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Liftoff Class 1

Intro, Expectations,

Professional Communication

Today's Agenda

1. Logistics
2. Graduation Requirements
3. Intro to Career Outcomes
4. Professional Communication

Culture of LiftOff

Growth Space

- OK to make mistakes!
- Challenge yourself
- Be patient

Communication Expectations

- Few of us, many of you
- Be professional

Treat LiftOff like it's your first tech job.

Practice your communication skills. Make commitment to be successful in this part of the class.

Graduation Requirements

1. All Units Completed
   a. Includes all Unit 3 in-class activities
2. Resume Approved by LC Staff
3. Behavioral Interview, score 3/5
4. Technical Interview, score 3/5
5. Project Completed + Demo score 3/5
6. Course Wrap Up Survey Completed
7. Professional Development Plan Approved

Career Outcomes Intro

Liftoff Career Accelerator Program

Learner

- Currently enrolled
- Not yet met Graduation standards
- Not yet met criteria to move into Pre-Launch or career-ready

Pre-Launch

- Met Graduation standards
- Met base technical and career skills criteria
- Some skills gaps - technical or career readiness

Career-Ready

- Meets all technical and career skills criteria to launch their career
- Actively applying to opportunities.

Career Ready Requirements

1. All Units Completed
2. Resume Approved by **Career Outcomes**
3. Behavioral Interview, **score 4 or higher**
4. Technical Interview, **score 4 or higher**
5. Project Review + Demo, **score 4 or higher**
6. Course Wrap Up Survey Completed
7. Professional Development Plan Approved

Graduation

All Units Completed

Resume Approved by LC Staff

Behavioral Interview, **score 3 out of 5**

Technical Interview, **score 3 out of 5**

Project Completed + Demo score **3 out of 5**

Course Wrap Up Survey Completed

Professional Development Plan Approved

Career Ready

All Units Completed

Resume Approved by **Career Outcomes**

Behavioral Interview, **score 4 out of 5**

Technical Interview, **score 4 out of 5**

Project Completed + Demo, **score 4 out of 5**

Course Wrap Up Survey Completed

Professional Development Plan Approved

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Questions?

Professional Communication

Luigi to Luigi communication

Professionalism: A Note

- Professionalism is
  - A set of guidelines
  - Subjective
  - Built on years of corporate traditions

- Our goals

  - Provide you with tools, insight, and advice to make informed choices to navigate the existing corporate environment
  - Set you up for successful when working with Career Outcomes and Company Team

  Ultimately, your choices in your
  job search are up to you.

Trust me, I'm a Professional.

Application for LiftOff

- Every class is an opportunity to work on professional communication

- Practice with everyone you interact
  - LC Staff
  - Fellow Learners
  - Instructional Lead
  - Instructional Assistants

- Noted as an area of growth for all the candidates that we work with

Professional communication does not mean talk like a business email.

We still want you to show up to LC classes and spaces as you are.

Tone

- Professional
  - Difference between "What did you just say" and "Could you repeat that"

- Respectful
  - Treat everyone with respect, including yourself
  - Mindful of what you put in writing

- Authentic
  - Should still sound like you
  - Especially important for things like resumes and presentations

Responsiveness

- Respond within 48 hours to all written and verbal requests

  - Unless otherwise defined time

  - Expectations should be communicated in writing

- Messages should be complete

  - Do not send an email or Slack that just says "hi" even if immediately sending another

  - Avoid "can we meet" messages without additional context

  - Be thorough in your communication

Feedback

- Time and place matter
  - How would you want to receive this feedback?
- Demonstrate empathy
- Structure feedback intentionally
  - Frame it as it is, your perspective
  - Try the following:
    - I feel _____
    - Because _____
    - And I suggest _____
- Balance out your Chocolate and Onions
  - Too much positive feedback is not conducive to growth
  - Too much negative feedback is demoralizing

Feedback is crucial. Feedback is difficult. Feedback is care.

Asking for Help

- Be timely

- Be specific

- Consider who to ask

- Be thorough in your request

- [Don't be a vampire](#)

Navigating Conflict

<u>Strategies to Implement</u>

- Acknowledge the dispute
- Gather information
- Set/review expectations
- Listen to listen, not respond
- Call a pause
- Address the behavior, not the person
- Conclude with action steps

- What's Your Conflict Management Style?
  - <u>Shark, Turtle, Teddy Bear, Fox, Owl</u>
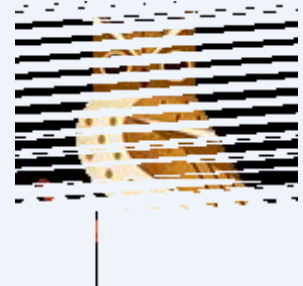
Accountability

- What is helpful to get your project done?
  - Daily Slack check-ins?
  - A third required group meet-up time?
  - TA support?
- What can you do to stay accountable to yourself?
  - Identify an accountability buddy?
  - Create a routine?
  - Build checklists?
  - Make time to celebrate?

Different strategies work for different people. What has kept you motivated?