



International  
Trade  
Centre

NORWEGIAN  
REFUGEE COUNCIL



# Do's and Don'ts

Trainer's Name

Mukhtar



# Learning objectives

**By the end of this module, you should be able to:**

1. Understand the do's and don'ts of freelancing on Upwork.
2. Appropriately follow the trainer guidelines and be in line with the rules of freelancing on Upwork.



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## Do's and don'ts on Upwork



# Learning Outcomes

**By the end of this session, you should be able to:**

1. Spell out the do's and don'ts of a perfect profile photo
2. Discuss the ins and outs of payment, bidding, jobs/projects and account issues or problems
3. Expound the general do's and don'ts of freelancing

## 1. Profile Photo

Don'ts	Do's
<ul style="list-style-type: none"><li>- Poor light / too dark</li><li>- Not looking at camera</li><li>- Too much body</li><li>- Cluttered workspace</li><li>- Full upper body</li><li>- Face hard to see</li><li>- Too casual attire</li><li>- Eyes covered with sunglasses</li></ul>	<ul style="list-style-type: none"><li>- Good lighting</li><li>- Face the camera</li><li>- Frame into face</li><li>- Simple background</li><li>- Crop around face</li><li>- Clean background</li><li>- Professional attire</li><li>- Smiling, looking into the camera</li></ul>

Let us discuss about this profile photos TOGETHER.



## Remember!



X



✓



X



✓



X



✓



X



✓

## 2. Payment

Don'ts	Do's
<ul style="list-style-type: none"><li>- Avoid requesting / accepting payments outside Upwork. Your account can get <b>suspended</b>.</li></ul>	<ul style="list-style-type: none"><li>- Ask the client to pay you via Upwork or Upwork's Escrow for fixed-type projects.</li></ul>

## 3. Bidding

Don'ts	Do's
<ul style="list-style-type: none"><li>- Do not bid on just anything and everything to get your foot in the door.</li><li>- Avoid rushing and do not submit un-customized or copy/pasted (robot-bidding) proposals to land jobs.</li></ul>	<ul style="list-style-type: none"><li>- Bid on projects you are sure you can deliver with 95% plus quality and refrain from bidding for jobs that are not part of your area of specialization. Remember to maximize your connects. Keep your bid short and to the point.</li><li>- Customize your proposals. Read and understand the job description and any other thing related to the bidding. Check your grammar. Use <b>Grammarly</b> or <b>ProWritingAid</b>. Spend some time on each bid and treat it as a new unique entry.</li></ul>



## 4. Jobs / Projects

Don'ts	Do's
<ul style="list-style-type: none"><li>- Circumvent on underdelivering as it will affect your feedback history.</li></ul>	<ul style="list-style-type: none"><li>- Under-promise and overdeliver. Meet the deadlines.</li></ul>

## 5. Account Issues / Problems

Don'ts	Do's
<ul style="list-style-type: none"><li>- Try to use shortcuts or third-party solutions to any problems or issues you encounter with your account.</li></ul>	<ul style="list-style-type: none"><li>- Contact the RESI trainers or mentors if you encounter any issues or problems with your account to seek advice.</li><li>- Ask for clarification if you are not sure of or if anything confuses you.</li></ul>

## 6. General – do's and don'ts

### *Do*

- Be professional, respectful, and polite
- Be honest
- Deliberate on what you can offer rather than what is in it for you
- Check the [client's history](#) – ratings, feedback so on and so forth
- Make use of marketing potential of [social media](#): share and advertise your services
- [Reskill](#) – learn a new skill after every 3 to 6 months
- [Voluntary work](#)

### *Don't*

- [Be impatient](#): give time to the client to respond to your questions and avoid asking for payments immediately after completing a project. Clients are not available around the clock. Wait for at least 1 week to ask for short-term payments and at least 42 hours for a client to respond to your messages
- [Submit long bids](#): long and waffly bids will be automatically discarded if there are dozens or hundreds of bids
- [Procrastinate](#)
- [Give up](#): it takes time to build a regular flow of business

# Questions?

# Thank you

# Activity – profile creation & correction

# Activity – proposal writing (one-on-one)

# Questions?

# Thank you



# Quiz two

# Quiz two

# Activity – proposal writing (one-on-one)

# Activity – profile creation & correction

# Activity – proposal writing (one-on-one)

**Activity** – post assessment  
– profile reviews & improvements

# Congratulations!

You have completed the Introduction to Online Freelancing training.

# Closure of the training