Putting Your Best Foot Forward

How Developing Your Social Skills Helps You Succeed in the Workplace

Promoting Employment First

www.dmh.mo.gov/dd  MISSOURI DEPARTMENT OF MENTAL HEALTH
About your presenters

Don Harris – Employment First Specialist with DMH; Div. of DD; Sikeston Regional Office

- 10 years experience as a teacher, 5-12 and college level.
- 20 years experience with Missouri Department Social Services.
- B.S. Education: Social Studies; Southeast Missouri State University.
- M.A. History; Southeast Missouri State University.
- Married 35 years.
- One daughter who is an attorney in Sikeston Missouri.
About your presenters

Sandy Keyser – Employment First Specialist with DMH; Div. of DD; St. Louis Regional Tri-County Office

- Employed with St. Louis Regional Office for 12 years – first 8 years as a Support Coordinator, past 4 years as an Employment First Specialist
- Bachelor’s in Psychology, Master’s in Early Childhood Special Education. Alma Matter is UMSL.
- Prior work history includes experience working as an Early Childhood Educator & ABA specialist
- Married for 22 years.
- “Mother” to 11 fur babies
About your presenters

- Daniel Mellenthin – Advocacy Specialist with DMH; Div. of DD: St. Louis Regional Tri-County Office
  - Passionate about employment issues
  - Plays rugby
Today’s Objectives

- Identify social skills
- Determine why social skills are so important
- Uncover the social skills vital to employment success
- Learn how to develop needed social skills
- Reveal how to display these skills, if you have them
- Establish ways to maximize success in getting jobs
- Discover how to manage social media to increase success & minimize embarrassment
Social Skills: What are they?

Wikipedia defines social skills as...

- Any skill facilitating interaction and communication with others.
- Social rules and relations are created, communicated, and changed in verbal and nonverbal ways.
- Also referred to as Interpersonal Skills.
Social Skills: What are they?

- **Social Skills** can be communicated through gestures, body language and our personal appearance.

- What is said is influenced both by verbal language and the way we use it
  - Tone of voice
  - Volume of speech
  - And words used

- As well as by more subtle messages
  - Body language
  - Gestures
  - And other nonverbal communication methods

Taken from [www.skillsyouneed.com](http://www.skillsyouneed.com)
Why are these so important?

Importance of Applicant Shortcomings

- Poor Work Ethic: 73%
- Unwillingness or Inability to Learn: 61%
- Lack of Teamwork or Collaboration: 55%
- Lack of Communication of Interpersonal Skills: 54%
- Inability to Interact with Different Cultures: 48%
- Lack of Technical Skills Specific to the Job: 42%
- Lack of Critical Thinking and Problem Solving: 41%
- Inability to Understand Written/Graphical Information: 39%
- Lack of Basic Math Skills: 31%
- Inability to Think Creatively: 29%
- Lack of Writing Skills: 26%
- Lack of General Computer Skills: 25%
- Lack of General Business or Industry Knowledge: 24%

Taken from the 2015 State of the St. Louis Workforce Report to the Region
Why people get fired

The Small Business Section of the Houston Chronicle sites 5 top reasons employers fire employees

- Unethical Conduct
- Job Duties
- Missed Work Days
- Non Compliance
- Personality Issues

Why people get fired

The Business Insider lists the following 13 top reasons why employers fire employees

- Complaining about your boss/supervisor on social media
- Being intoxicated or under the influence at work
- Unauthorized surfing of internet or breach of company e-mail policy
- Refusing to follow orders or directions
- Sexually harassing your co-worker
- Engaging in office gossip or complaining about work
- Becoming embroiled in office politics
- Sleeping on the job
- Getting caught lying or stealing
- Absenteeism or bad time-keeping
- Being caught lying on your job application or resume
- Bringing your personal problems into the office
- Poor performance

