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Making a Great Impression on the Job

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Agenda

- **What is a great impression?**
- **Making a great impression is...**
 - **Situational**
 - **Responsibility**
 - **Behavioral**
 - **Competence**



What You'll Learn Today

At the end of this workshop, you will be able to...



**Describe professionalism
and how it is measured in
the workplace**



**Explain why
professionalism is
important**



**Identify tangible ways you
can practice professionalism
in the workplace**



COMMUNICATION



PROFESSIONALISM



CRITICAL THINKING



TEAM WORK



NACE[®]

CAREER READINESS COMPETENCIES

Obtaining requisite competencies that broadly prepare college graduates for a successful transition into the workplace.



EQUITY & INCLUSION



LEADERSHIP

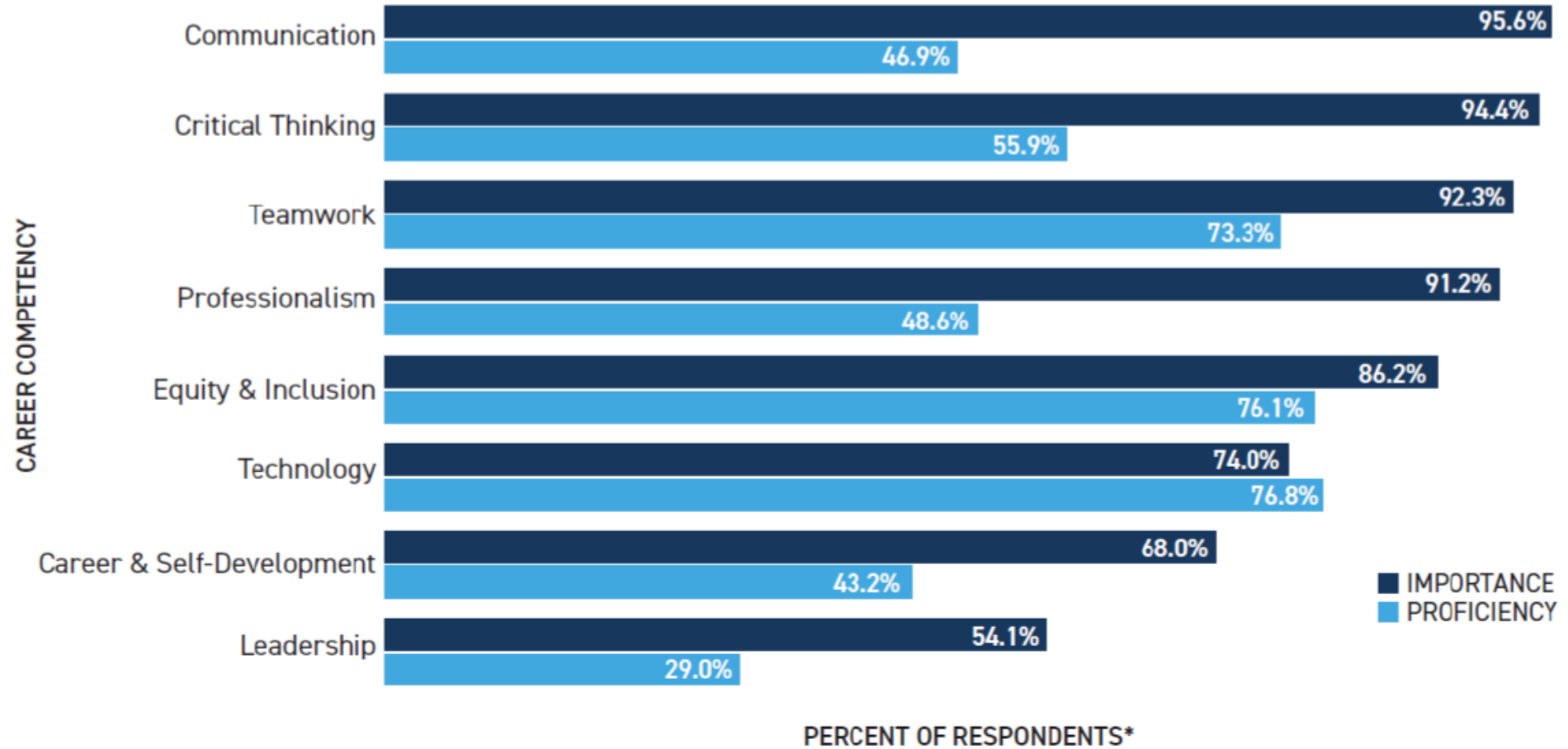


CAREER AND SELF-DEVELOPMENT



TECHNOLOGY

Career Competencies





**What comes to mind when
you think about
professionalism?**

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Bringing our whole selves to work

