

LVX
VERITAS
VIRTUS

Lesson 9: Professional Behavior

ENCP6000

Career Management for Engineers



Speaker Series

Hosted by the MGEN co-op team



Featuring *Affirmed Networks*

Umakant Kulkarni
5G Cloud Native Engineer
(MGEN Alum)

Session Topics:

- Journey as an International Student
- Industry Trends/Job Market
- Interview Tips

THURSDAY, NOVEMBER 14TH

4:45 PM

WEST VILLAGE F 020

Learning Objectives

1. Understand and demonstrate the professional behavior expected by MGEN and the COE
2. Explain and exhibit the professional behavior expected in the US workplace
3. Feel confident in your own ability to make decisions and take actions

Professional Behavior: What is it?

- How would you define “professional behavior”?
- What qualities do you think characterize “professional behavior”?
- Do you think “professional behavior” is different in the US than in other countries?
- Take a few minutes to talk to your group – identify at least 5 qualities or traits that characterize professional behavior in the US

Professional Behavior: Qualities to Cultivate

Prioritize being on time

Be positive - don't be a grump

Dress appropriately

Stay motivated

Use appropriate language

Maintain good communication with all
colleagues

Always "fight fair"

Follow the "chain of command"

Understand the culture around work hours

Offer to help your colleagues

Professional Behavior: Qualities to Avoid

Don't hide your mistakes – take responsibility and learn from them

Don't gossip or engage in inappropriate conversations

Don't “air your dirty laundry”

Don't engage in non-work related activities
(phone calls, homework, social media)

No devices in meetings or conversations

Don't lie

Why does professional behavior matter?

- While on co-op, you are a representative of your program, the COE, Northeastern, and your hometowns
- Besides receiving experience, credit, or a paycheck, a co-op is a job – and a stepping stone in your career
 - Your supervisor and colleagues at your co-op are part of your professional network – you may receive a recommendation or job offer from this network in the future
- According to a survey by the National Association of Colleges and Employers (NACE)*
 - 56.1% Average conversion rate from intern to full-time hire
 - 66.4% of Class of 2019 graduates who had a paid internship received a job offer
- Take this experience seriously - the people you work with now could very well be your colleagues in the future

*DATA COLLECTED FROM FEBRUARY 13, 2019 TO APRIL 30, 2019 FROM ~4000 BACHELOR'S DEGREE STUDENTS GRADUATING IN THE 19-20 ACADEMIC YEAR

Who is responsible for my co-op learning experience?

- A. My work supervisor
- B. Myself
- C. My co-op advisor
- D. My academic advisor
- E. The college (Northeastern University)
- F. All of the above





It's All Up to **You**!

You play an important role in your success and help to ensure that you have a worthwhile experience!

Pre co-op professional behavior

- ...within the MGEN program
- ...while you are job searching
- ...when you receive an offer

Within MGEN – Email Etiquette

- Communicate with your assigned advisor/coordinator
 - DO NOT email all coordinators in one email or separately
 - DO NOT go shopping for answers
- Allow up to 48 business hours for a response
 - We teach, meet with students, and meet with faculty and staff; we will respond as soon as we are able
 - Explain why you want to meet; give them context, they may be able to help you through an email response rather than a meeting.
- When emailing your advisor: stop, pause, and read the email out loud before sending
 - DO NOT send emails while upset or angry

Within MGEN – Office Hours

- What are office hours?
 - Blocks of time reserved for you to meet with us!
- Schedule an appointment through the myNortheastern portal
- Show up on time and prepared
 - Bring documents such as assignments, resumes, job descriptions, etc.
 - Bring your resume **PRINTED**

Within MGEN – Office Hours

- What if you are running late or can no longer make it?
 - Email your advisor at least **24 hours** in advance, or as soon as you are able
 - Reschedule the appointment – often appointments are back-to-back, and your delay may affect those after you
 - Practice professional behavior in the email!
- Do not expect to see your advisor outside a scheduled appointment or walk-in office hours

