

# Professional Development Program Term 2 2020, Online Edition

Welcome! The live session will start shortly.

Please note the following for all live sessions:

☐ Ensure that your microphone is on mute:



- ☐ Close other applications, including Microsoft Teams (this will help with connectivity)
- ☐ Google Chrome is the recommended browser for all live sessions.
- ☐ Check your volume.
- ☐ All other instructions and notes will be provided when we start at 10am!

# Professional Development Program

Term 2 2020, Day 1

Welcome and Preparing for the Australian Workplace




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Student Career-Ready Connections,  
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Student Academic  
& Career Success

# Housekeeping

- 4 P's of Tech issues
  - Patience – First time that the program is being delivered online
  - Preparation – log in 5-10 minutes earlier for live sessions, check your inbox regularly
  - Peers – Technical and Troubleshooting Q&A Forum
  - [pdprogram@unsw.edu.au](mailto:pdprogram@unsw.edu.au)
- Link for each Live Session can be found in the relevant section for the day  
The button features a circular icon with a play symbol and the text "Join Live Session" in blue.
- Slides for all Live Sessions will be shared through Moodle page at the end of each day



# PD Program Overview

## 3 Day Seminar

Monday to Wednesday  
Live Sessions start at  
10am and 1:30pm  
everyday

Online Modules can be  
completed any time during  
the 3 days



## Video Interview

Thursday  
9am – 1pm

Link and login will be  
emailed on Thursday  
morning



## Online Group Consulting Project

T2 Week 1-8

| Day 1: Monday 18 May            |  | Day 2: Tuesday 19 May           |  | Day 3: Wednesday 20 May         |                                      |
|---------------------------------|--|---------------------------------|--|---------------------------------|--------------------------------------|
| Australian Workplace            |  | Workplace Communication         |  | Networking and Alumni Panel     |                                      |
| Live session<br>10am–10:30am    | Welcome  | Live session<br>10am–10:15am    | Introduction /<br>Video Interview<br>Explanation | Live session<br>10am–10:15am    | Introduction                         |
| Live session<br>10:30am-11:30am | Preparing for the<br>Australian<br>Workplace           | Live session<br>10:15am-11:15am | Business Writing                                 | Live session<br>10:15am-11:15am | Small Talk and<br>Business Etiquette |
| Pre-recorded<br>online lecture  | EXCELL   | Pre-recorded<br>online lecture  | Customer Service and<br>Telephone Skills         | Pre-recorded<br>online lecture  | Networking                           |
| Pre-recorded<br>online lecture  | Finding Work in<br>Australia:<br>Job Search Strategies | Live session<br>1:30pm-3:30pm   | Mock Interviews                                  | Live session<br>1:30pm-3:30pm   | Alumni Panel /<br>Networking Event   |
| Live session<br>1:30pm-2:30pm   | LinkedIn   | Live session<br>3:30pm-3:45pm   | Day 2 Wrap Up                                    | Live session<br>3:30pm-3:45pm   | Day 3 Wrap Up                        |
| Live session<br>2:30pm-2:45pm   | Day 1 Wrap Up  |                                 |  |                                 |                                      |

# PD Program Tips

- **Active participation** during Live Sessions and through forums
- We recommend for you to **complete the online modules on the day** for maximum benefit
- **Make connections**





# A Global Classroom



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# Icebreaker

## Group Introductions

- 5 People in Breakout Group
- 5 Minutes then you will be assigned to another group (3 rotations)
- Provide a 1 minute introduction:
  - A. Name, what city and country are you from?
  - B. What are you studying?
  - C. What made you apply to the PD Program?







# The Australian Workplace



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# Workshop Aims

**Raise awareness of Australian workplace culture and practices**

**Develop strategies to improve effectiveness in any workplace and in job seeking**



# Why this workshop?



- Employment outcomes for international students and graduates appear to be lower than for local students

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- Employment outcomes for international students and graduates appear to be lower than for local students
- Cross-cultural issues are a significant factor affecting workplace success rates
- Successful experiences in the Australian workplace can enhance global skills and international or local prospects

What is culture? Write your responses in the Whiteboard below:



A large, empty rectangular box with a thin blue border, intended for writing responses.