Intersecting identities

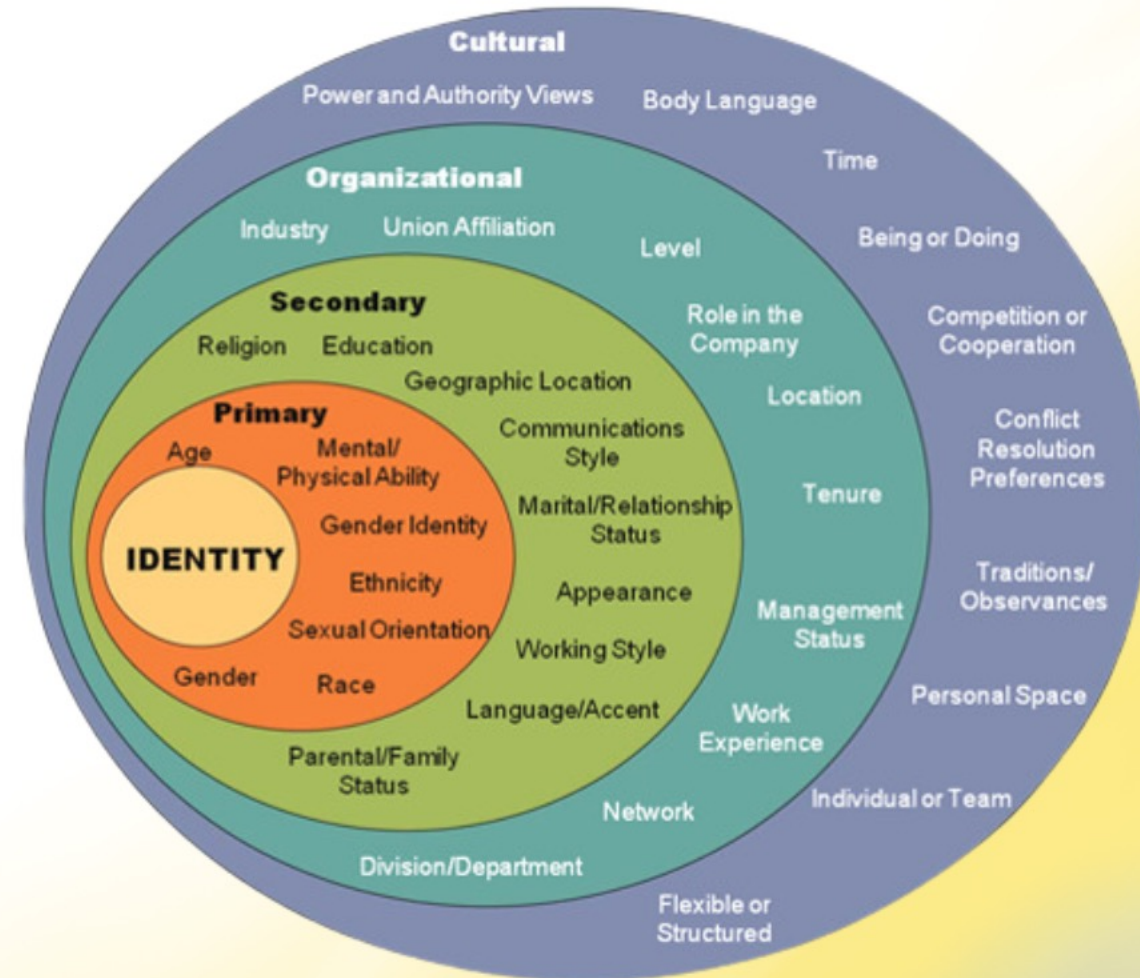
None of us are ONE identity

Not all identities are salient

The strength of specific identities is fluid throughout life

You are not a token

Individuals are not responsible for representing an entire group that shares a particular identity



Adapted from *Diverse Teams at Work*, Loden, Gardenschwartz & Rowe, Irwin, 1994



Making a Great Impression is SITUATIONAL

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Making a Great Impression is Situational

Ask clarifying questions



Dress Code

What is the dress code?
Casual Fridays?
Dressing for your schedule?



