



BUTTE COUNTY SELPA COLLEGE & CAREER PATHWAYS

Soft Skills in the workplace:
Attitude, Verbal Communication & Customer Service



WORKABILITY 1 PROGRAM

- High school student with a current IEP
- Career Counseling, Resume and Application assistance, Interview practice, Work Experience
- Student Work Experience
 - Introduction to work, up to 10 Hours for students under 16-years-old
 - Up to 40 Hours for students 16 and over
- Referral services to other support agencies



WE CAN WORK PROGRAM

- High school student with a current IEP or 504 Plan
 - Student can continue up to 1 year post-graduation after enrolled
- Student Work Experience
 - Students 16 and over can participate in work experience for up to 300 hours



OTHER ELIGIBILITY

Students must have 90% attendance over the past 30 days prior to work experience placement and must be eligible for a work permit (grades, attendance and disciplinary status may apply per school policy)



HOW TO APPLY

Working can be complicated but getting started
doesn't have to be



**“THE WAY TO GET STARTED
IS TO QUIT TALKING AND
BEGIN DOING.”**


-Walt Disney

APPLICATION PROCESS

- Ask your teacher for a folder
- Fill out the folder in pen
 - Ask your parent, teacher or job developer if you need help
 - If you are under 18, you will need your parent to sign several forms
- Bring completed folder back to your teacher or job developer
 - You will need to bring your social security card (not a copy) and a photo ID



APPLICATION PROCESS

Meeting	Assessment	Preferences	Job Develop	Interview
<p>Once your completed folder is turned in, you will meet with your job developer</p> 	<p>Your job developer will take a look at any work assessment or interest inventories, or have you complete one</p>	<p>You will tell your job developer the types of work or places you want to work, and any challenges you might have, like transportation</p>	<p>Your job developer will go out and find a good match for you at an employer. Once a site is found and you agree, an interview is set up.</p>	<p>Your job developer will prepare you and you will interview at the work site. A schedule and start date will be decided if all goes well!</p>



HOT TOPIC



CITY of CHICO
A safe place to raise a family, an ideal location for business, and a premier place to live.



