

Community-Based Learning Workplace Skills and Areas of Concern

_____ Appearance and Language

_____ Honoring your Time Commitment

_____ Listening to Directions

_____ Asking questions and Understanding Directions (knowing the "What?" and the "Why?"

_____ Completing Tasks which have been started before moving on to new ones

_____ Taking Ownership/Investment of your Mentorship,

- Caring enough to finish what you start _____
- Looking at your mentorship in terms of skills you might bring away from it. _____

_____ Workplace Etiquette:

- Saying hello and good bye _____
- Handshakes, Eye-contact _____
- Knowing the proper behavior in certain interactions _____
- The proper way to ask a question for clarification or enlightenment _____
- Proper way to answer the phone (and phone conversation) _____
- Friendly demeanor _____

_____ Friends, family, phone-calls, boyfriends/girlfriends, etc. What is the professional way to behave when work and "outside" overlap? Keeping this overlapping to a serious minimum!

_____ Specific Workplace Skills:

- Fax machine _____
- Multi-lined Telephone _____
- Cash Register _____
- Visa Machine _____
- Copier machine _____
- Computer programs - Excel, Data Base, Word Processing, address book _____

_____ Customer / Adult Relations

- Dealing with customers one-on-one _____
- Dealing with Customers on the telephone _____
- Dealing with other professionals connected to your mentorship site. _____