Boundaries

Are there defined office hours?
Open door policy/shared space?
Quiet time?



Communication

What are the expectations?
Preferred methods?
Zoom calls - video on?

Making a Great Impression is Situational

Dress Code



Safety first

If you work in a lab or field setting, dress according to safety recommendations

Focus on fit

No matter your style or store, look for tops and bottoms that fit you well

Comfort is key

Discomfort in your clothes can be distracting, both to yourself and your colleagues – find options that make you feel your best so you can do your best



Case Study

Mia is a Creative Writing major at UCR and is in their second week as a social media intern with the County of Orange. Last week, Mia's supervisor shared that today they would be in and out of meetings, however Mia has a question about a task they are working on. At noon, Mia notices that their supervisor is in their office alone.

How should Mia approach the situation?



Making a Great Impression is RESPONSIBILITY

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Making a Great Impression is Responsibility

Building credibility

Be realistic about timelines

Avoid over-promising on how quickly you can accomplish a task
If you find yourself needing more time, it's ok to ask

Follow through on responsibilities

If you say you'll take something on, commit to completing it
Give yourself time to learn your new role before taking on extra projects

Ask for support when you need it

You don't have to know everything right away
Ask clarifying questions or seek input from colleagues if needed

Using sick/vacation/personal time

Be mindful of work cycle and who will cover for you on sick time
Determine notification preferences when asking and/or notifying other staff

**“You are what
you do, not
what you say
you'll do.”**



Making a Great Impression is Responsibility

Branding in e-mail communications

To example email Cc Bcc

Transportation to Marketing Meeting

Dear Taylor,

Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans for how we plan to get to the marketing meeting.

My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready by our meeting. I am available tomorrow at 12 pm but please feel free to let me know what time works for you this week. Feel free to email or call me at (555) 553-2345. Thank you for your time.

Sincerely,
Courtney

Courtney Highlander
Student Assistant, Student Athletics Department
Treasurer, Student Organization
Class of 2023 Student, University of California
Phone: (555) 553-2345 | Email: courtney.highlander@ucr.edu

Be mindful of your response time, formality of message, and CC/BCC/Reply All



Making a Great Impression is Responsibility

Branding in meetings (phone, video, or in-person)

Prepare ahead of time

If you know the agenda ahead of time, know what you hope to share or learn through the conversation

Gather the necessary information

Name, contact information, reason for reaching out, and next steps following the conversation

Texting

Communicate as you would in an e-mail, unless your supervisor or organization allow for more casual conversations

Punctuality

Arrive on time or slightly before to avoid falling behind schedule, and avoid going longer than the pre-scheduled time

Follow up

Many meetings end with some action items and timelines – stick to these as well as you can

Acknowledge mistakes

If you're late, miss a deadline, or mispronounce someone's name, remember that no one is perfect! Acknowledge the error and focus on doing better next time



Making a Great Impression is BEHAVIOR

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Making a Great Impression is Behavior

On the job

It's not what you say, but how you say it

When communicating feelings and attitudes, **7%** of the message is conveyed by the words spoken, **38%** from the tone of voice used, and **55%** from body language.*

Put away distractions

Cell phone, food, side conversations

Balance contributions

Ask questions, provide input, and leave space for others to do the same. If you notice a colleague (or yourself) is frequently spoken over, redirect the conversation back



*Mehrabian, A. (2007). *Nonverbal communication*. New Brunswick, NJ; Aldine Transaction



Making a Great Impression is Behavior

Work events, parties, social media

Being Social at Work

You may be invited and decide to attend social events through work – be mindful of your behaviors (alcohol, disclosing information you would not in the workplace, utilizing the space to discuss work when not appropriate)

How Others Perceive You Digitally

Be cognizant of your social media privacy settings, who you are connected to, what you are sharing. Utilize your social media platforms wisely/differently.

