

IQSS - *Employee Handbook*

**Something which
you know but need
to follow!!**

Covering a dozen areas or topics to keep in mind

- How to work at IQSS, and make IQSS a better place to work
- How we answered that question from our younger brothers “what’s your best advice on how I should act at work?”
- What's right or wrong here..?
- What you need to be doing?

1. Attendance

- Learn what your group's dynamics are around work hours and be ahead of the curve
- Generally, try to be one of the first couple people at work in the morning
- Know when to stay late and when to go early
 - It's also ok to ask others on your team if they need help so they can go early
 - If everyone in your group checks email at night and on weekends, you probably should, too – but our objective isn't to regularly work weekends
- Coming in “late” is ok
 - Very infrequently
 - If you've worked really late the night before
 - If you email your manager/colleagues beforehand to give them a heads up

1. Attendance (Contd.)

- Days off
 - Take them!
 - Give ample notice/request
- Never, ever, ever, ever get to the point where your manager has to talk to you about attendance or tardiness

2. Dress

- Dress well, Flair (your style) is ok if “in bounds”
- Don't push the envelope of our dress code
 - The term “business casual” does have the word “business” in it
 - Are you ready to meet with a client today?
- Dress up or down accordingly
- Keep other elements of appearance in check
 - Follow basic hygiene
 - Keep your facial hair neat
 - Don't show too much skin
 - Don't flaunt piercings and tattoos
- Never, ever, ever, ever get to the point where your manager has to talk to you about your appearance

3. In-office behavior

- Learn to recognize people's work styles around interruptions
 - Open door generally means “come on in”
 - Closed door or heads-down means knock first and don't expect an immediate answer
- Be really careful about getting romantically involved with someone at work
 - Easy to backfire
- Build good lateral business relationships with
 - Peers who can be helpful
 - Peers who can't be helpful today
 - The department head of the department you work most closely with
- Being on social media/using Smartphones always is not appreciated; not during work hours.
 - You are here to work and grow, remember that
- Recognize that you're the newbie
 - Ask questions, make friends and be yourself
 - Respect the fact that the people you are working with have established relationships

3. In-office behavior (contd.)

- Going around the boss is ok
 - To learn from others
 - To air a legitimate grievance if you're uncomfortable doing so to your boss, or if other avenues are exhausted
- It's ok to work on personal items at the office
 - We live in a 24x7 world
 - Get your work done
 - Don't distract others
 - Don't plan your entire wedding at work
 - Watch expenses (too many long-distance calls)
 - Work items are always the priority
- Be kind to others
 - Hold the door open
 - Get the next person in line a cup of coffee
 - Offer your opinion quietly when you think it's appropriate
 - Smile a lot and be friendly!
 - Use lunch hours to get together with newbies, co-workers, or people you don't know that well
- Answer the phone like a pro

4. Out-of-office behavior

- You are always an ambassador of IQSS to the rest of the world
 - You never know who is where (elevators, airplanes)
 - What you do reflects on you
 - What you say about work reflects on us
- Drinking with colleagues
 - Ok to a point
 - Always eat while drinking
 - Be careful not to lose control
- Show up for work on time, ready to go, in fresh clothes, showered after partying
- Emailing when drunk is an incredibly bad, bad, bad, bad idea. It's such a bad idea that it's not even an idea

5. Communication

- In all cases
 - Organize your thoughts ahead of time
 - The main thing is to make the main thing the main thing
 - Be succinct – don't ramble or write too long
- Written
 - Email counts as written communication. IM can count as written communication. Don't be too cute
 - ✓ Not too many acronyms
 - ✓ Capitalize words that are supposed to be capitalized
 - ✓ Punctuate in places that require punctuation
 - Never, ever, ever send anything out with a spelling error or grammar error – internally or externally
 - When you send an attachment, send a clear, succinct summary of key points in the cover email
 - Always note action items or response required very clearly
 - When forwarding a long email thread, make sure to include a quick summary for the reader
 - Personal thank you notes (email or even better, handwritten) mean a lot
- Verbal
 - Organize your thoughts before speaking.