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LAUNDRY JET



EMPLOYERS

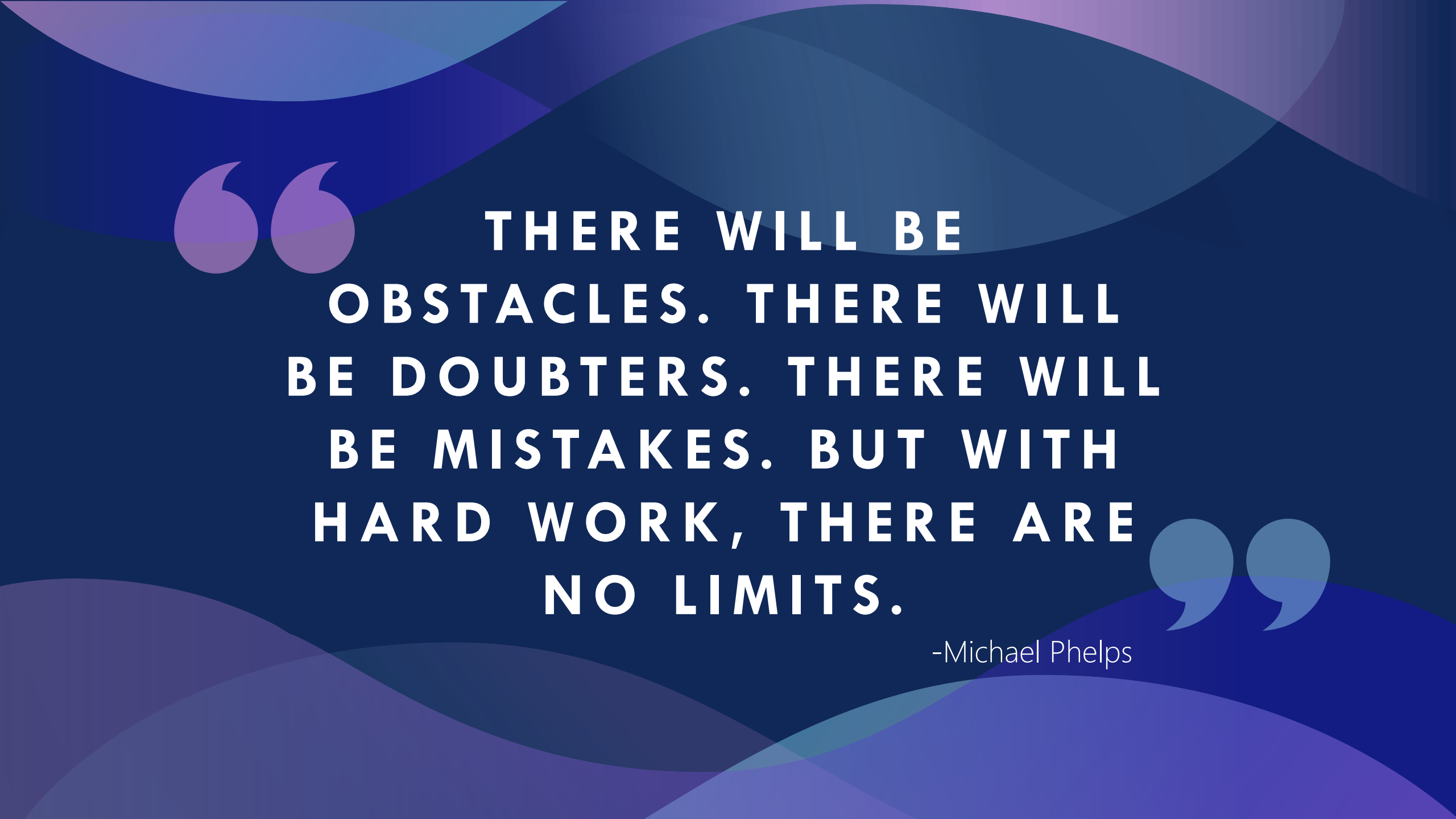


We partner with many different employers in Butte County.
These are just a few of the options:



Oroville Flower Shop





**THERE WILL BE
OBSTACLES. THERE WILL
BE DOUBTERS. THERE WILL
BE MISTAKES. BUT WITH
HARD WORK, THERE ARE
NO LIMITS.**

-Michael Phelps

SOFT SKILLS

Employment Skills that are common to all jobs:

- Good Attitude
- Teamwork
- Problem Solving
- Communication
- Time Management
- Customer Service
- Professionalism
- Listening



Attitude is a little thing that makes a big difference
--Winston Churchill



CUSTOMER SERVICE

- Customer service is the support and assistance that a business offers to its customers before, during, and after they purchase or use its products or services. It can include helping customers solve problems, offering product suggestions, and responding to questions.
- Successful businesses have good customer service to both internal and external customers.



**“ ALWAYS TREAT YOUR
EMPLOYEES EXACTLY AS
YOU WANT THEM TO TREAT
YOUR BEST CUSTOMER. ”**

-Stephen Covey

ATTITUDE

Employees with a positive attitude:

- Get along with coworkers
- Recover quickly when things go wrong
- Coachable
- Can reduce their fatigue and stress
- Create a better work environment
- Improve teamwork
- More receptive to change
- More productive
- Can think logically
- Focus on solving problems, instead of dwelling on the problem itself
- Improve motivation for themselves and others

ATTITUDE

Generally speaking, most people prefer to work with someone who has a good attitude, and a lot more mistakes can be tolerated or overlooked when a person is enjoyable to work around.

Use the letters to talk about some of the things employees with a good attitude do at work:

A	Asks, "Can I help you?"
T	Takes time to listen to others
T	Tries to keep smiling
I	Is polite to everyone around them
T	Takes pride in their work
U	Upbeat and friendly
D	Doesn't complain
E	Energetic and Enthusiastic

COMMUNICATION

Good conversational skills are critical for workplace success. Learn how to engage people of all ages in casual conversation, otherwise known as small talk.

3 Common starters for small talk:

- **Observation (It looks like it might rain today)**
- **Question (What do you plan to do this weekend?)**
- **Revelation (I'm looking forward to starting the school year)**

COMMUNICATION

10 Things Co-workers want you to say:

- Good morning
- Good afternoon
- You did a great job on that!
- Are you free for lunch?
- Hang in there
- You look nice today
- I love this place!
- What's new?
- I really like learning from you
- Can I help you with anything?



SUMMARY

There are skills we can learn that will carry over and impact every job we hold, called soft skills. If we improve those skills, such as communication, having a good attitude and providing good customer service, we have a much better chance of getting and keeping a job.

MEET OUR TEAM



Lynn Bakke

Senior Job Developer



Danielle Bailey

Job Developer



Sharon Byrne

Job Developer



Sean Miller

Job Developer



Julie Romero

College & Career Pathways Coordinator



Adria Brownell

Administrative Assistant

THANK YOU

<https://buttecountyselpa.org/info/workability>

<https://padlet.com/jromero07004/WorkAbility>

www.facebook.com/bcoeWorkAbility