

Transcript

0:02

welcome to PC works navigating employer

0:06

expectation presentation today we are

0:11

going to talk about what do employers

0:13

commonly want how to meet their

0:16

expectations and what to do when there

0:18

is trouble meeting their expectations so

0:22

what is an expectation an expectation is

0:25

the belief that someone will or should

0:26

achieve something you have to prepare

0:29

mentally for the face-to-face session

0:30

imagine yourself in their shoes and

0:32

think about what you would be expecting

0:34

this will help you to better understand

0:36

the employer expectation of employees

0:38

employer expectations are things that

0:41

they expect from their employees like

0:42

better skills good work performance

0:45

effective strategies practical ideas

0:47

which finally can help the organization

0:48

grow and prosper can you come up with a

0:54

list of common expectations employers

0:56

expect from their employees in today's

0:58

global business environment hiring and

1:01

keeping the right employee is one of the

1:02

most difficult jobs a manager has often

1:05

leaders focus on the skill set needed to

1:08

get the job done right and overlook

1:09

basic skills and personality traits

1:11

critical to being a valued and

1:13

productive team member the consequences

1:16

of a bad hire can be steep personality

1:18

clashes project failures and even firing

1:22

Wow every employee has unique mix of

1:25

skills and personality traits there are

1:27

common webs that every hiring manager

1:29

should look for employees act as an

1:32

important part in the growth of the

1:34

organization this is the reason why most

1:37

of the successful companies always

1:39

encourage employee engagement they

1:42

provide their employees with extra perks

1:43

benefits and opportunities to learn and

1:46

grow with all such facilities the

1:48

employee would feel important and works

1:50

even harder and better for the

1:52

organizational success this is a win-win

1:54

solution for both the employer and the

1:56

employee thus helping their business

1:58

grow here's a list of work values the

2:01

employer looks for in employees

2:05

results-oriented individuals are focused

2:07

on making things happen no matter the

2:09

challenge of the roadblocks

2:10

this means you dig through projects and

2:13

figure out how to obtain the desired

2:14

results in addition you stay resolute

2:17

and focus on each project meet deadlines

2:19

and deliver value to the organization

2:23

being dependable means that you do what

2:26

you say you will do employers value

2:28

employees who come to work on time take

2:31

responsibility for their actions and

2:33

behaviors in addition employers know

2:36

that dependable and responsible

2:37

employees value their job job

2:40

expectations and their performance level

2:44

the ability to work under pressure

2:46

involves dealing with constraints which

2:48

are often outside your control these

2:50

might be resources or time constraints

2:52

the difficulty of a task or having

2:54

insufficient knowledge required to

2:55

complete the task even unforeseen

2:57

changes or problems effective planning

3:00

and time management to mitigate or a

3:02

love for unexpected problems for example

3:03

can reduce the likelihood of some

3:06

unexpected situations occurring but will

3:08

not completely derail them they're

3:10

adaptable adaptable to change work

3:14

environments are forever evolving and

3:16

particularly in the digital age the pace

3:18

of change is increasing not only can we

3:21

work faster due to technology but

3:23

technology can disrupt industries

3:24

markets and companies companies that

3:26

were once pretty stable often will have

3:28

to change their strategy to complete and

3:30

stay relevant employers want to know

3:32

that if they employee you you will be

3:34

able to deal with the change in a

3:35

positive and flexible way many employers

3:40

believe that having a positive attitude

3:42

is more important than the knowledge and

3:44

employee brings to the table a positive

3:46

attitude is infectious it spreads it

3:49

spreads to all others in the workplace

3:51

also if you're a positive person you

3:53

tend to be more curious about things as

3:55

a result your job performance is usually

3:58

better than a negative person because

4:00

you're always looking for new ideas that

4:02

yields higher productivity levels being

4:06

reliable and trustworthy means that you

4:08

do what you will say you will do

4:09

employers value employees who come to

4:12

work on time and take responsibility for

4:14

their actions and behaviors and in

4:16

employers know that dependable and

4:18

responsible employees value the job job

4:21

expectations and their performance level

4:24

entrepreneurs are innovators they are

4:27

always trying to figure out new ways to

4:29

accomplish tasks entrepreneurs like

4:31

change because change often brings a

4:33

plethora of opportunities the essence of

4:36

