) Body odor, C) Bad breathe, D) Too much cologne or perfume, E) Constant sneezing or coughing, F) Yawning.

**3Q13: Gail is meeting Kyle, a director for his organization. How should Gail make a good first impression this meeting?**

3A13: Use Kyle's name 3 times, write down his name, ask for a business card, offer her business card if available.

**3Q14: Neal is having a tough time dealing with criticism about a project from his boss. What approach should Neal use in dealing with the criticism?**

3A14: Recognize the comments, discuss them politely if he disagrees, defer to his boss's opinion when there is no compromise in the disagreement.

**3Q15: Benjie was out of the office yesterday and needs to reply to a number of emails. What etiquette guideline should he use in replying to them?**

3A15: Reply within 24 hours, check for grammar and spelling, formatting, and re-reading before sending.

**3Q16: Marva needs to attend two mandatory meetings, but they overlap with each other. How should she handle this situation?**

3A16: Notify both organizers in advance and explain the situation.

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### TOPIC: Networking 101

#### **4Q1: What are two benefits for building your professional network?**

4A1: Possible Answers – A) Help find a job, B) Staying relevant in your career field, C) Access to professional organizations/groups, D) Access to training or networking events.

#### **4Q2: When making a good first impression, what three skills (behaviors) should you be aware of and improve on?**

4A2: Good posture, eye contact, and proper handshake.

#### **4Q3: What are some things you can do to boost your profile on LinkedIn?**

4A3: Use a professional photograph, have a catchy headline, use keywords, list relevant skills, volunteer work, and showcase projects you've worked on.

#### **4Q4: The average person has how many people in their social network. Is it A) 217, B) 350, C) 634, or D) 1500?**

4A4: 634

#### **4Q5: When should you start building your network?**

4A5: Now!

#### **4Q6: What are the three factors in determining a firm handshake?**

4A6: 1.) Keep fingers together, thumb up, and open. 2.) Slide your hand into the other person's hand and squeeze firmly. 3.) After the shake, release after 3 seconds.

#### **4Q7: What are some ice breaker topics you can start with if you feel uncomfortable initiating a conversation?**

4A7: Current events, sports, hobbies, and commonalities; what's happening at the event you're attending.

#### **4Q8: What is the average length of an elevator speech?**

4A8: 20 seconds

#### **CHALLENGE 4Q8: What should be included in your elevator speech?**

CHALLENGE 4A8: Your goals, what's beneficial to their company, and what makes you unique.

## How to Get a Job and Keep It: Coach's Answers

### **4Q9: Give an example of how to initiate conversations with your networking contacts?**

4A9: Possible Answers – A) "Have you heard of any openings or opportunities with your company?" B) "I saw a posting for the XYZ position." C) "Do you know anyone in that department?" D) "I'm looking for a career as a XYZ. Can you give some insight or possible leads?"

### **CHALLENGE 4Q9: What steps should you take to open doors with network contacts?**

CHALLENGE 4A9: 1.) Make a list of connections that can help you find a job. 2.) Email each of them and make it clear what you're looking for. 3.) Include your resume'.

### **4Q10: How can you make additional LinkedIn connections?**

4A10: Join groups that are relevant to your vocation or similar industries.

### **4Q11: Tonya is a student at a local community college. She joined LinkedIn and needs help with building her network. What LinkedIn connections will help her?**

4A11: LinkedIn professional organizations, and college peers and professors.

### **4Q12: You feel uncomfortable initiating conversations with strangers. What are some good ice breaker topics to ask?**

4A12: Hobbies, current events, workshops you're attending.

### **4Q13: Judy needs help with boosting her profile on LinkedIn. What should she do to get the most out of LinkedIn?**

4A13: Use a professional photo, have a catchy headline, use popular keywords in her summary, and list relevant skills.

### **4Q14: Jamaal has a list of connections that will help him find a job. Give an example of how he needs to initiate the conversation.**

4A14: "Have you heard of any openings or opportunities with your company?", "I saw a posting for the XYZ position. Do you know anyone in that department?", "Can you give some insight or possible leads?"



## How to Get a Job and Keep It: Coach's Answers

### TOPIC: Soft Skills Matter!

**5Q1: What two soft skills are considered by employers when it comes down to two candidates for a position?**

5A1: 1.) Being a team player. 2.) Flexibility

**5Q2: What is the definition of problem solving or critical thinking?**

5A2: It's the ability to use facts, data, and knowledge to effectively solve problems.

**5Q3: Feeling happier, more successful and a fuller, stress-free life are results of what skill?**

5A3: Good time management.

**5Q4: True or False: Your ability to resolve the conflict depends on being able to identify and handle it sensibly, fairly, and efficiently.**

5A4: TRUE

**CHALLENGE 5Q4: What are the consequences of avoiding workplace conflict?**

CHALLENGE 5A4: Communications and teamwork are strained, and it can affect your productivity.

