

## **Employer Expectations**

**Employees will have the willingness to learn quickly**

<https://www.youtube.com/watch?v=0nFkQ4cQhME>

How do you learn quicker?

**Employees understand that making mistakes can be part of the learning process**

<https://www.youtube.com/watch?v=TvbY5DvLJvw>

What mistakes were made in the video?

What should have been learned? What should be done differently next time?

Working at McDonalds you drop a soda all over the counter when a customer bumps into you. How do you respond?

When handling mistakes, it is always important to:

- Take ownership
- Apologise (even if it is not your fault)
- Offer to pay for any damage (won't eventuate)
- Learn from the mistake

Practise apologising. You don't need to say "I'm sorry", you can say "I understand that..." or "My apologies":

**Employees will wear appropriate dress.**

What do you think "appropriate dress" is?

Appropriate dress, really depends on your work environment.

For example for women in the office environment:

[http://www.forbes.com/2009/07/22/office-fashion-sexy-forbes-woman-style-clothes\\_slide\\_2.html?thisspeed=25000](http://www.forbes.com/2009/07/22/office-fashion-sexy-forbes-woman-style-clothes_slide_2.html?thisspeed=25000)

Summarize the unwritten rules:

When working in a hazardous environment, there are important things to consider also:

[https://dwd.wisconsin.gov/apprenticeship/pdf/TBT06\\_ProperWorkClothing.pdf](https://dwd.wisconsin.gov/apprenticeship/pdf/TBT06_ProperWorkClothing.pdf)

Summarize the rules

<http://www.ebay.com/gds/Where-to-Wear-a-Tie-/10000000177632414/g.html>

What are the general rules for wearing a tie to a job interview?

<http://www.tie-a-tie.net/blog/8-mistakes-to-avoid-when-wearing-a-tie/>

What are the most common mistakes of wearing a tie?

<https://www.youtube.com/watch?v=NltMt2iKGZI>

When is it not appropriate to wear a tie?

[http://www.nytimes.com/2011/10/13/fashion/makeup-makes-women-appear-more-competent-study.html?\\_r=0](http://www.nytimes.com/2011/10/13/fashion/makeup-makes-women-appear-more-competent-study.html?_r=0)

Should women wear makeup? What do you think? Why or why not?

<http://jobs.aol.com/articles/2010/12/27/meaning-of-colors-at-work/>

There are perceptions attached to the colours we wear, what colour do you think would be appropriate for a sales position that is fast paced, competitive and aggressive?

Taking on board the previous information, what potential mistakes have you made in the past and what would you wear to your next interview?