this attitude is that you are able to

4:38

anticipate change and formulate

4:40

innovative responses to change that will

4:42

result in success asking questions isn't

4:46

a sign of weakness it's a way of getting

4:48

clarity to make the right decisions and

4:50

take the right course of action don't be

4:53

afraid to speak up and ask questions as

4:55

it will help you to be engaged with

4:57

important issues and will provide

4:58

transparency for the direction of you

5:01

and your teammates soft skills are those

5:05

characteristics that can help you

5:07

function as an individual think

5:09

motivation self-confidence flexibility

5:11

as well as within a group

5:13

teamwork negotiation respect when it

5:16

comes to workplace success these skills

5:18

are key after all you can't show up on

5:20

time speak up for yourself or get along

5:22

with your peers chances are you're not

5:24

going to have the very excludes go at it

5:27

you can be trained on products or

5:28

services but you can't train someone to

5:30

have integrity resiliency self

5:33

confidence work ethic etc if you are an

5:36

employee who has just started out a

5:37

career and joined a company working on

5:40

improving the rate rates can help you in

5:42

the long run knowing the best qualities

5:45

of employees may help you find stronger

5:47

foothold in the company increase your

5:49

chances of getting promotions and

5:50

success as a potential employee you have

5:53

to recognize the qualities as they are

5:56

an asset to the organization the future

6:00

of employer employee relationships is

6:03

all about mutual benefit and fair value

6:05

exchange

6:06

you've been trucking along at work

6:08

arriving on time grabbing your cup of

6:10

morning job working through the morning

6:12

and into the afternoon and heading home

6:14

after a long day's work as far as you

6:17

know all is going well you don't

6:19

necessarily jump up and down with joy

6:21

each day about your job but you still

6:23

put in the time in required effort and

6:25

you feel you're doing good work then to

6:29

your surprise your manager ask to meet

6:30

with you one afternoon to discuss your

6:32

performance after the meeting you feel

6:35

defeated and surprised because your

6:37

manager isn't happy with your current

6:38

level of performance sometimes as an

6:41

employee our perspective on our

6:43

performance will be different than that

6:45

of the managers if this happens to you

6:48

be proactive to improve or evaluate your

6:51

performance to save yourself a lot of

6:53

headaches and heartache in the long run

6:55

you'll be able to decide if it's worth

6:57

it to take action to improve your

6:58

performance or if it's better to make

7:01

the choice to leave your current

7:02

position on your own accord before the

7:04

company asks you to leave

7:07

interpersonal skills cover the

7:09

interaction in exchange of information

7:11

between two or more people

7:13

this can be verbal and/or nonverbal

7:16

communication many soft skills requires

7:18

strong interpersonal skills such as

7:21

conflict resolution negotiation teamwork

7:24

empathy decision-making and

7:27

problem-solving so why is it important

7:30

to develop these interpersonal skills

7:32

it's important to develop these

7:33

interpersonal skills because you

7:35

interact with others regularly it's

7:37

essential for networking career

7:39

development relies on it employers look

7:42

for this as a skill active listening is

7:46

when you listen beyond the words being

7:47

spoken you understand the message that

7:49

is being communicated during

7:51

conversations a lot of the time the

7:53

listener is thinking about how they're

7:54

going to respond rather than

7:56

concentrating on what the speaker is

7:57

saying by really listening you can

8:00

provide a more thoughtful answer that

8:01

takes the speaker's thoughts and

8:02

opinions into account your body language

8:07

may be sending out negative

8:08

communication signals for example

8:10

hunched shoulders hand in your pockets

8:12

looking down suggests you don't have

8:14

much confidence in which are saying

8:15

folded arms might seem like you're not

8:17

open to the other person's opinions and

8:19

pointing your fingers may look

8:21

accusatory or defensive your body

8:23

language needs to show you're engaged

8:25

and open to conversation

8:28

to be empathetic means that you're able

8:30

to identify and understand others

8:33

emotions ie imagining yourself in

8:35

someone else's position understanding

8:37

how people will feel will help you

8:39

communicate your thoughts and ideas in a

8:41

way that makes sense to others and it

8:43

helps you understand others when they

8:45

communicate some job descriptions can be

8:50

misleading when you first read them so

8:52

it's important to know exactly what

8:53

you're getting yourself into

8:55

there is nothing more frustrating than

8:57

thinking you're being hired to manage

8:58

client relationships and promote a new

9:00