While Job Searching

- Mindful searching is part of professional behavior
 - Tailor your resume to the job description
 - DO NOT waste your time or a recruiter's time with rushed, thoughtless applications
 - Know which companies and jobs you've applied to – use the Job Tracking tool
 - DO NOT apply to a position that you are not interested in

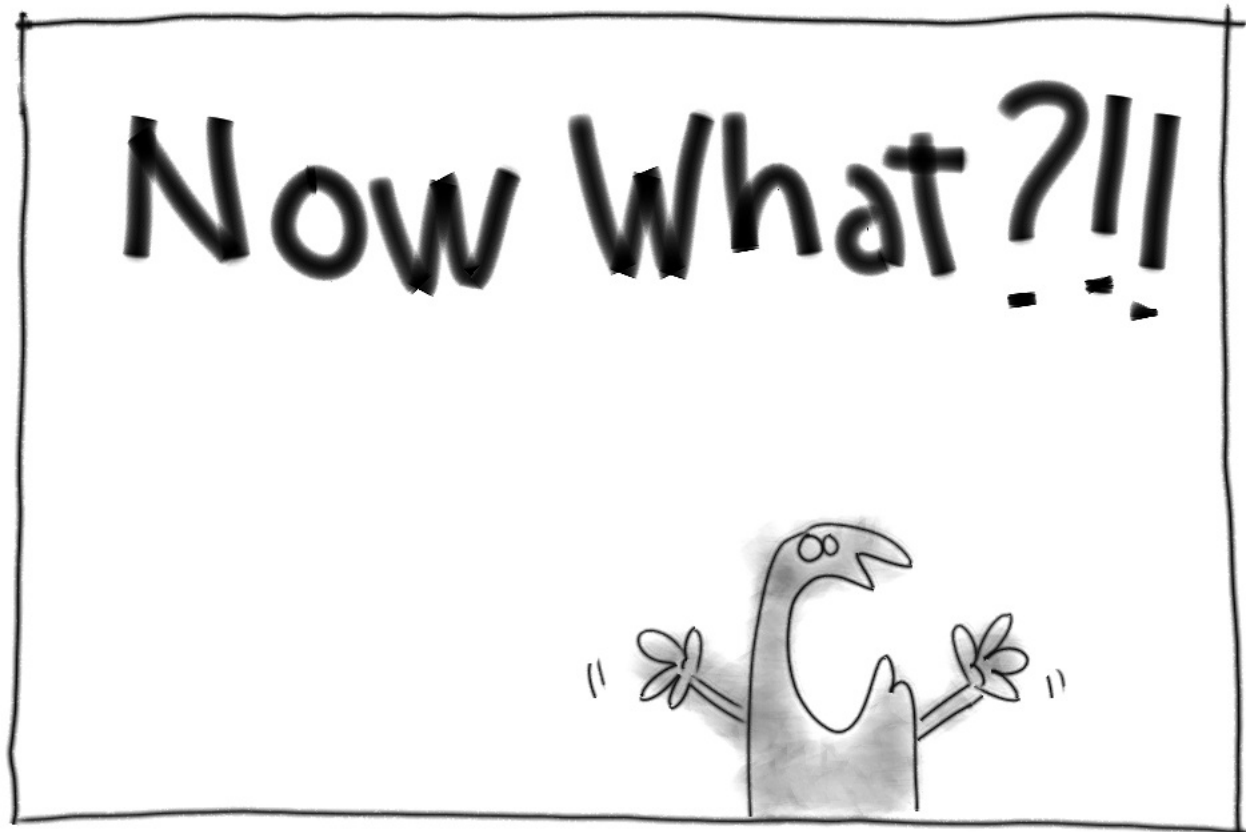
Do Not:

- Send constant emails to recruiters
- Ask for referrals from people who you don't know
- Mention pay rate or debt as your motivation for a position

Do:

- Send thank you emails within 24 hours of an interview
- Network with Northeastern students and alumni
- Be excited about the position that you have applied for!