# What is culture?

- “The way we do things around here”
- What we consider to be “normal”
- Good, right, expected, appropriate
- Learned behaviours
- Centered on values and beliefs
- Dynamic and changing

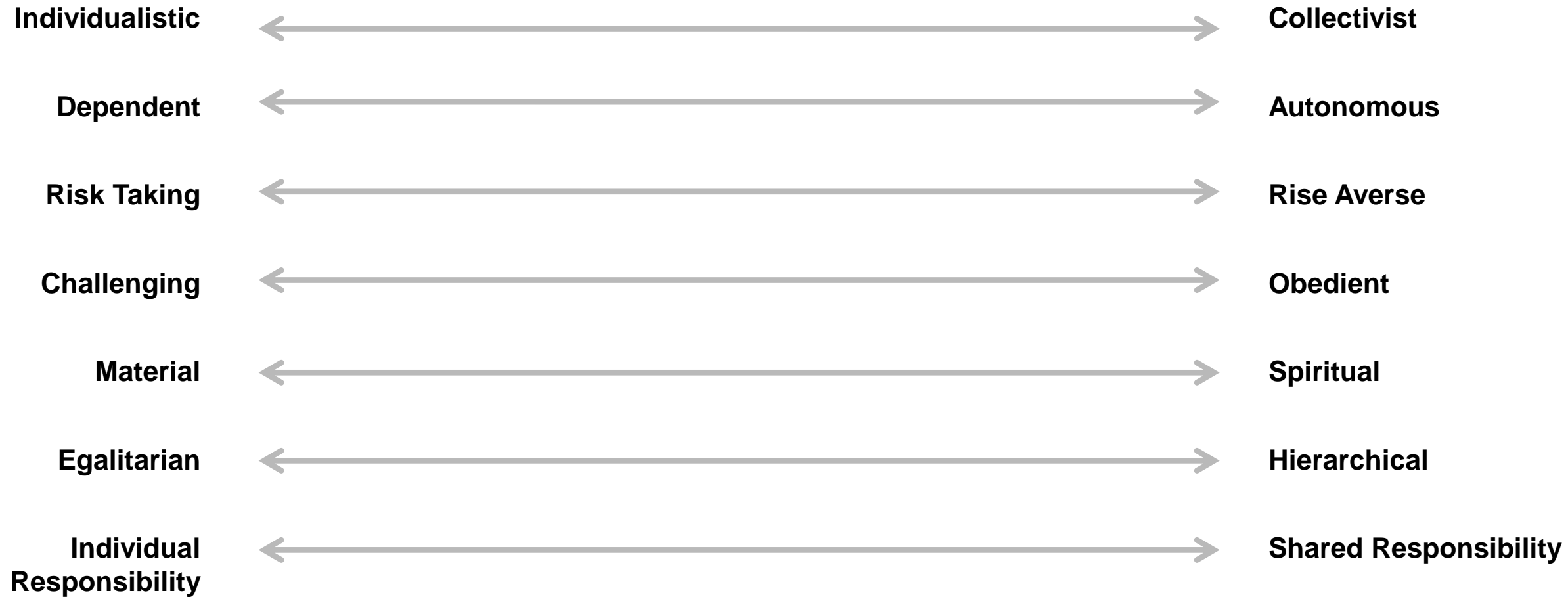


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# Descriptive Dimensions of Cultures



R. Laube, 2000, 2006



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# Activity questions



- What differences have you noticed between people who grew up in Australia and people who grew up in another country?

# Activity questions



- What do you think people in other countries believe about Australians? Where do these ideas come from? Are they accurate?

# Activity questions



- Have you noticed any differences in the Australian workplace compared to the Country where you are from?

# Activity questions



- If you were in another country and did not know the language, how would you communicate?



# Australian communication styles

- Informal speech is typical
- Managers use collaborative rather than directive communication styles with their staff
- Humour between colleagues doesn't mean there isn't respect
- Sarcasm is a common form of humour



# Case study: Somphan & John

Somphan is from Thailand and has been employed in an accounting practice for six months. However, things are not going well. His employer, John, is not entirely happy with Somphan's work so far.