product offers and then find yourself

9:02

sitting in a desk making cold calls from

9:04

9:00 to 5:00 every day you feel tricked

9:06

cheated and angry at one time or another

9:09

we have all been victims of the

9:11

ambiguous job descriptions while caught

9:12

up in the job hunt next time you come

9:14

across one dedicate a few more minutes

9:17

in order to understand what exactly the

9:19

job is asking the asking of you hiring

9:22

managers have their wish list of

9:23

particular qualities of a good employee

9:25

when considering who will be an asset to

9:27

their team a brief summary of the job

9:31

duties and responsibilities this section

9:34

describes what you would do at the job

9:36

take a close look would you enjoy this

9:38

work look for matches with the

9:40

experience on your resume some job

9:42

postings will phrase the

9:43

responsibilities and sprawling turns

9:45

example leave the team generating XYZ

9:48

while others will provide a more

9:50

granular details examples create weekly

9:52

reports if some bullet points don't free

9:55

seem familiar that doesn't necessarily

9:57

mean you shouldn't apply but if you're

9:59

widely unfamiliar with all the

10:01

responsibilities it could be a sign that

10:03

this isn't the best spot for you

10:06

preferred qualifications also sometimes

10:10

called requirements or experience this

10:13

section of the job description details

10:15

the accomplishments and skills an

10:16

applicant should have you may see things

10:19

here like high school graduate prior

10:21

experience in here's where you'll find

10:23

the details on the background the

10:25

employer is looking for including prior

10:27

experience and accomplishments at other

10:28

jobs education and soft and hard skills

10:31

it's not a deal-breaker if you do not

10:33

have all the qualifications listed but

10:36

ideal it you should have most in the

10:37

majority will be at least familiar to

10:39

you

10:41

information about the company in

10:43

addition to reading the company's

10:45

website and other materials it is also

10:47

important to research the company if you

10:49

have any questions about their

10:51

philosophy or mission statement take the

10:53

time to research being educated about

10:55

the company at large benefits the

10:57

applicant in a number of ways from

10:59

appearing dedicated and conscientious to

11:01

creating clarity and personal and

11:03

professional goals some ideas for places

11:06

and ways to research the company are as

11:08

followed type the name of the company or

11:12

organization into Google create a

11:14

LinkedIn profile and search for the

11:16

company name Network and communicate

11:18

with peers family members and

11:20

instructors regarding our interest in

11:22

this company and determine if others

11:24

have information on the company search

11:26

for and read company reviews on sites

11:29

like Google glass door indeed Yahoo or

11:32

Yelp key questions used to understand

11:36

job descriptions in my working solo or

11:38

on a team most job descriptions will

11:41

tell you if you're working on a team or

11:43

by yourself think what do I prefer can I

11:46

work solo or do I prefer working with

11:48

others do I need any particular skills

11:51

most of the time companies will require

11:53

you to simply be able to jump in and

11:55

learn the technical skills however if a

11:57

particular skill is required don't lie

11:59

if you do not have it obviously they

12:01

will eventually figure it out any jargon

12:04

or technical terms companies tend to use

12:07

big terms to master responsibilities as

12:09

a job holds if you're unsure of a word

12:11

take some time to google it or ask for

12:13

clarification regardless it's always a

12:16

good idea to do a little research to get

12:18

a good idea of the work you will be

12:20

doing is this job labor intensive

12:23

does it involve customer service or an

12:25

administrative role do I match 75% of

12:28

the requirements don't get too hung up

12:31

on meeting every single requirement go

12:33

ahead and apply if you feel like you

12:35

made at least 75% of their requirements

12:37

recruiters will often make exceptions

12:39

for a candidate that is a good overall

12:41

fit for the company and position as you

12:44

review any section of the job

12:46

description keep in mind that the most

12:48

important items are probably listed

12:50

towards the top if you fit the first

12:52

four experience requirements but

12:54

the bottom ones there's still a cause

12:56

for celebration remember with many job

12:59

postings it's impossible to for any

13:01

single person to match perfectly breed

13:04

with an eye towards what's essential for

13:06

our applicants and what's a nice to have

13:08

or soft skill be on the lookout for

13:10

repetition does this job post reference

13:13

self-starters under qualifications but

13:15

then meant to mention a project that

13:18

applicants will be independently develop

13:20

a responsibility section that's a