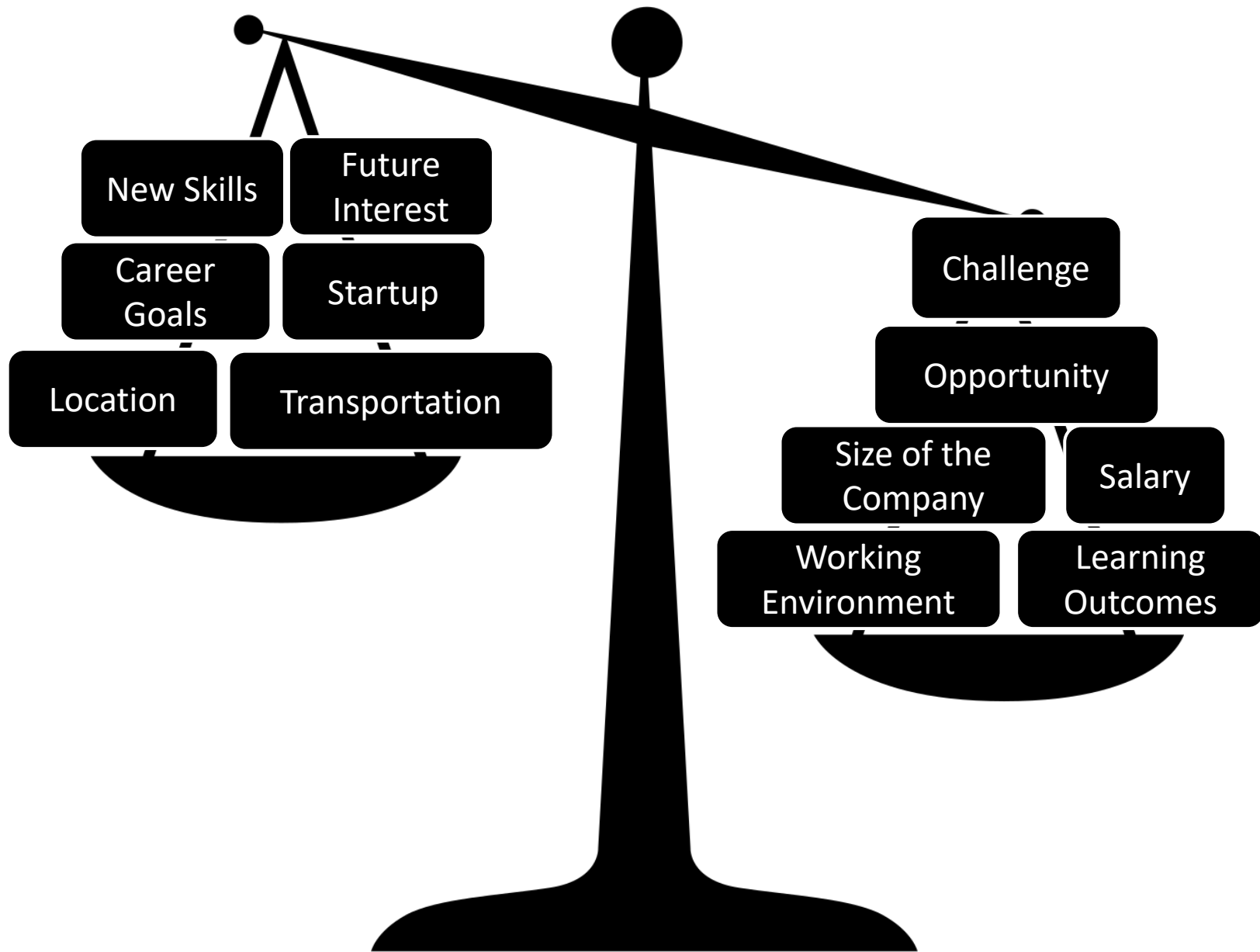
You got an offer!





