

Employability Skills Inventory

WORK ETIQUETTE

- Being aware of the professional culture you are a part of (e.g. understanding how people dress, present themselves, or interact with each other, and how they let leadership and peers know when they will be out or late in a professional setting).
- Being aware of professional greeting norms, which include making eye contact, turning to a person when speaking, and noting what physical greeting, if any, is used by your organization (e.g. shaking hands, fist or elbow bumps, etc).
- Possessing phone, email, and internet etiquette (e.g. answering the phone in a professional manner, responding in a timely fashion, having out-of-office messages on, knowing when to use your cell phone in a professional setting, etc).
- Possessing meeting etiquette (e.g. never arriving late, but if so, letting the right person know in advance).

Potential Performance Tasks

The following is a list of potential performance tasks that demonstrate how Work Etiquette pertains to a service year experience. These are just examples and do not necessarily reflect a comprehensive list of tasks every service year corps member will do during their service year.

- Letting supervisors and peers know when you will be late or absent.
- Respecting people's personal and professional space.
- Seeking clarity on professional culture, if unsure.
- Keeping cell phones on silent or off during meetings.
- Letting peers, supervisors, and others know if you are expecting an important phone call during a meeting and stepping out of the room or out of earshot to others when you receive the call.
- Communicating if you are uncomfortable or unable to meet expectations around a professional norm.
- Responding in a timely fashion to phone calls and emails.
- However, if you feel uncomfortable answering any of the following questions, feel free to skip them.

SKILL	Emerging	Developing	Proficient	Advanced
<p>Being aware of the professional culture you are a part of, for example, policies around absences and tardiness, what is acceptable in terms of dress, how peers interact with each other or share work space, etc.</p>	<ul style="list-style-type: none"> Is unable to adapt to their professional surroundings. Needs continuous reminders about expectations related to organizational culture. Does not follow stated procedures, like calling in when they will be late or absent. Needs guidance on respecting others' personal and professional space and needs assistance doing two or more of the following: <ul style="list-style-type: none"> Giving co-workers an appropriate level of personal space. Limiting interference with others' work or space Procuring supplies when necessary or using co-workers supplies to excess or without permission. 	<ul style="list-style-type: none"> Is sometimes able to adapt to their professional surroundings. Needs occasional reminders about expectations related to organizational culture. Mostly follows stated procedures, like calling in when they will be late or absent. Demonstrates occasional lapses in respecting others' personal and professional space and may need assistance in doing one of the following: <ul style="list-style-type: none"> Giving co-workers an appropriate level of personal space. Confines work and materials to own space and does not interfere with others' work or space Procures supplies when necessary, and does not use others' supplies to excess or without permission. 	<ul style="list-style-type: none"> Is able to adapt to their professional surroundings knowing that they are part of a larger organization that has its own culture. Needs no reminders about expectations related to organizational culture. Follows stated procedures and never needs reminders. Consistently respects others' personal and professional space by doing all of the following: <ul style="list-style-type: none"> Giving co-workers an appropriate level of personal space. Confines work and materials to own space and does not interfere with others' work or space. Procures supplies when necessary, and does not use others' supplies to excess or without permission 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling how to be aware of the professional culture they belong to.
<p>Being aware of professional greeting norms, which include making eye contact, turning to a person when speaking, and noting what physical greeting, if any, is used by your organization (e.g., shaking hands, fist or elbow bumps, etc).</p>	<ul style="list-style-type: none"> Avoids professional greetings without explanation. Is unaware that not making eye contact is viewed negatively in a professional setting. Is unaware that not turning to a person when they are speaking is viewed negatively in a professional setting. 	<ul style="list-style-type: none"> Occasionally avoids professional greetings without explanation. Is beginning to understand how not making eye contact is viewed negatively in a professional setting. Is beginning to understand how not turning to a person when they are speaking is viewed negatively in a professional setting. 	<ul style="list-style-type: none"> Is able to provide professional greetings that are welcoming yet comfortable to them. Understands how not making eye contact is viewed negatively in a professional setting and adapts accordingly. Understands how not turning to a person when they are speaking is viewed negatively in a professional setting and adapts accordingly. 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling all forms of professional norms.

SKILL	Emerging	Developing	Proficient	Advanced
Possessing phone, email, and internet etiquette (answering the phone in a professional manner, responding in a timely fashion, having out-of-office messages on, knowing when to use your cell phone in a professional setting, etc).	<ul style="list-style-type: none"> Needs continuous reminders to answer or return calls and emails. Neglects to turn on their out-of-office message when appropriate. Needs frequent reminders regarding appropriate cell phone usage during work hours. Needs frequent reminders regarding appropriate internet usage, and routinely visits many websites that are unrelated to work tasks . 	<ul style="list-style-type: none"> Needs some reminders to answer or return calls and emails. Sometimes they forget to turn on out-of-office messages when appropriate. Needs occasional reminders regarding appropriate cell phone usage for non-service related tasks. Needs occasional reminders about appropriate internet usage, occasionally visits websites that are not related to work tasks. 	<ul style="list-style-type: none"> Always answers or returns calls and emails. Always turns on out-of-office messages when appropriate. Uses cell phone for non-service related tasks on their own time and informs others when they need to take personal calls. Uses the internet for work-related tasks. 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling all forms of professional norms.
Possessing meeting etiquette (e.g. never arriving late, but if so, letting the right person know in advance).	<ul style="list-style-type: none"> Frequently arrives late to meetings and/or needs reminders to notify relevant people if arriving late. Does not respond to meeting requests. 	<ul style="list-style-type: none"> Sometimes arrives late to meetings and/or needs reminders to notify relevant people if arriving late. Occasionally does not respond to meeting requests. 	<ul style="list-style-type: none"> Arrives on time to meetings and notifies relevant people in advance if arriving late. Always responds to meeting requests. 	<ul style="list-style-type: none"> Meets proficiency benchmark and helps peers by modeling all forms of meeting etiquette.