Being Inclusive

These types of events tend to show how you engage with others naturally in conversation. Be wary of being "cliquey" and find ways to intentionally include others, get to know the people you work with!



Making a Great Impression is **COMPETENCE**

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Making a Great Impression is Competence

Doing your best work and being your best self



Being Reliable

Offer support when you have the capacity to do so rather than let others do the work and heavy lifting



Seeking Professional Development

You are worthy of further development and your company should afford you opportunities to do so! Seek out possibilities and describe to your team/supervisors why this is important to your work



Clarifying Expectations

Know what is expected of you and your work when you start a new role, function, or project - this will enable you to showcase your strengths effectively and keep everyone on the same page



Case Study 1

Janae is a Business major with a concentration in Accounting at UCR and is interning at Google in the Finance Department over Summer 2021. Janae is brainstorming a budget proposal for a new project and the turnaround for submission of this project is 2 weeks. Janae is feeling a bit overwhelmed because they do not feel like they know exactly what their role is in presenting this proposal.

What should Janae do?



Case Study 2

James is a Mechanical Engineering major at UCR and just started their internship with Northrop Grumman in the Space Systems Group. James has a class assignment that is due tomorrow and James noticed that they have an hour of free time within their shift.

Should James work on their class assignment during internship hours?



Case Study 3

Richard is a Liberal Arts major at UCR and is in their second year of college. Richard just started a teaching assistantship with John W. North High School, and they are working with seniors. Richard notices that one of the students in the class requested to follow them on Instagram and sent a direct message.

How should Richard respond?



Case Study 4

Natalie, a Biology major at UCR is doing research in a lab on-campus. They need to send an email to a grad student in the lab to set a meeting date to go over their research results. **Please critique the following email draft:**

*Hey,
We need to meet regarding a research results. When are you free? My schedule is super packed and am wondering if you can work around my schedule. Please let me know what days work for you and I will confirm.
-Natalie*

QUESTIONS?

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location

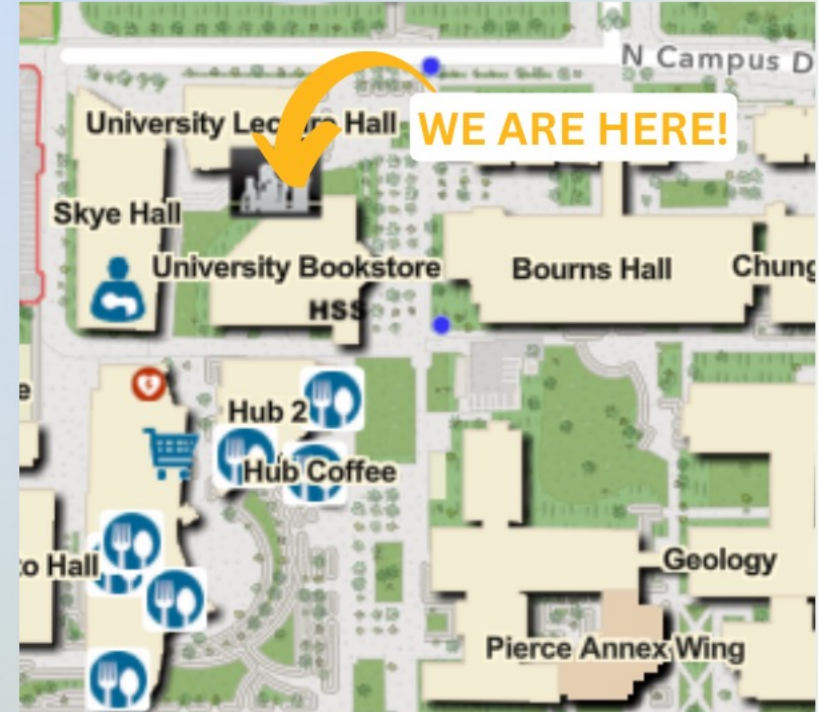
ENTRANCE IS ACROSS FROM ARC AND UNIVERSITY LECTURE HALL, UNDERNEATH THE BOOKSTORE

hours

8 AM - 5 PM MONDAY-FRIDAY

website home

drop in hours



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