How do I know if
it is the “right
job”?

What factors should
you consider when
choosing a co-op
position?



Accepting or Declining a Co-op Opportunity



If the offer is extended verbally from the employer, be excited and grateful for the offer! Thank the employer!

Make sure the title, job, and reporting relationship is what you expected based on your interview.

When do you need an answer?
(Remember – you need to obtain faculty advisor approval for the position, count on 1-2 days for most cases)

Will a written offer letter be coming?

Who should I direct questions to?

Accepting a Co-op Offer

Once you have your questions answered and you have decided you want the position, call and accept the offer – as long as it meets MGEN's guidelines!

Express how excited you are to be joining them for your co-op!

You have now accepted an offer.

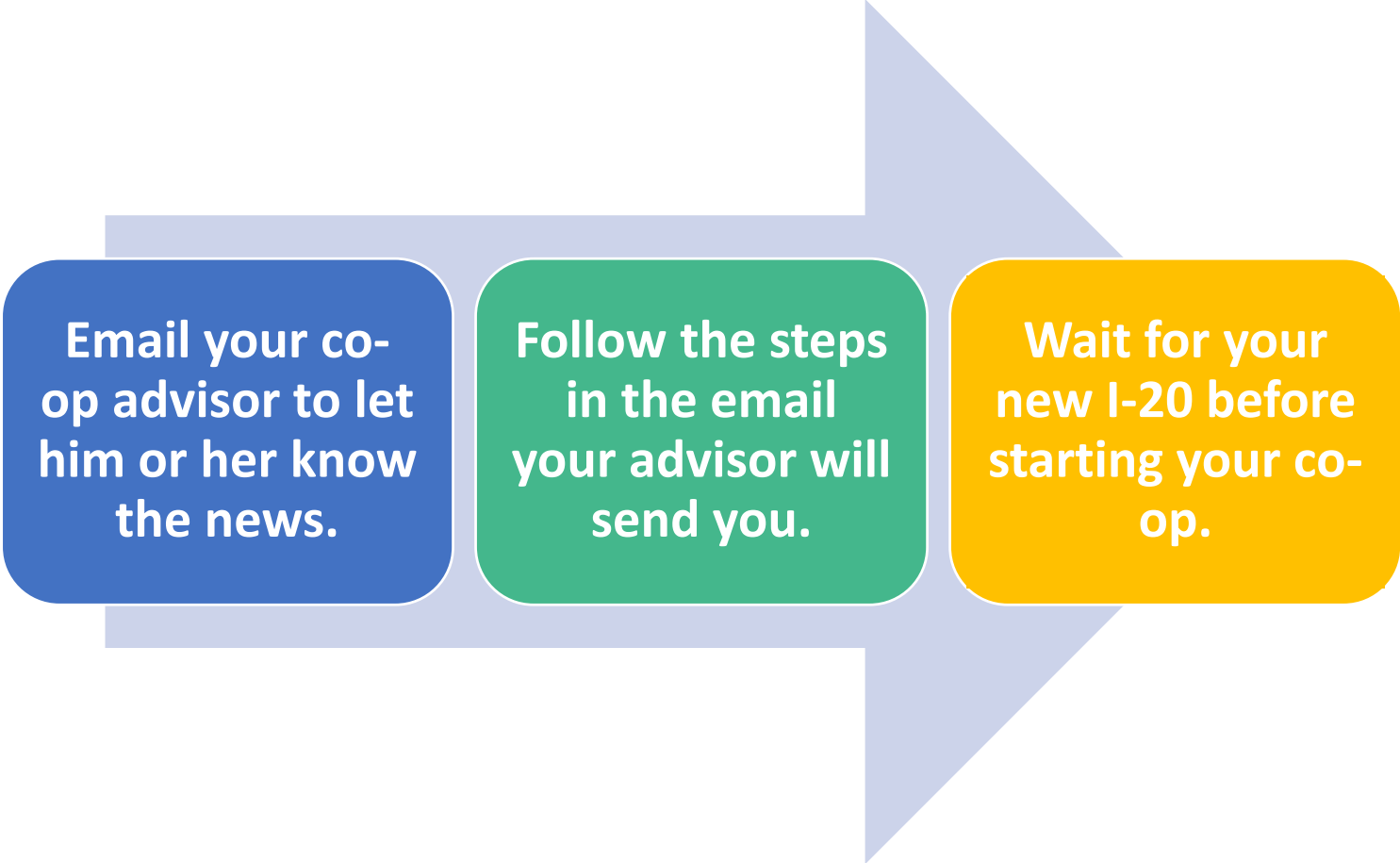
If you are under consideration from other employers, withdraw from consideration.
Email is fine. Withdraw professionally