# Case study: Somphan & John

## **John:**

I'm very concerned about Somphan. It's like he wants to be told what to do all the time. I don't know what the problem is. He's very quiet in meetings and never seems to say what he really thinks, just always agrees with the rest of the group. He doesn't seem to get on well with the others in his team – they think he's a bit 'up himself'. He's talented but I really don't think he's fitting in very well.



# Case study: Somphan & John

## **Somphan:**

I'm having difficulty in this office. I do whatever John tells me to do and I accomplish everything he wants, but it doesn't seem to be enough. I try hard to help him and to guess what he needs and I always support him in meetings. The other problem is I can't understand everything my team mates say, their accents are very difficult for me at times. I was invited to join the social club but I don't drink.



## John:

I'm very concerned about Somphan. It's like he wants to be told what to do all the time. I don't know what the problem is. He's very quiet in meetings and never seems to say what he really thinks, just always agrees with the rest of the group. He doesn't seem to get on well with the others in his team – they think he's a bit 'up himself'. He's talented but I really don't think he's fitting in very well.

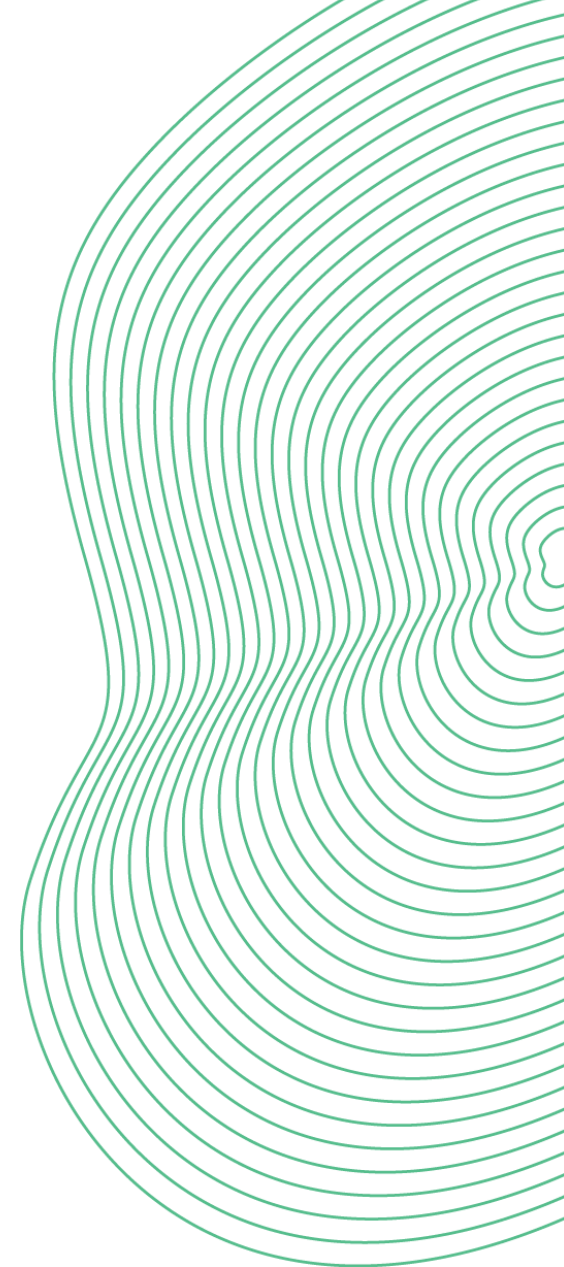
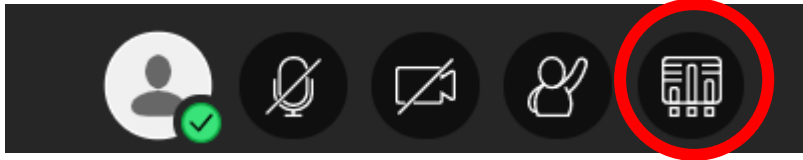
## Somphan:

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- **What are the problems being experienced in this case study?**
- **Who is at fault?**
- **What strategies could be used to overcome these challenges?**



