



Maintaining & Advancing - Making a Great First Impression

From the word bank below, list in order what you think is most important for **making a great first impression**. You have room to list 3 of the statements below. Not every statement will be used. Once complete, we will discuss as a class.

Answers

Remember to rank this list with the most important thing to be done to **make a great first impression** at the top!

1 _____

2 _____

3 _____

Word Bank

Showing up on time
consistently ready to work

Remembering coworkers names

**Smiling, being friendly,
positive, and solution-
oriented**

Dressing well, professionally

Being polite, respectful

**Asking thoughtful questions to
learn your new role**



Maintaining & Advancing - Building a Strong Reputation

From the list of choices below, list in order the letters for what you think is most important for **building a strong reputation**. You have room to list 3 of the statements below. Not every statement will be used. Once complete, we will discuss as a class.

Answers

*Write the letter from the choices below (you do not need to write the whole statement). Remember to rank this list with the most important thing to be done to **build a strong reputation** at the top!*

1

2

3

Choices

- A) Being helpful, asking your boss or coworkers what else you can do to help (showing initiative)
- B) Covering shifts for your coworkers (coming in on off days or staying late)
- C) Always being honest and working with integrity
- D) Surrounding yourself with (making friends with) the hard workers and not negative coworkers or the slackers
- E) Having a confident demeanor (body language and tone)
- F) Handling stress well and remaining professional and calm (remaining positive and solution oriented)
- G) Consistency (regular hard work, maintaining a positive attitude, always being on time)



Maintaining & Advancing - Let's Role Play

Role play the scenario below. Remember what you've learned about **making a great first impression**.

Scenario

You are starting a new job as a dental assistant in your hometown. You'll be assisting the dentist and doing other tasks around the office. Often, the office is very busy and there are many patients to see, but at times there are not many patients and things are slow. You know to make a good first impression it's important to stay busy and show that you are a hard worker and team player. In this scenario let's pretend it is a slow day around the office with limited patients coming in.

Role play the scenario below using it as an opportunity to **make a great first impression**.

You: *"Hi Dr. A., is there anything I can do around the office to help before our next patient comes in?"*

Dr. A: "I don't have anything for you to do at the moment but why don't you ask the Office Manager. Thank you for checking with me!"

You: *role play response*

Office Manager: "Thanks for asking, helping me put these in patient's files would be very helpful, I appreciate it!"

You: *role play response*

*You finish filing all the patient's information in an hour then take lunch. After lunch you still have an hour before the next patient comes in and you'll be assisting the doctor. The Dr. and the Office Manager have no other tasks for you to do. **Should you (circle the best answer):***

A. Sit on your phone for the next hour waiting

B. Find other tasks to do around the office such as laundry (cleaning the team's scrubs) and cleaning the rooms that are not being used (sweeping, dusting, etc.)



Maintaining & Advancing - Let's Role Play

Follow up questions:

Can you think of another way to stay busy during down time? Can you think of a way to stay busy at your current job, or a job you'd be interested in working at?

In the scenario above what have you done to make a good first impression?

Why is it so important to make a good first impression?

How might it benefit you to make a good first impression?



Maintaining & Advancing - Let's Role Play

Role play the scenario below. Remember what you've learned about **building a strong reputation**. One way to think about building a strong reputation is by making a great impression every day. It's like making a great first impression over and over again. This consistency will help you to get recognized for your hard work and character.

Scenario

Sander has been working at his job at TJ Maxx for three months. Usually, he has lunch in the breakroom with a couple of his coworkers. A few coworkers leave each day during lunch. Often, they come back late. They are usually on the boss' bad side. Not only because they're late but often because they are unprofessional on the sales floor, joking around too frequently. They generally have negative attitudes and frequently talk badly about their job, and their bosses.

Role play the scenario below using it as an opportunity to **build a strong reputation**.

Coworkers: "Hey Sander, come out with us for lunch today, the break room is boring."

Sander: *role play response*

Coworkers: "Come on man, don't be lame, who cares if we're a couple minutes late, it's not a big deal."

Sander: *role play response*

Coworkers: "Okay fine, whatever you say, we'll see you later."

The following week Sander is working with a coworker unloading a truck full of merchandise. He and his coworker accidentally drop a heavy piece of expensive furniture that breaks. His coworker says that if they put it at a certain angle, the boss won't notice the damaged side. Sander decides he needs to inform his boss of the mistake.

Sander: "Hey boss, do you have a minute?"

Boss: "Yeah, what's up?"

Sander: *role play response*

Boss: "Oh okay. Well thank you for telling me. I'll come take a look."

Sander: *role play response*

Boss: "This is pretty bad, Sander. We can't sell this. Please be careful when unloading the truck. If you need more help, please let someone know to try to prevent accidents."

Sander: *role play response*

Boss: "Thank you. And I understand, accidents happen. I appreciate you telling me. It was the right thing to do."



Maintaining & Advancing - Let's Role Play

Follow up questions:

What does it say to Sander's boss that he went to him and told the truth?

What could have happened if Sander tried to cover up the accident?



Maintaining & Advancing - Tips and Tricks: Advice on How to Get Ahead

The boss's favorite is the boss's favorite for a reason!!!

Action	Result
<p>Those who show up on time, ready to work consistently, tend to make it the farthest. This does not just mean being on time but on time and ready to work. This also means limiting the number of times you call out.</p>	<p>By doing these things you are likely to gain your employers' respect and trust. That leads to more responsibility, more hours if you want them, and maybe a promotion which will result in more money. This also might help you to get your preferred schedule and will make your employer more likely to approve time off requests.</p>
<p>Having a positive attitude, being solution oriented, pragmatic (being understanding and willing to compromise), staying calm, remaining professional.</p>	<p>By doing these things you will excel at your job. You'll produce good work, quickly becoming your bosses go to person. You'll also earn the respect of your coworkers, making more friends and enhancing your experience at work. Everyone wants to be valued and respected. By practicing these actions you'll do just that!</p>
<p>Working to the best of your ability, being eager to learn, asking questions to ensure you are doing tasks to standard.</p>	<p>This will show you are committed to your job and want to do as well as you can. As long as you are truly trying your best you will do just fine!</p>
<p>Not taking suggestions and constructive criticism personally and not becoming defensive but considering the suggestions. Think of suggestions as advice, not criticism. Think of people who are making suggestions as people who care about you and want to see you do well, not people that are trying to tear you down. Some people get defensive, or mad and shut down. Or feel as if they have failed and are not good at their job. By considering suggestions and advice you will grow in your career as good advice is very valuable! This is known as having a growth mindset.</p>	<p>By having a growth mindset, you are more likely to advance in your career (earn more money and receive promotions). You are also likely to become more confident, resilient and have less stress.</p>