

First Jobber Etiquette Class



Our Agenda

Get Used To
The
Workplace
Culture

Understand
and
Implement
The Values

Get To
Know Work
Etiquettes

Wrap Up
and
Reflection

Learning Objective

01.

Adapt with culture at the workplace

02.

Develop the basic etiquette at work

03.

Know how to make the most out of the working day



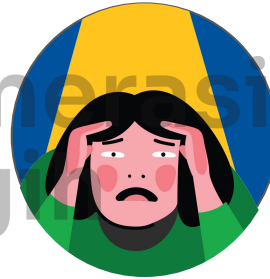
How do you imagine your first day look like?



Exciting



Confusing



Awkward



**Don't
know**

We can never know for sure what's going to happen in the future.

But we can prepare ourselves for our first day of internship!



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The first thing that we're going to do is **to ADAPT to the workplace culture.**

What is workplace culture?

“ – a set of shared core values and practices that define an organization, both internally for employees and externally as part of its public image. “



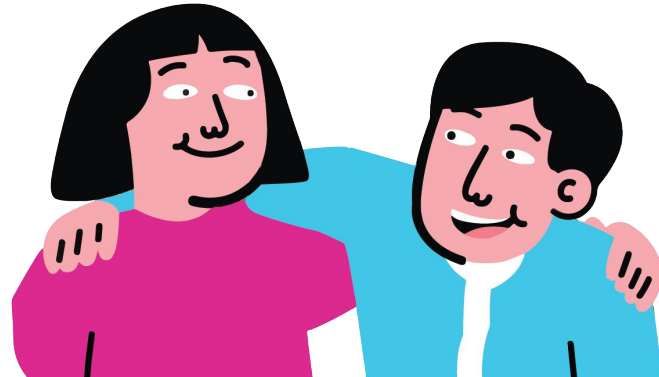
Fun facts on workplace culture:

- Each company has a different set of core values
- There are formal and informal culture
- Working in the company that fits with your personal values is one of the key to increase job satisfaction

Why it is important to know the workplace culture?

Getting to know the company culture can help us to:

- Be more productive and efficient in doing our job
- Have a strong relationship and networking with coworker
- Get the most out of our working day



How do we find the company culture?



Let's discuss!

Charlie is the new tech intern at GIGIH Company, one of the new startup in Indonesia. In his first day of work, **he only receive a 15 minutes briefing from his team lead in a stand up meeting with no onboarding document.** After introduce Charlie to the team and gave him a list of tasks that he needed to do on his first day, Charlie's team lead continue the stand up with discussion on the on going projects.

If this is also happens on your first day,

- *What would you do?*
- *What are the things that you need to know before getting started to work?*
- *What do you think about the company culture?*



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As an example,
let's learn from GoTo values.

1. We do what's best for all of GoTo

We think like owners of GoTo. Owners are performance-driven and accountable in not just one but all aspects of the business. We work as a 1GoTo team in strategizing and planning carefully, solving problems swiftly, communicating frequently, and prioritizing for what's best for all GoTo

2. We treat people with respect

We show this by being open to others' perspectives; transparent with opportunities and mistakes, as well as other; and understanding of the varying needs of each individual

3. We aim high, responsibly

We execute with excellence and efficiency, relentlessly pursue innovations and deliver exceptional solutions and we do so by adhering to the highest standards of ethics and integrity



Always treat people with respect



Let's discuss!

It was already Charlie's second week at GIGIH company. At a daily stand up, Charlie's team usually shared what to do today, what are the blockers from yesterday, and what have done yesterday. Started to get used to this regular stand up, for today's meeting, Charlie already have a list on blockers or any obstacle that he find when trying to test the unit. Charlie also came up with a solution for that matters and ask for his colleagues thoughts on it, whether the solution were applicable or was there other way to solve it. One of Charlie colleagues disagree with Charlie idea.

- What are the **good qualities** that Charlie shows here?
- If you are Charlie, **what would you** do to respond that one colleague who disagree with you?

A person who treat people with respect is...

- Open to others' perspectives
- Transparent with opportunities and mistakes, as well as other
- Understanding of the varying needs of each individual



How do we adapting to those values?



The Power of Yet: Make Growth Mindset a Habit

Here are several tips to unleash yourself from a fixed mindset and start embracing positive outlook:

Recognize the voices of your Fixed Mindset and challenge those beliefs

Be kind and honest to yourself

Create supportive networks

Start to ACT!



