Did You Know?

People make decisions about the people they meet within 6 seconds of meeting?

#HireHighlanders  #UCRCareerReady
Did You Know?

7% of any message is conveyed through words,
38% through certain vocal elements, and
55% through nonverbal elements (facial expressions, gestures, posture, etc).

#HireHighlanders  #UCRCareerReady
Did You Know?

52% of employers search for job candidates on social media.

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Did You Know?

It is best to return phone calls within 24-48 hours.

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Did You Know?

Having your **cell phone** out on the table during a meeting suggests you are not **100%** focused on your job.

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GET CONNECTED
#HireHighlanders
#UCRCareerReady

Visit Us On Social Media!

UCRcareercenter  UCRcareercenter  UCR Career Center  UCRcareercenter
UCRcareercenter  UCRcareercenter  UC Riverside Career Center  UCRcareercenter
How Not to Get Fired: Professional Etiquette
AGENDA

- WHAT IS PROFESSIONALISM?
- BOUNDARIES
- DRESS CODE
- COMMUNICATION
- SOCIAL MEDIA
- IN PERSON MEETINGS
- SICK/VACATION DAYS
ICE BREAKER

When you think of professional etiquette, what comes to mind?

Why is it important?
# BOUNDARIES

<table>
<thead>
<tr>
<th><strong>DO</strong></th>
<th><strong>DON’T</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Establish work relationships</td>
<td>• Bring personal matters</td>
</tr>
<tr>
<td>• Be mindful of your role at work events and parties</td>
<td>• Use social media for personal use</td>
</tr>
<tr>
<td>• Clean up after yourself</td>
<td>• Misuse work resources</td>
</tr>
<tr>
<td>• Check in with your supervisor when work is slow</td>
<td>• Expect an office maid</td>
</tr>
<tr>
<td>• Be ethical</td>
<td>• Take food items that don’t belong to you</td>
</tr>
<tr>
<td></td>
<td>• Assume doing homework on the job is ok</td>
</tr>
</tbody>
</table>
DRESS CODE

Check with your supervisor to learn the dress code policy!
**EMAIL - EXAMPLE**

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<table>
<thead>
<tr>
<th>To</th>
<th><a href="mailto:Taylor.smith@gmail.com">Taylor.smith@gmail.com</a></th>
<th>Add email address last</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cc</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subject</td>
<td>Transportation to Marketing Meeting</td>
<td>Clear subject line</td>
</tr>
</tbody>
</table>

**Dear Taylor,**

Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans on 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. I am available tomorrow at 12pm but let me know what time works for you this week. Feel free to email or call me at (555) 553 – 2345. Thank you.

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**Sincerely,**

**Courtney Highlander**  
Student Assistant, Athletics Department  
Class of 2018, UC Riverside  
Phone: (951) 555 – 553 – 2345  
Email: courtney01@ucr.edu
Ring Ring Ring!
R: Hello?
C: Is this XYZ Corporation?
R: Yep.
C: May I please speak with Taylor Smith?
R: Who is calling?
C: This is Courtney Collins with ABC Company.
R: Sorry, Taylor is not in, try calling back later.
C: Do you know when Taylor will be in? Can I leave a message?
R: Ok, I will put you on hold so I can get a pen. (5 minutes pass)
R: What is your name again? Phone number?
C: Courtney Collins with ABC Company, Taylor can reach me at 555-2121.
R: Got it I’ll let Taylor know, bye.
Ring Ring Ring!
C= Caller R= Receiver
R: Hello this is the XYZ Corporation, my name is Jaimie how can I help you?
C: Hello Jaimie, may I speak with Taylor Smith? This is Courtney Collins.
R: Hi Courtney, let me see if Taylor is in, may I put you on hold for a moment?
C: Sure.
R: Thank you, one moment please, (quick hold), Hi Courtney, thank you for holding, Taylor is unfortunately not available at the moment. Would you like to leave a message or be transferred to Taylor’s voicemail?
C: Sure, I can leave a voicemail.
R: Ok great, before I transfer you, is there anything else I can help you with?
C: No that would be all.
R: Ok Courtney, please hold while I transfer your call and have a wonderful day.
C: Caller  R: Receiver

R: Hello, you have reached Chris Bell at XYZ Corporation, I am unavailable to take your call, please leave me your name and number and a brief message and I will be sure to get back to you. Thank you.

C: Hey what’s up Chris this is Toni. I want to talk to you about tomorrow so get back at me, thanks, bye.

C: Hi Chris this is Toni Madison from ABC Company. My number is (909) 555-1234 and I was calling to confirm our meeting time and location tomorrow. When you have a moment can you please return my call so we can finalize our plans for tomorrow. Again this is Toni Madison with ABC Company and my number is (909) 555-1234. Thank you for your time and I look forward to your call.
HOW NOT TO LEAVE A VOICEMAIL
What’s happening?

Cisco just offered me a job! Now I have to weigh the utility of a fatty paycheck against the daily commute to San Jose and hating the work.

New! Add a location to your tweets. Turn it on – No thanks

Tweet
Hi, I found your page on the Rutgers University Career site, can't wait to meet with one of your representatives on May 30th at the Collegiate Career Day Festival!
# SICK & VACATION DAYS

## SICK
- Good idea to ask your supervisor what s/he prefers (e.g. emails, voice messages, direct calls)
- Who else needs to know? Who takes care of your appointments?
- The notorious pattern of Monday/Friday sick days

## VACATION
- Need to plan ahead!
- Know your work cycle
- Follow your workplace procedures; put it on your work calendar
- Remind your supervisor a week in advance
Where Can You Find Us?

Office Hours
M-F, 8am-5pm
Except Wednesdays, 9am-5pm

Drop-In Counseling
M-Th, 10am-3pm & F, 10am-12pm

We are located next to the Student Health Center, across from Parking Lot 15.

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Fax: (951) 827-2447
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