**5Q5: Name two values employers look for in productive employees?**

5A5: Taking initiative and self-motivated.

**5Q6: How can you build soft skills that you feel would be valuable to share with an employer?**

5A6: Build mini-stories or specific examples of how you dealt with specific tasks to help the interviewer understand your skills.

**5Q7: Making eye contact, body language, public and conversational speaking, are several traits of what soft skill?**

5A7: Effective communications

**5Q8: What five steps are needed to ultimately ensure a positive resolution to a conflict?**

5A8: 1) Identifying the causes, 2) State reasons for working on it and why, 3) Communicate how you want it resolved, 4) Address it face-to-face, 5) Stick to the plan.

## How to Get a Job and Keep It: Coach's Answers

**5Q9: True or False: Leadership skills should only be used by employees who are interested in getting ahead.**

5A9: FALSE

**CHALLENGE 5Q9: When observing the leadership traits of your supervisor, what are some things you can do to begin mimicking them?**

CHALLENGE 5A9: Lead small group discussions, set the example, have a positive attitude, have one-on-ones with your supervisor.

**5Q10: What are some of the ways to demonstrate greater levels of responsibility?**

5A10: Finish work on time, volunteer for additional tasks, and develop your career skills.

**5Q11: Sabrina is a production manager for Big Widget manufacturing. She is strong in her problem solving and critical things skills. What is meant by this?**

5A11: It's the ability to achieve a sensible solution in a reasonable amount of time.

**5Q12: Tamara practices good time management at work and benefits from this. What are the benefits from this skill?**

5A12: It make her feel happier, successful, and a fuller stress-free life.

**5Q13: Dale has an interview coming up and needs to build up some of his soft skills. How can he do this?**

5A13: He can build mini-stories around examples of dealing with specific tasks or issues.

**5Q14: Van will be attending a class on essential skills for good listening. What will he learn from the class?**

5A14: Paraphrasing and asking questions, taking notes, never interrupting other people, paying attention to the speaker's body language.

# How to Get a Job and Keep It: Coach's Answers

## TOPIC: Managing Work Relationships

### **6Q1: What are the benefits of developing relationships with peers?**

6A1: Possible Answers: Information, connections, sense of accomplishment through their support, help when needed.

### **6Q2: True or False: 35% of a manager's time is spent resolving conflicts.**

6A2: FALSE – The correct answer is 25%

### **6Q3: What are some common causes of conflict in the workplace?**

6A3: Communication, values, differing interests, resources, personalities, bad performance.

### **6Q4: What are the most productive forms of addressing conflict?**

6A4: Collaboration or compromising.

### **CHALLENGE 6Q4: Name two prevention strategies to minimize conflict.**

CHALLENGE 6A4: Possible Answers – A) Think, then speak, B) Document the issue, C) Be friendly, D) Don't over react, E) Take control.

### **6Q5: What percentage of Americans believe in having friends at work?**

6A5: 67%

### **CHALLENGE 6Q5: Name two things you can do to keep friends from interfering with work.**

CHALLENGE 6A5: Have boundaries, maintain discretion, don't let friends pawn off their work on you, don't share personal life activities, avoid cliques, keep a professional attitude.

### **6Q6: What are some strategies you can use to help create "positive politics?"**

6A6: Ask for counseling from management, perform acts of kindness, do important tasks, and be friendly, courteous, and use good manners.

### **6Q7: What are some positive actions you can use to promote your team's successes in your network?**

6A7: Promote achievements, improve relationships, attract attention for opportunities, or gain access to helpful information.

### **6Q8: Who are some of the difficult people often encountered in an office setting?"**

6A8: "Toxic" coworkers, Bad bosses, Bullies, and Negative people.

## How to Get a Job and Keep It: Coach's Answers

**6Q9: What are the four attributes for a successful career?**

6A9: 1) Play well, 2) Support team building, 3) Manage gossip, 4) Contribute ideas.

**6Q10: True or False: Devoting 5 minutes a day is a good foundation for workplace relationships.**

6A10: TRUE

**6Q11: Coleman tries not to get involved in office politics. While avoiding the bad, what good office politics can he benefit from?**

6A11: Gaining access to important information, being considered for opportunities, improved relationships, and boost how the team is viewed by others.

**6Q12: Wanda has several close friends she works with, but the relationship interferes with her work. How can she prevent this from happening?**

6A12: Create boundaries, use discretion, don't let them pawn off their work on you, and keep personal activities out of work.

**6Q13: Latisha is faced with resolving a conflict. What steps should she take to ensure a positive outcome?**

6A13: Be clear of the causes, agree to differing perceptions, why you want the conflict resolved, reason to work on it, how you want it resolved, take time out and resume later if needed.

**6Q14: Ron's biggest challenge as a manager is handling and resolving conflict. What are the risks involved to the team if Ron doesn't take care of the conflict?**

6A14: Lower performance and morale, and a risk of increased absenteeism.