In summary, these are the practical tips that you can use to adapt better to a workplace:



Practice Growth Mindset, learn continuously.



Proactively say hello to others, ask, and offer help.



Don't be afraid to do something new. Don't blame, and don't give up if things are not going as expected.



Always surround yourself with new learning opportunities and understand that learning takes time.



Sincerely SMILE, listen, and ask questions on other people's views.



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**You have learn about work cultures and values.
Now, let's talk about the basic work etiquettes.**

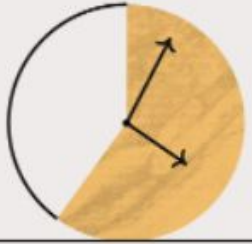
Work is getting more
flexible and casual. Why
is it still important that
we care about
etiquette?

Business etiquette is a type of behavior that team members are expected to follow in order to **uphold the company image and respect each other.**

Business etiquette may change from culture to culture, but **when everyone understands and follows a particular set of standards, it can create a sense of unity.**

Let's get to know...

5 BASIC ETIQUETTES



01

Always be
on time



02

Recognize
your team



03

Respect
shared spaces



04

Dress
appropriately



05

Build emotional
intelligence

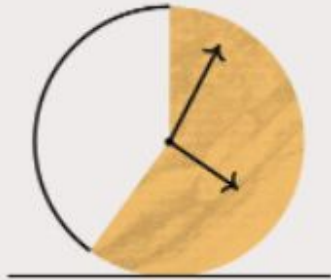
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Email etiquette



Video etiquette



01
Always be
on time

Whether attending an interview or daily standup meeting, being on time in a work environment **shows that you respect everyone's schedule**. If punctuality isn't something you've prioritized in the past, brush up on some time management tips to keep yourself organized and aware of your to-do list.

Pro: Some cultures operate on a system of being slightly late to everything. But when in doubt, show up on time and adjust from there if necessary.

Discuss: How do you deal with procrastination?



02 Recognize your team

When someone walks in the room, greet them and say hello appropriately—whether by shaking hands or following some other cultural custom.

Rule for Zoom meetings?

You may not be required to get on camera in every meeting, but speaking up and taking the time to recognize your team members can let everyone know you're listening and make others feel noticed.



03
Respect
shared spaces

Even if you work remotely, you may go into the office on occasion or share virtual spaces with your team members.

Virtual spaces you may share include Google Drive folders and project management software. The way you treat shared spaces will reflect on you as a professional, so it's important that you label things correctly, stay organized, and respect others who also use these spaces.



04
Dress
appropriately

Dressing appropriately is subjective and will depend on whether you work in an office or from home. Some companies who work in a hybrid environment may encourage dressing casually in order to promote comfort and productivity.

Pro: If you are unsure, ask your project manager or supervisor for tips. Don't be afraid to send a quick email asking for this to get a feel of the office policy.



05
Build emotional
intelligence

Effective emotional intelligence skills can **help you empathize with team members and overcome challenges**. It will help you in the workplace, no matter what conflicts arise.

Example: Imagine you're behind on work and your boss suddenly adds a large, time-sensitive project to your plate. With emotional intelligence skills, you can speak with your manager to understand the relative priority of the work.

Discuss: What will you say to express to your manager if you think you will not be able to complete the new tasks in time?



Email etiquette

Always proofread

Be polite and professional

Respond in a timely manner

Keep it brief

Follow the 3 Step Formula for Effective Emails

1. Establish reader focus immediately (informing or requesting?)
2. Provide rationale or background info regarding No.1
3. End with a “welcoming closing”



Video etiquette

Mute yourself

Engage with your body

Don't interrupt

Dress appropriately

Discuss: *what was your most awkward moment during a video call and how did you handle it?*

Group work: 20 mins



Charlie need help!

Let's go back to Charlie and his team (Product Team X). There has been a confusion in an email chain about who's responsible for doing product feature survey to users. Charlie's team believes it is the job of Product Team Y but Product Team Y has no recollection of this being on their to-do-list. Charlie is tasked by his project manager to lead and resolve this confusion in an email chain.

Discuss with your group:

- *Next steps on what Charlie and team should do*
- *Write an email draft based on values and etiquettes you have learned in this session*

Reflect & Discussion



Reflect on the following questions:

- Of the seven (7) etiquette tips, which do you identify as being the **most important in a new job**? Explain why.
- Which of these would be **most challenging for you** to follow in a workplace? What strategies could you use to ensure you followed this tip properly?
- Which do you think is **something you already do quite well**? Give an example.

Thank You!

