

Once You Gain, You Must Retain!

**Job retention is the key to career
and financial success.**

Attitude



- While you may not have control over some factors that influence your life, you can control your attitude.
- Attitude alone can make or break relationships, both personal and professional.
- Having a positive, proactive, understanding, and welcoming attitude will make others interested in working with you. Employers will also be interested in keeping you, as good morale can increase productivity.

Having A Positive Attitude

TREAT BOSSES, CO-WORKERS AND CUSTOMERS AS YOU WOULD WANT THEM TO TREAT YOU.

- **When you are the customer, do you appreciate it when a company's representative acts disrespectfully toward *you* when they are having a bad day?**
- **As a co-worker, would you appreciate it if your co-workers criticized *you* or made a big issue if you made a simple error? Or would you rather they politely informed you so that you could fix the error without public embarrassment?**
- **As someone's boss/supervisor, would you appreciate it if *your* boss/supervisor criticized almost everything you did or if they never offered any words of encouragement?**
- **As an employee, working with a boss/supervisor, imagine if *you* were the boss/supervisor. Would you appreciate it if your employees complained any time that you asked them to do a few tasks outside their usual daily routine? Or would you rather they showed a teamwork mentality?**

Responsibility/Accountability

- Your employer needs to be able to depend on you to complete your work accurately and on time.
- Your employer also needs to depend on you to show up to work everyday, on time. If you can not make it in due to illness or other emergency situations, you need to inform your supervisor as far in advance as possible that you will not be coming in at your scheduled time, why, and when he/she can expect you in.
- Even if you can not come in for your scheduled shift, you are still responsible for your job. Therefore, you need to make arrangements for your work to be handled properly in your absence.



Responsibility/Accountability

- **Take ownership of your mistakes. Don't pass the blame to someone else if something goes wrong. Move on! Offer solutions, don't try to point fingers or blame others.**
- **Take responsibility for, and pride in your work. If you feel overwhelmed, discuss options with your supervisor, don't wait until your productivity or work quality suffers.**
- **Develop a teamwork mindset. If your supervisor or co-workers appear to be overwhelmed, and you can help, offer your assistance and pitch in!**
- **Keeping notes and an updated activities/responsibilities calendar can work wonders! You may need to get used to it at first. You may even feel it slows you down in the beginning, but it forces you to become more organized, and it allows you to manage your time better.**

Building, Learning & Flexibility

- **The more you know how to do, the more valuable you become to the organization you work for.**
- **Embrace learning opportunities, because they can offer more security for your present job, and can open more doors to you for future jobs.**
- **Show your employer that you are flexible and can adapt to new job duties. Volunteer for projects (but make sure your main duties are accomplished as well).**
- **Take advantage of tuition reimbursement program (if there is one). Take courses to enhance skills.**

Presence

- No matter what your job is, it is important to have a clean, conservative, professional look and professional behavior.
- General guidelines for physical appearance include: wearing clothing deemed appropriate by your employer and maintaining good personal hygiene.
- General guidelines for behavior: follow all rules and policies of the company; wear your good attitude on your face: smile!



Building Positive Relationships

DO'S

- Be honest and dependable. In order for any relationship to work, you must have trust.
- Lend a helping hand. Let your co-workers, boss, and customers know that you are there to back them up.
- Give positive feedback. If your boss, co-worker or customer does something well, shows a talent, experiences success, give a pat on the back. Everyone likes to be appreciated.
- Show concern for the welfare of others. So much time is spent at work, so having a show of support in rough times can be wonderful.

DO NOT'S

- Gossip or back stab; it will eventually come back to haunt you. Then no one will trust you.
- Dump your work on others; or ignore others when they need your help, and you are able to give it.
- Allow yourself to be dumped on. You will soon start to feel resentment, which can permanently damage relationships.
- Go overboard with the positive feedback. Keep it genuine.
- Take on everyone else's problems to solve yourself. It is still the other person's problem. Just listen to them, and offer suggestions.

Don't Burn Bridges!



- **Give at least 2 weeks notice (written notice) before you leave your job. (or whatever is requested by the employer)**
- **Make sure your work is in order and well documented so that the person that is hired to take your place can easily step in and pick up where you left off.**
- **Tie up any loose ends before you leave if at all possible. Don't leave projects undone for your boss to have to figure out what needs to be done to finish up.**
- **Don't "tell anyone off" before you leave. No matter how good it might feel at the time, you may need those same people as a reference later.**

**If possible, DO NOT LEAVE ONE JOB
WITHOUT FIRST HAVING ANOTHER**

**It is always easier to get a job,
when you are already
employed.**



Oshkosh Area

Workforce Development Center

315 Algoma Boulevard

Oshkosh, WI 54901

Phone: (920) 232-6273

Fax: (920) 424-2058

HOURS

7:45 a.m. - 4:30 p.m.

Monday - Friday