

Skills ALL Employers Seek

- Effective verbal communication, one-on-one & in groups.
- Written communication skills: reports, letters, emails.
- Honesty, integrity.
- Work ethic/dependability.
- Analytical skills.
- Interpersonal skills, relating to others.
- Critical thinking: challenging when appropriate; proposing alternatives.
- Leadership: guiding & supporting others.
- Creativity and new ideas.
- Time management; meeting deadlines.
- Collaborating with others in a team.



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Always remember to

- Dress appropriately for the job.
- Keep your work area & common spaces tidy.
- Be productive.
- Show up and be on time every day.
- Leave personal issues at home.
- Protect your boss' back.
- Be honest & trustworthy.
- Be prepared and be positive.
- Bring solutions, not problems.
- Exceed expectations!



Professionalism in the Work Place



CareerLink

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Professional Etiquette

Employers expect that you will present yourself as a professional in every setting. Whether you're interviewing for a job, are a part-time worker, an intern, or in a full-time position after graduation, employers have "rules" you must follow.

Sometimes those rules are unwritten, so here's advice from Career Services' Advisory Board employers to help you succeed in the workplace.

Finding a Job or Internship

- Create a powerful and persuasive résumé and letter of application; no errors!
- Arrive early for your interview; shake hands and use good eye contact.
- Display enthusiasm, energy, motivation.
- Confirm next steps in the hiring process and follow up with a thank you letter.
- Practice being a professional: network!



Dressing as a Professional

- Clothing should cover midriff, thighs, cleavage, and lower back; no visible undergarments.
- "Business casual" varies widely, so check the employer's dress code.
- No words or graphics that may be perceived as offensive in any way.
- No distracting tattoos, jewelry, or piercings.
- Use make-up, perfume, and cologne in moderation; others may be allergic.
- Hairstyles and facial hair should be clean, neat, & trimmed.

Communicating as a Professional

VERBAL:

- Be friendly & smile.
- Say "please" and "thank you."
- Think before you speak; don't interrupt.
- Be clear and concise.
- Don't talk too much; no personal information.
- Be interesting and interested.
- Be an active listener.
- Address everyone formally until they ask you to use their first name.

WRITTEN/EMAIL:

- Use your business email address ONLY for work-related communication.
- Use a subject line that reflects message content.
- Do not share other people's email addresses.
- Do not use abbreviations or text message jargon; no "LOL" or "dude."

- Confirm recipients and use spell check; reread your message before sending.
- Respond to email promptly.
- If you find you are emailing back and forth several times, pick up the phone to discuss the issue.

NON-VERBAL:

- Maintain a confident, relaxed body posture; avoid slouching.
- Smile and use positive facial expressions.
- Match your verbal message with your non-verbal; observe cultural norms.
- Avoid distracting behaviors: twisting hair, cracking knuckles, wandering eyes.

Managing a Job

- Ask questions.
- Pay attention to how people interact.
- Meet deadlines.
- Communicate respectfully.
- Be flexible & willing to go "above and beyond."
- Be a team player.
- Turn off your cell phone; do personal calling/emailing during break time, preferably outside the office.
- Call (do NOT text) if you will be late or unable to attend work.