

Reflection

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January 4, 2019

Presenting Yourself Professionally

Presenting myself professionally is something that I did not put much effort into during this course. I showered and wore casual clothes, although they covered my tattoos, had no rips, and were appropriate – they were not appropriate for business or even business casual. One the first day of class I did not wear my lanyard and left it tied around my laptop bag, I also wore a sweater that seemed to be plain but in fact had a tiny picture of a rapper with the word Dicky underneath. Although I know that it was a rapper and was referencing him, it could have been misunderstood as something else. In the future I plan to go the extra mile by putting in more effort. I will do this by dressing more appropriately and considering what I am dressing for to a higher extent as well as leaving more time in the morning in order to put on makeup/look more appealing. I will keep in mind that the clothes must fit properly, not too big, not too small and I will remember that it is best for business if I wear dress pants, a blouse, and a limited amount of jewelry (nothing to distracting).

Knowing now that presenting myself professionally doesn't always mean looks and that it can also refer to emails, texts, and educating yourself I know that there are more things I need to improve on. This class has taught me that I should change my voicemail greeting to something simpler, with reduced background noise. I also learned that I should be using a separate email for all my business needs, this way there can be no confusion (emailing the wrong person), spam will be reduced, and inboxes will be cleaner, among other things. Lastly, I learned that before meeting with a company or doing an interview research about them should be done. This is something that I never thought of and I highly plan on doing for the future.

Other things that I can improve on are my punctuality and body language. I need to improve on these things because the second day I arrived late which can leave an unorganized impression and body language can be misunderstood and if done incorrectly make me look lazy. During the first day I squirmed in my seat, changing positions often in ways that were unprofessional without even thinking about it. This could come off as me being antsy or giving the impression that I feel as if my time is being wasted. Although that is not what I intended it could have very well been what was received.

Developing a Solid Work Ethic

There are a few things that I must improve on with my work ethic. It is important for me to do this because a good work ethic is valued among companies because it impacts the employers and everyone at the office. Although I am honest, cooperative, respectful and diverse I am not perfect in all the fields.

With honesty you are expected to refrain from gossip, sometimes this is something I will cooperate in at the workplace. Even though this is usually with workers that are no longer at the

company, and for good reason it is something that should still not be happening because it can speak to your character as well as deface the character of the person you are talking about.

When it comes to diversity in the workplace, it is not my strong suit. When it comes to gender, I like a workplace with a balance, but when it comes to other things like race, age, and ability I get close minded. I find that having young workers can sometimes lead to more issues – whether they are less educated, capable or having consumers/customers question them and not trust their ability and in turn not want to return to a place with “unreliable” staff. Diversity with race and ability are something I am lenient on, I don’t necessarily care what race they are or if they are disabled but if they happen to not be capable of speaking the majority language fluent or have issues doing tasks it is then a person, I cannot see myself hiring.

Respecting others is the area I must work on the most. It’s not that I don’t value others time or see my time as more important as theirs it’s just that at times I have poor time management skills. On my second day in this class I was late, and although I sent an email notifying that I would be late there are steps that could have been taken to ensure I wasn’t. Even though I set my alarm it was for the wrong time and before going to bed this is something that I should have double checked. I could have reduced my late time by not showering (this would then impact my presentation so I did), I could have expected to be late somehow and gotten gas the night before, I could have also asked a friend in town if I could have stayed over for the night – this way I could have gotten more sleep and been on time. In the future I plan on triple checking my alarms before bed, as well as getting gas the night before, ensuring I have multiple alarms set so that even if I sleep through one there are backups. I also plan on setting an alarm for thirty minutes before I should leave, this gives me a warning and encourages me out the door, also if I leave at this time I will be early instead of on time. Because being early is being on time and being on time is late.

Cooperation around the work place is something I think I excel in. I am good at seeing both points of view and getting along with those I work with. When issues do arise with others, I take it upon myself to seek a third party that may help in the situation.

Developing a Good Interpersonal Skills

When it comes to interpersonal skills, I would say I am just above average. I am good at developing relationships between coworkers, I can find common grounds between us and spark conversations. I excel at seeing both parties' points of view and often am flexible with other opinions. When issues arise at the workplace I often go out of my way to see how the problem can be fixed, I make lists and discuss the issue with other employees to get their thought and ensure that I am not the only person that knows the issue, if needed I will also educate the other on how to handle the problem if I happen to be away. Since I am flexible at the workplace it has often been asked of me to do other tasks that for example I was hired as a sales person at my second job but lately because of lack of staff I have been moved to a stock person because of this they use me in examples when they are looking to hire other people and often talk about my adaptability. At this job we also do a lot of floor sets (change the store around), this requires a lot of teamwork and communication, I know that my interpersonal

skills are good because of this. My manager often goes out of her way to ensure I am available to work these days to make it go along smoother.

At my first job I know that I am appreciated because of my interpersonal skills because I always ensure a constant circle of communication, I also know that I give great customer satisfaction. I know this because a lot of the time customers come back asking for me or my help. I have also often gone out of my way to ensure customers problems are solved even if they did not buy the product from our store. This creates trust with customer and improves the chance of them coming back to our store for our product/service the next time.

Solving Problems and Making Decisions

This is an area in which I know I excel in. My first job has increased my problem solving and decision-making skills a ton. When it comes to solving an issue whether it be small or large, I ensure I communicate with the customer in order to let them know on how I plan on fixing the issue, I do this before starting the process in case they may have any issues with how I am going about solving it (card not on them etc.). If the issue is bigger than me, I then involve the manager but ensure that I stay a part of the problem solving so that I know what to do the next time the problem arises. I never have problems asking for help if I think it is needed and always relay the issue to others if I think it may reoccur (this way they will also know how to solve it). Working at my first job has made problem solving almost as easy as breathing, there are many small issues that occur during the day that help me improve myself on a day to day bases.

Thinking Critically

Thinking critically is also something I would say I excel at. I think because I have a large experience with problem solving it has increased my skill to think critically. Most of the time I can see the shades of gray, I act on the issue – but not without getting proper information and looking at surrounding issues before hand, I am flexible and view all the different ways that there may be before solving the issue – sometimes even ask other what they think may be the best way, and I let the person know how I will go about solving the issue.