
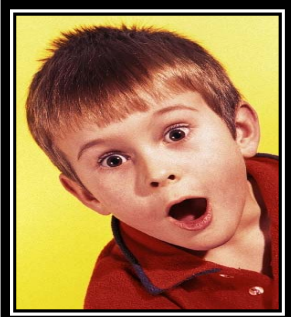


“Professional Etiquette”

The Art
of
Interning




NOW WHAT?? THEY GAVE ME THE JOB!



- Define what you want when you don't know!
- Define what you want when you do know!
- Know what you want before you go!
- Make sure you learn so you know for the next time!

Generations in the Workplace

- There are Four Generations in the Workplace:
 - **Traditionalist – Born 1922-1943**
 - Hard working
 - **Baby Boomers – Born 1944 – 1960**
 - Workaholic
 - **Generation X – Born 1961 – 1981**
 - Only work as hard as needed
 - **Generation Y (Millennial) – Born 1982 – 2000**
 - Many jobs, all used to further and explore who they are



MULTIPLE GENERATIONS @ WORK

Five Generations Working Side by Side in 2020

TRADITIONALISTS <small>Born 1922-1943</small>	BOOMERS <small>Born 1946-1964</small>	GEN X <small>Born 1965-1976</small>	MILLENNIAL <small>Born 1977-1997</small>	GEN 2020 <small>Around 1997</small>
Great Depression World War II Disciplined Workplace Loyalty Move to the 'burbs Vaccines	Vietnam, Moon Landing Civil/Women's Rights Experimental Innovators Hard Working Personal Computer	Fall of Berlin Wall Gulf War Independent Free Agents Internet, MTV, AIDS Mobile Phone	9/11 Attacks Community Service Immediacy Confident, Diversity Social Everything Google, Facebook	Age 15 and Younger Optimistic High Expectations Apps Social Games Tablet Devices

Each generation brings its own view of the world, which creates both opportunities and threats to businesses. **This demands Generational Intelligence!**

MULTIPLE GENERATIONS @ WORK SURVEY

THINGS TO REMEMBER

Tips, Ideas and guidelines to help make your internship a success!



THINGS TO REMEMBER:

- **Make sure you get a copy of your Position/Job Description**
 - Take a look at what they want you to do and compare to what you are doing and keep notes of tasks.
 - Use the descriptions to update your resume. Focus on the keywords – *Requirements, Skills, Qualifications*
- **Find the Value in What you are Doing!**
 - You put in what you get out of this experience.

*Opportunities multiply as they are seized. - Sun Tze
The Art of War*

THINGS TO REMEMBER:

- **Always update your resume as you do tasks or assignments. (Don't EMBELLISH)**
 - Keep a journal of duties performed:
 - **FILING** – coordinating and organizing statutorily mandated documents for usage and referencing by the public, private organizations and public officials.
 - **ANSWERING THE PHONE** – Aiding general public with inquiries regarding the services rendered by (insert Department name or division).
 - **TAKING NOTES** – Chronicling information for agency usage regarding projects and in conjunction with open records and divisional policies.
 - **CUSTOMER SERVICE** – Rendered services to both the public and fellow agency employees regarding (insert project working on).

THINGS TO REMEMBER:

- **Make the most of your assignments**
 - NO such things as being bored.
 - Broaden your scope of your duties
 - Ask questions
 - How is that accomplished?
 - Why is it done that way? Why is that necessary?
 - Who performs that task?
 - What is the timeframe for accomplishment of goals?
 - Observe and take notes
 - SUGGEST, where needed
 - Write things down and/or put it in an email



Be Assertive but NOT PUSHY!

- **No one likes a SMART A\$\$!**
 - QUIET IS THE NEW ORANGE which is the NEW BLACK!
 - Sometimes being seen and not heard tells you a lot!
- **Never Sell Yourself Short (nor second guess)**
 - You can do it! Just know that you can.
- **Don't Give Up, but Find an Alternative Way to convey your Ideas!**
 - If at first you don't succeed, WRITE it down!



Be Assertive but NOT PUSHY!

- **Everyone will not like you and that is OKAY!**
 - The quickest way to fail is to try and please everyone!*
- **Don't talk too much!**
 - Leave something to the imagination – Listening is worth more than Mark Zuckerberg AND Oprah!!
- **No Assignment is too menial a job**
 - People are watching what you do with these non-essential assignments!
 - Look engaged and sometimes look busy, because people are watching you!