Do not participate in any other employment activities with others!

No more interviews!

If you need help in deciding if this is the best opportunity for you, contact your advisor.

Co-op Steps



Email your co-op advisor to let him or her know the news.

Follow the steps in the email your advisor will send you.

Wait for your new I-20 before starting your co-op.

Declining a Co-op Offer

Do it professionally

Remember, you may want to work for that employer eventually

Keep in mind, others at Northeastern may wish to take the co-op

Send an email expressing your gratitude for consideration, your enjoyment of meeting the people, and desire to stay in touch

Sample email to decline a co-op

Dear Recruiter / Hiring Manager,

Thank you for taking the time to interview me and extending the offer for the position of xxxxx. At this time, I have accepted a position at another company and would like to formally decline your offer. I greatly appreciate the time and consideration that you gave me in the process and wish you the best of luck in finding the right fit for the role.

Sincerely,

Your Name

Professionalism while on co-op



Treat every day
on co-op like
you're on an
interview for a
full time
position!

What behaviors are expected?



- Arrive on time
- Do not leave early
- Follow the employer's dress code
- Watch your language and topics of conversation
- Avoid using time or equipment for personal use

Take initiative and be proactive

Don't sit around bored at your desk - seek out opportunities to become involved.

How can you be proactive?

- Ask questions
- Volunteer for projects
- Take notes at meetings
- Attend company social events
- Conduct informational interviews