# Poll/Group Feedback



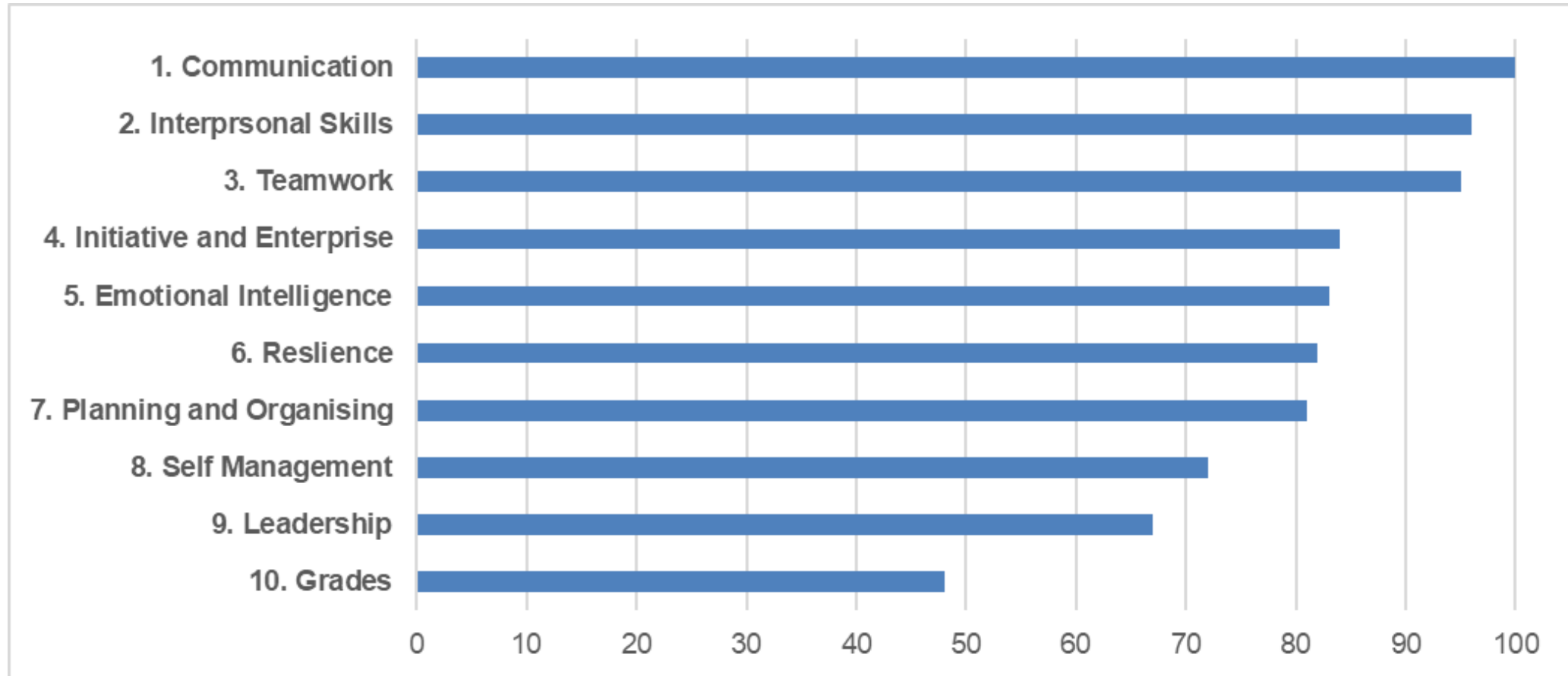
# What is expected of you as an employee?

- Demonstrate good communication and interpersonal skills
- Are able to work independently and as part of a team
- Have good problem solving, planning and organizational skills
- Show enthusiasm and self-motivation
- Take initiative and be assertive when appropriate