Be Assertive but NOT PUSHY!

- **Make a list of improvements for the internship**
 - You get out of the position what you put into the position
 - Talk about adding more projects, field visits, or whatever you think would add value to the learning experience.
 - If they like you, they will want you back! *Be yourself, everyone is already taken. Oscar Wilde.*



Office Etiquette

The Who,
What, When,
Where & How
to's for the
Office!



ODE TO ETIQUETTE

- **Know the Office Rules:**

- Office Hours
 - What time are the office working hours; what are my position work hours.
- Work Space
 - Don't "prairie dog" – popping your head up over the top instead of walking around the partition.
 - Pretending the workstation has no walls, give a polite knock and announce your arrival.
 - Don't linger – grant privacy and leave a note or come back later.
 - Turn down the volume
 - Keep lunch in the kitchen – try not to eat at your desk.

If you are not a leader on the bench, don't call yourself a leader on the field. You're either a leader everywhere or nowhere .
Abby Wambach

ODE TO ETIQUETTE

- **Know the Office Rules:**

- PUT...THE...CELL...PHONE...DOWN!!
 - Focus on your work.
 - Put the earphones away unless needed or necessary.
 - Social Media – JUST DON'T
- Time is Time
 - Don't gossip. Don't over share about your own personal life
 - BE ON TIME TO MEETINGS, CONFERENCE CALLS and APPOINTMENTS.
 - Clean up after yourself.
 - Remember key words in your day to day interactions – PLEASE and THANK YOU will go a long way.

Etiquette & Conduct!

- People will expect you to act professional in a professional setting!! **(CONDUCT)**
- The rules vary among agencies, so make sure you familiarize yourself with the "office" code of conduct. **(ETIQUETTE)**
- Talk to your manager about: *(Just Plain SMART)*
 - Where to park?
 - Where to hang your coat?
 - Where to put your lunch?
 - What is your daily schedule? Lunch time?
 - Office attire? *Business, Business Casual, Casual*



Office Etiquette and Mannerisms

- **Email Writing**
 - DO NOT WRITE LIKE YOU TALK! *(Use plain English)*
 - No street slang or Text Talk – *U no, #4real!*
- **Face to Face interactions**
 - Do more interpersonal communicating
 - Practice this often - *Eye Contact, Listen & Contribute*
- **Appearance**
 - How you present yourself professionally is important – this includes the way you dress. *(Corporate, Business or Smart casual) It's a thing!!*
 - Your first impression is all they will remember, anything after that is just filler! *(Take pride in your appearance)*

Office Etiquette and Mannerisms

- **Intellectual Presence**
 - When you talk, make it meaningful
 - Do your homework on projects
 - It is ok to say *“Let me get back to you; I don’t know; What do you think”*, but don’t take too long coming up with your own ideas.
- **Vernacular-ly Savvy**
 - How you say it is as important as what you say!
 - Be concise when you can, but make it count!
- **Swagger (Finesse)**
 - You control how you want people to see you!
 - Exude confidence, but not cockiness! It takes practice.
 - **IT IS OK TO LAUGH!**

Employers Are Looking At

Performance	Qualities
<ul style="list-style-type: none"> • Quality of Work • Timeliness in completing work • Initiative • Judgment • Attendance • Punctuality • Interaction with Supervisor • Interaction with co-workers 	<ul style="list-style-type: none"> • What are your Weaknesses? • What are your Strengths? • How can they improve the internship? <i>Add trainings?</i> • How was the overall performance and contribution to the agency? • Would you invite them back?

The Workplace is like: One long TV SHOW

- **The Big Bang Theory** – Shocking, but Nerds rule the world!
- **The Walking Dead** – Every office has them, know who they are and stay away! You are temporary help!
- **Supernatural!** – The hardest and most rewarding trek of your life!
- **The Voice** – They pick, but you make it your own!
- **Game of Thrones** – Sometimes it takes muscle, brawn *and* brains to flex your intellect!
- **Stranger Things** - Don’t get caught out there unprepared!
- **D.C’s Legends of Tomorrow** – ENOUGH SAID!
- **The Office** – The workplace at its best!



Workplace Wisdom

- **The only place success comes before work is in the dictionary.** Vidal Sassoon
- **A successful man is one who can lay a firm foundation with the bricks others have thrown at him.** David Brinkley
- **Business is a combination of war and sport.** Andre Mourois