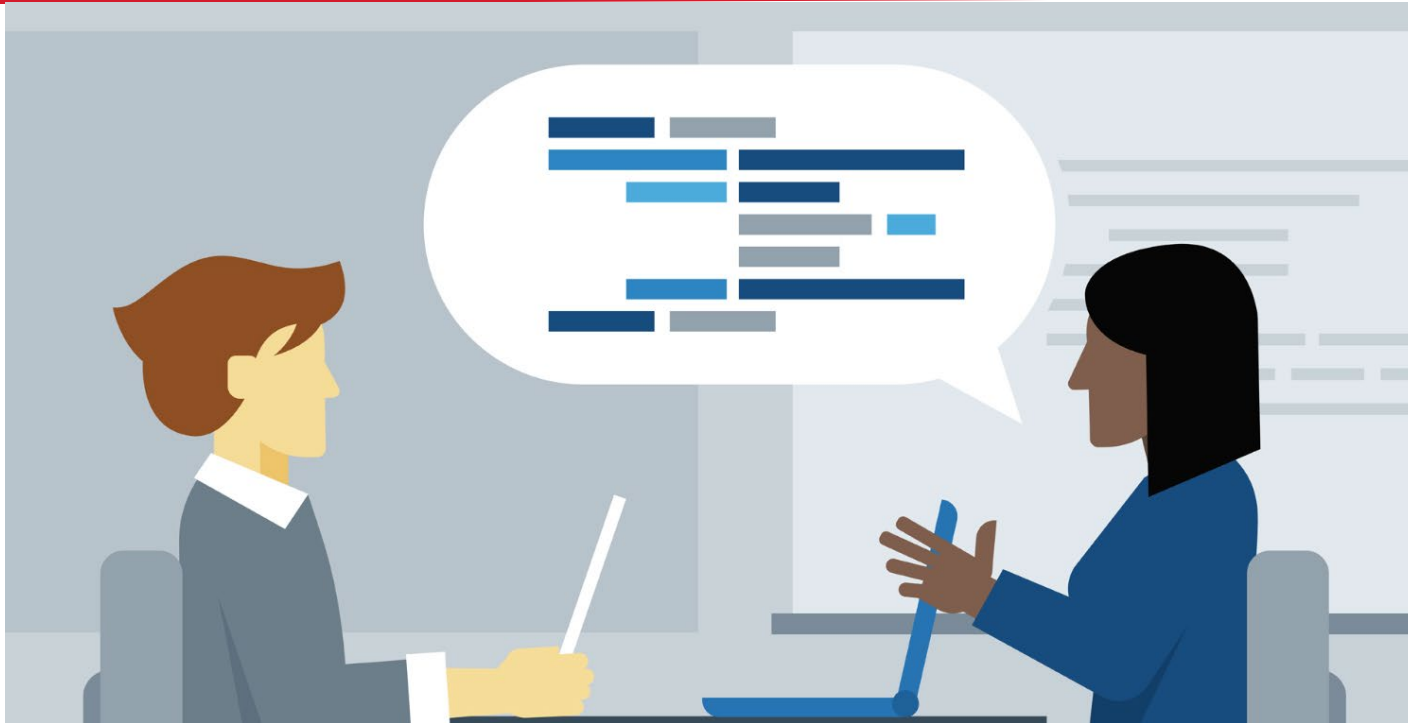
Attitude is everything!

- Cultivate a growth mindset
- A positive attitude can decide if you have a great experience or a horrible one.
- While completing your co-op remain:
 - Flexible
 - Upbeat
 - Enthusiastic
 - Courteous
 - Willing to learn
 - Open minded



What if I have a bad co-op?

[Optimize your experience](#)



Check in with your supervisor to...

- Confirm work day hours, lunch breaks, holidays
- Ask for constructive feedback
- Confirm the details of and give update on projects
- Learn about and volunteer for upcoming projects

When meeting with your supervisor, be prepared!

- Write down questions, issues, or updates before the meeting
- Bring a notebook and pen to take notes
- Follow up on assignments and feedback

Build Your Portfolio

A portfolio is an excellent way to demonstrate to potential employers your accomplishments

- Update github – before updating any code, check with your manager and understand company policy! Posting company code without permission can be a serious violation – and may cause you to be terminated!
- Update LinkedIn – add your position, new skills, connect with colleagues – don't wait until the end of the co-op to do so!

Remember

Always, always, always get permission before keeping anything for yourself; some company policies DO NOT allow you to keep the work you've produced

Should you speak your native tongue in the work place?

- A. Certainly, why wouldn't I, especially if a few others can understand it
- B. Only if my supervisor also speaks it
- C. If I really need to understand something it is OK
- D. Only if I'm making a business call to my home country
- E. Never

Email Etiquette While on Co-op

- Be efficient
 - DO NOT send separate e-mails asking the same question to multiple people; copy all relevant parties on one email
 - Get to the point – be specific if you have a question or request; Americans are more direct than other cultures
- Be respectful and polite
 - Address it properly
 - Proofread for message for mistakes or errors – read it out loud before sending
- Stop, pause, and read the email out loud
 - DO NOT send emails while upset or angry

Helpful hints!

Alternative Phrases

When Americans are uncertain or would like clarification, they ask a *question*

- *“I have a question about this.”*

Helpful hints!

- When asking for help:
 - I appreciate your help with this matter
 - I appreciate you taking the necessary steps to resolve this issue
- Expressing appreciation of a response
 - Thank you in advance
- Awaiting a positive response
 - Looking forward to your response

Helpful hints!

