

Job Success Guide



Congratulations! You are gainfully employed in your first career position after college. How good it must feel to be one of the lucky ones who landed a job. But it took more than luck for you to get the job and it will take more than that to be successful at it.

Everyone wants to be successful. But how do you evaluate success? Your employer will certainly evaluate your success, perhaps with an annual review. The company has already made a determination about your success potential by hiring you and paying you to perform for them. They have made an investment in you, entrusted you with their resources and clientele. Your co-workers and/or team members also have a vested interest in your success because it is linked directly to the evaluation, performance and success of their team. And, finally, but most importantly, *you* want to create a successful track record for yourself.

Job success is determined on two levels.

First there are the technical aspects of the position. These may include such skills as:

- Communicating either in writing, as in reports and summaries or speaking as in instructing or disseminating information.
- Customer service, working with clients, using tact and diplomacy while following the rules.
- Computer literacy, which can range from word processing to programming depending on the position.
- Operations, processing, troubleshooting, or any other skills required for the job.

The second level has to do with behavior. Your attitude on the job is vital to your success. In fact, your upward mobility is directly related to the reputation you establish.



Let's take a look at the attributes that make the best attitudes!

RESPONSIBILITY

When you were a child, how often did you wish you were “grown up” so you could do whatever you wanted to do? Well, now that you are grown up, you realize that along with that freedom comes responsibility. First you must be responsible for yourself. Acting appropriately, making your own decisions and taking care of yourself are all part of the privilege of being grown up. Now you must be accountable for your behaviors and decisions.

You have the freedom to choose your attitudes toward work, stress, adversity, other people, etc. But, there are consequences to the choices you make. Bad

choices can result in unpleasant ramifications. So choose wisely, with honesty and integrity.

CUSTOMER SERVICE

Everyone has customers, if not the general public, then they may be other employees within the company. Anytime you provide service to someone else, that person is your customer. Your job is directly related to serving the clientele. Put their needs first, don't keep them waiting and always treat them like they are the most important aspect of your job—or you may not have one.