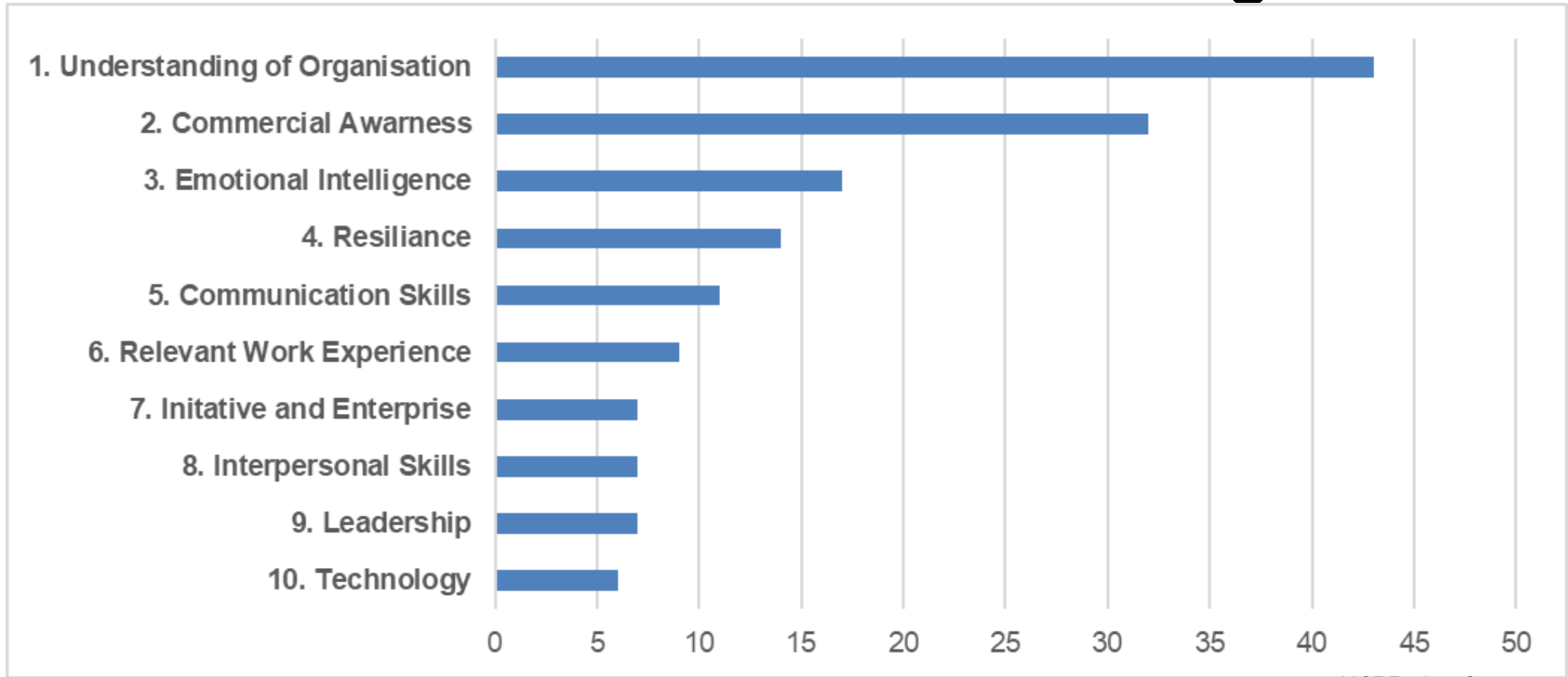


# What do employers look for?



AAGE Employer Survey 2020

# What are candidates often lacking?



AAGE Employer Survey 2020



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# Tips for success in the workplace

- ☐ Have a positive 'can-do' attitude
- ☐ Demonstrate your appreciation by saying 'thank you'
- ☐ Keep developing your English skills
- ☐ Carefully check your written documents for spelling and grammar errors
- ☐ Ask questions if you don't understand
- ☐ Speak up in meetings



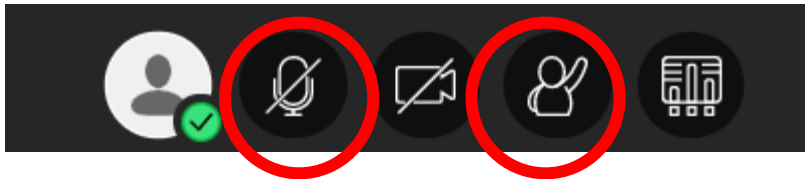
# Tips for success in the workplace

- ☐ Prepare what you are going to say beforehand
- ☐ Write some notes if this helps
- ☐ Develop strong professional relationships
- ☐ Keep up to date with current affairs / sports / events
- ☐ Make an effort to connect with your colleagues
- ☐ Attend social events



# Questions

Please “Raise your Hand” or type your question in the chat.  
Remember to unmute to speak when we say your name.



# Feedback, Thank you

<https://www.surveymonkey.com/r/PDPonlineday1>