...our conversation *last noon*

- our conversation *yesterday* or *yesterday afternoon*

...has increased *multiple fold*

- ...has increased

...*gentle/friendly* reminder

- reminder
- HOWEVER
 - Have you given the person enough time to handle your request?
 - Have they asked you to send them a reminder?
 - You don't want to sound critical, or be a nuisance

Helpful hints!

- Trust things are great at your side.
 - I hope all is well with you.
- Thank you for *making* the interview.
 - Thank you for the interview.
 - Thank you for *making time* to meet with me.

Helpful hints!

US Cultural Expectations about Meetings/Appointments

- If you are asking for a meeting/appointment:
 - State the purpose
 - List the issues you want to discuss or the questions that you have
 - Be specific and detailed in your message
 - Example: “Dear Laura, I’d like to meet with you to discuss my resume. I have some questions about how to include my academic projects on my resume. I have not completed many projects, and I am worried that my resume is too short.”
- People generally want to help, but they are busy
- The more specific information you provide, the easier it is to help you



- If it is snowing and I can't make it to work, what do?
 - Go to work – the snow isn't *that* bad!
 - Don't go to work and don't notify your supervisor
 - Check weather reports and have a discussion with your supervisor *before* the snow storm begins



If I am sick and unable to make it to work, what do I do?

- Go to work even if I am sick – it is disrespectful to miss work
- Don't go to work, and don't notify your supervisor
- Email your supervisor before your scheduled start time

If I am sick at work, what do I do?

- Stay at work, and don't tell anyone
- Go home, and don't tell anyone
- Speak with your supervisor



Helpful hints!

US Cultural Expectations about Your Responsibilities

- On co-op, you will probably attend a weekly staff meeting
 - Arrive to meetings on time and prepared – review the meeting agenda, bring a notebook and pen, put away your devices
 - If you have a task due but are uncertain about something, ask questions
 - Your manager expects **you** to do the work
- Your workplace is not a market
 - Don't plead/beg your case
 - A personal meeting usually does not change the outcome
- I have been told the company uses “360 feedback” for evaluations. What is that and how does it effect me?

Professional Behavior Scenarios

- I am feeling under utilized at work. I can do the work they give me, but have more time. What do I do?
- The work I am doing is low level work. I have more ability than this. What do I do to do more substantive work?
- My manager did not approve a recommendation I made and I think he is wrong. I am going to write an email to the president of the company and see if they will approve it. Is that ok?
- If I feel like I'm "over my head" at co-op, what should I do?
- My supervisor leaves the company, what should I do?

Professional Behavior and Ethics

- I finished my co-op. But a week later, I received a paycheck for a week of work. Can I keep it?
- Two weeks later, I received my regular pay check. Can I keep this one? They made the mistake so I think it is ok.
- There are free food and drinks in the kitchen. Can I fill my bag with the free food and take it home for my roommates?

Remember!

- Professional behavior is expected *every day*
 - On campus
 - In class
 - In emails
 - During the job application and interview process
 - While on co-op
 - When you return from co-op
- Each day is an opportunity to grow, learn, and connect!

Things to consider

Should you ask your co-workers about the following:

- Salary
- Age
- Marital status
- Citizenship
- Weight
- Religious beliefs
- Political beliefs

What do you want to **learn** or gain from your co-op?

- Use the **SMART** goal system to write out one or two goals that you have for your co-op

Specific

Measurable

Attainable

Relevant

Timely

Making Outcomes Specific: Examples

I want to learn how to develop a product GUI.



At the end of my Co-op, I will have created substantial components of a professional GUI.

I want to learn more about Excel



At the end of my Co-op, I will be able to create sales forecasting reports using MS Excel.

I will become familiar with the publishing industry.



At the end of my Co-op, I will be able to list the six major magazine publishers and what magazine titles are associated with each.

Questions?