13:22

tip-off that the application applicants

13:24

should be comfortable working without a

13:26

supervision in a leader in a leadership

13:28

role these next few slides are going to

13:32

explore what to do when you're not

13:34

meeting and employers expectation seek

13:37

training and education ask your manager

13:39

for training or suggestions on resources

13:41

that could help you improve in the work

13:43

areas that were identified as your

13:45

problem areas mentally prepare yourself

13:48

before the conversation performance

13:51

discussions are simply a way for you to

13:52

receive information and feedback about

13:54

how you're performing in a particular

13:56

position within the company this isn't

13:59

an evaluation of your personal worth or

14:01

how you'd prefer in a different position

14:02

or with a different company

14:04

don't take the feedback too personally

14:06

instead use the information as you see

14:09

fit to improve on your job and

14:10

interacting with your co-workers take an

14:13

honest look in the mirror it's hard to

14:15

admit that we might be struggling at

14:17

work or that our performance isn't what

14:19

we'd like it to be after I having a

14:21

heart-to-heart with yourself get clear

14:22

on whether or not there's anything and

14:24

your managers perspective that is valid

14:26

if there is you'd like to remain in your

14:28

role and take action to improve think

14:31

before you react when receiving poor

14:33

work performance reviews it can stir

14:36

some emotions that can quickly surface

14:38

if this happens to you do your best to

14:40

take a deep breath and count to three

14:42

before you react with it outbursts that

14:44

may make matters worse it's best to take

14:48

the time to listen to your managers

14:49

input and allow yourself a few days to

14:51

process the information before reacting

14:54

or responding demonstrate that you're

14:57

willing to change take the take the

15:00

information that has been provided to

15:02

you and use that to improve

15:07

some additional things you can do when

15:09

you're not meeting employers

15:10

expectations so taking the high road

15:13

regardless of what happens people will

15:15

remember when you deal with situations

15:17

with grace integrity and dignity they

15:19

will also remember when you're handling

15:21

situations in such a way that could hurt

15:22

you in the long run sometimes an

15:24

employee's perspective of his or hers

15:26

performance will be different than that

15:28

of their managers if this happens to you

15:30

be proactive to improve or evaluate your

15:33

performance to save yourself a lot of

15:34

headaches in the long run be open if

15:39

personal issues are impacting your job

15:41

if the performance concerns are

15:43

relatively recent and they're due to

15:44

some personal issues you're dealing with

15:46

like a divorce personal or family

15:48

illness or other life impacting events

15:50

consider sharing the highlights with

15:52

your manager you do not need to go into

15:54

a lot of detail but life happens and

15:56

many managers will give you some space

15:58

and time to deal with your personal

15:59

issues understanding that your

16:01

performance will return to normal once

16:03

the issues are under control or have

16:05

been dealt with ask others for

16:07

assessments if you disagree with your

16:09

managers assessment of your performance

16:11

considering consider asking some trusted

16:13

friends or peers for their perspective

16:15

you're looking for honest feedback to

16:17

assess whether or not others see what

16:19

your manager sees based on their

16:21

feedback you might be able to identify

16:23

areas for improvement or changes you

16:25

need to make in your current position be

16:28

honest for and ask for what you need you

16:30

might be surprised by your managers

16:32

frustration because the feeling is

16:34

mutual

16:34

if you'd like to stay in your current

16:36

position longer and want to attempt to

16:38

make it work be honest with your manager

16:40

and ask for what you need this will

16:42

include clarification of your roles and

16:44

responsibilities it's hard to do your

16:46

work effectively if you're not clear on

16:48

what you're actually supposed to be

16:49

doing and if nothing else works chalk it

16:52

up to a learning experience in some

16:54

instances you might be unfortunate

16:56

enough to be stuck with a poor manager

16:58

and there's not a lot that you can do

17:00

but move on if this is the case you

17:02

consider that you can consider this as a

17:04

learning experience about what not to do

17:06

if you become a manager yourself one day

17:09

in conclusion if you work to develop

17:12

these skills that employers expect

17:14

regardless of your responsibilities your

17:16

industry or what the work you're doing

17:19

each day taking a positive approach

17:21

towards employers expectations will help

17:24

you become successful in each position

17:26

you do