5. Communication (contd.)

- Meetings
 - Show up on time, even if the meeting is chronically late
 - Ask questions!
 - Active listening, acknowledge key points with a nod
 - Learn the meaning of Playback
 - Note-taking is great, but avoid laptops and cell phones during meetings
 - Be pro-active in seeing your plans through
 - Ensure all your follow-up items are yours to lead and coordinate
- Pick the right mode of communication
 - When the email is longer than a small page, pick up the phone or go see the person
 - Sometimes, email is good to give people time to think without being on the spot
 - Memos are ok, if a bit dated
 - Think about who your audience is and what you're trying to convey to them or sell them on – Excel vs. Powerpoint vs. Word vs. Email vs. IM vs. phone vs. Pop-in vs. Scheduled Meeting

5a. Meeting with your manager

- Goals
- Development plans
- Delegated items
- Issues and solutions
- Roadblocks
- Brainstorming about the future
- In office vs. out of office

6. Execution

- One of the clearest measures of your productiveness and effectiveness is how you deliver on your commitments
 - Other people rely on them
 - Meeting them builds credibility
 - They should always be renegotiated if you think they will be missed
 - Don't over-commit!!
 - Ensure you see through all your plans to the end and not wait around for it to happen
- Under promise and over deliver
 - Build in contingency percentage for project commitments
 - Early, under budget, and better/smarter than expected
 - Anticipate next step and start working on it
- Never let them see you sweat
- Learn how to say "no"

7. Meeting the client

- Show up on time, preferably 5 minutes early
 - Travel shouldn't be an excuse – “you leave late, you get there late”
- Look your best! Not the right day for jeans and untucked shirts
- Turn off your cell phone and laptop before the meeting starts
- All external meetings are learning opportunities for you and for others at the company who aren't there
 - Ask great questions
 - Take great notes (on paper)
 - Plan to write trip notes via email for all relevant parties internally
- Assume all follow-up items are yours to lead or coordinate
- Write a thank you email or handwritten note afterwards
- Coordinate internal and external follow-up with other meeting attendees

8. Attitude

- Enjoy what you are doing
 - 40% of your life is spent working; > 60% of your waking life
 - No extra points for bitching at the water cooler
 - Make your work play to you
- Smile and the world smiles with you, frown – you frown alone
 - Optimism counts for a lot!
- Balance
 - making work good...
 - ✓ taking pride in what you do, enjoying the challenge, looking forward to each day with optimism and enthusiasm
 - ✓ ...with having a good time at work
 - chatting with pals, playing the occasional office prank
- No dead fish! A firm handshake inspires confidence
- Put things in perspective
 - Learn how to try on the other person's shoes
 - Don't let a bad day or week impact your life disproportionately

9. Learning

- You get points for asking good questions, not for pretending you know everything
- Think first, write questions down
- Don't be afraid to ask for help, but
- Be resourceful and conscious of people's time
 - The Internet is your friend
- Make mistakes! (Yes, really)
 - It's ok to make mistakes. You will. We all do
 - Try to correct them as soon as possible
 - The worst mistake you can make is not learning from a mistake and repeating it
- Seek out 1:1 time with
 - your manager
 - your department head
 - senior management
- Read, read, read

10. Getting promoted

- Never stand still – finish your work early so you can
 - Ask for more
 - Think about two nagging problems with your project or your department and jot down suggestions for how to improve them, for your next meeting with your manager
 - Think strategically about how your division can move forward
- The picture
 - See the big picture
 - See the entire picture
 - Direct the picture
 - Produce the picture
 - Stop being an extra
- Read business books/ Blogs
 - Ask your manager
 - Ask senior management

The top 10 secrets to developing a great relationship with your boss

- Work with your boss rather than for your boss
- Challenge your boss
- Be proactive
- Take ownership
- Show passion
- Take their advice
- Speak up
- Show your personality in a professional way
- Have an eye on becoming a boss yourself
- Develop a relationship based on constructive criticism

Our Top 10 Good Habits to Keep Top of Mind

- Watch those around you and adopt best practices, not everything
- Common sense and good judgment count for a lot
- Never let attendance or appearance be an issue
- No booze during the workday or in the office; moderate drinking when out with colleagues or clients after work
- Build your network at all levels in the organization – you can be interested and learn without being a suck-up
- Speak to people directly not through your communicator all time
- Common sense and good judgment count for a lot
- Give preference to your work; not to your smartphones/ Social media
- Never give a chance to your seniors or management to speak about your bad attitude
- Learn and grow with the organization

GO FORTH AND CONQUER!