More reasons people get fired

- 15% of employers have fired a worker for calling in without a legitimate reason (CareerBuilder)
- 22% of employers have fired someone for using the Internet for non-work related activity (CareerBuilder)
- 22% of employees know someone who has been fired for wasting time at the office or disrupting other employees (SHRM)
- 33% of employers have disciplined an employee for violating social media policy (SHRM)

http://jobsearch.about.com/od/firedtermination/a/reasons-for-getting-fired.htm
Work Ethic

- Defined as a value based on hard work and diligence. (Wikipedia)
  - Integrity
  - Sense of Responsibility
  - Emphasis on Quality
  - Discipline
  - Sense of Teamwork

Taken from http://smallbusiness.chron.com/5-factors-demonstrate-strong-work-ethic-15976.html
Great Communication Skills

- Essential for any relationship, but especially important in the workplace.
- Bosses want to know that their employees are able to both listen to and understand instructions and get their points across to customers, co-workers and the boss.
- Job seekers and employees must listen carefully, ask questions, and be clear in order to portray effective communication skills.
- As electronic communication is becoming more and more prevalent in the workplace, it is also essential that job seekers hone their writing skills.
- It is easy to be unclear or create a misunderstanding in a text or an email so it is vital that students learn proper tone when writing.
- Tone can overshadow everything, but so can spelling errors and poor syntax.
- Always re-read everything to avoid any potentially awkward or embarrassing spelling or grammar mishaps.

Presentation

- Job seekers, whether they are aware of it or not, present themselves way before they ever step foot into the workplace.
- Hiring managers and HR officials introduce themselves to the “online version” of the job candidate before they actually meet him or her.
- What they find can determine if the job candidate even gets a chance to interview.
- Piece together your online identity and make necessary adjustments to ensure you appear professional.
- Potential employers are not only looking at social networking sites such as Facebook and Twitter but will also conduct an online search and could find any blogs, videos, and posts they are a part of.
- If you are squeaky clean in the eyes of the Internet, take the opportunity to build up a representation online.
  - Keeping a professional and informative blog or creating a LinkedIn profile can speak volumes of your overall skills and create networking opportunities.

Finding Jobs...

- 70% of vacant jobs are never advertised.
- Employers prefer hiring people they know, or at least know through someone else.
- Networking is key to finding those jobs & getting the job offer.
  - It is still “who you know” that gets your foot in the door.
And Getting Them

- Employers use the interview process to determine who they will hire.
  - The application/resume shows you have the **technical** skills needed to do the job.
  - The interview is where you show that you have the **social skills**, or soft skills, that will make you a good fit for the company’s culture

- First impressions can make or break you.
  - Appearance matters
  - Good manners, or common courtesy, makes a huge difference
Reasons People Don’t Get Hired

- You’re not being proactive.
- Your lack of passion shows.
- You don’t sell yourself.
- Your resume doesn’t showcase your value to the company.
- You haven’t researched the job or the company.
- You conveyed a sense of entitlement at the interview.
- You’re overqualified/underqualified.
- You’re not connected in your industry.
- You’re just not that likable.
- You’re sending the wrong message.

Taken from http://www.inc.com/jayson-demers/10-reasons-you-re-not-getting-hired.html
Developing Social Skills

- Social skills are developed throughout one’s life.
- Our interactions with others, whether or not those interactions were perceived as positive or negative, influences how we will interact with others in the future.

- Experience is the best teacher
  - Practice, practice, practice
  - Get involved in activities that include other people
  - Communicate with others in multiple ways – verbally, written, etc.
Resources – Where to go for more help

- [http://www.skillsyouneed.com/ips/social-skills.html#ixzz472Qxengm](http://www.skillsyouneed.com/ips/social-skills.html#ixzz472Qxengm)
- [http://www.wikihow.com/Improve-Social-Skills](http://www.wikihow.com/Improve-Social-Skills)
- [http://www.fraser.org/Resources/Products/QuickCues.aspx](http://www.fraser.org/Resources/Products/QuickCues.aspx)
- [https://www.conovercompany.com/education/workplace-readiness/](https://www.conovercompany.com/education/workplace-readiness/)
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