



Ten Golden Rules For The Workplace

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TEN GOLDEN RULES FOR THE WORKPLACE

Target Audience(s):

- Teens or young adults just starting out.
- Individuals with soft work histories.
- Seniors returning to the job market.
- People born outside of the U.S. who are unfamiliar with American work culture.
- Current or experienced employers who would benefit from a brief review.

Learning Objectives:

1. To present a memorable series of workplace etiquette tips and “unwritten rules” applicable to most, if not all, employment situations.
2. To provide examples of simple, timeless behaviors that everyone appreciates.
3. To reflect diversity in a more universal way by modeling an inclusive workforce and providing the video production in accessible formats.*
4. To promote diligence, respect, loyalty and sound performance as the basic goal of all employees.

* The first version on your VHS tape is closed-captioned. The second version is open-captioned and audio described.



Ten Golden Rules For The Workplace

- 1. Be on time.***
- 2. Be neat and tidy.***
- 3. Complete your work every day.***
- 4. Be a good communicator.***
- 5. Follow the rules of your specific workplace.***
- 6. Be a good team player.***
- 7. Ask for help.***
- 8. Diversity is good. Be tolerant of differences in others.***
- 9. Be nice to others.***
- 10. Work hard and get ahead.***



GOLDEN RULE #1

Be on time

- ☐ ***Dependability starts with a reliable alarm clock.***
- ☐ ***Wake up early so you can make it to work on time.***
- ☐ ***Prepare your clothes the night before.***
- ☐ ***Allow plenty of time to get to work. Be sure to give yourself extra time for travel, just in case there are delays.***
- ☐ ***Try to arrive early at work. It shows initiative and lets you get organized for the day.***
- ☐ ***If you're going to be late, let people know. And then make sure it doesn't happen again.***
- ☐ ***During the work day, watch your breaks as well as your lunch hour.***

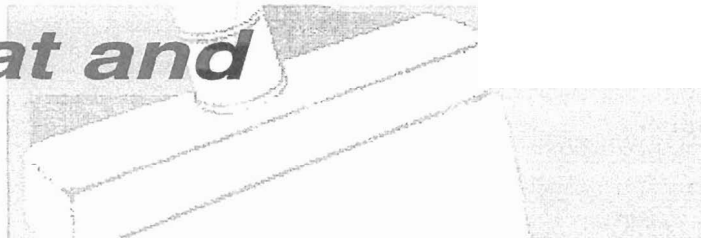
Make sure you arrive on time for meetings or appointments.

- ☐ ***Don't become a "clock-watcher," counting every minute until the end of the day.***
- ☐ ***Never leave early at the end of the day unless you have prior permission.***
- ☐ ***If you have problems with time, ask a supervisor for help.***
- ☐ ***Keep busy on the job and time will fly.***



GOLDEN RULE #2

Be neat and tidy



- ☐ ***Neatness starts with good hygiene and with keeping a well-groomed appearance every day.***
- ☐ ***Be sure to follow the dress code for your particular position. If there isn't one, find out what others in your area generally wear. And find out before your first day of work so you'll know how to dress appropriately.***
- ☐ ***However you dress for work, take the time and effort to do it right.***
- ☐ ***Keep your work area neat and clean. It will help you stay organized and will help eliminate safety problems.***
- ☐ ***As time permits, help keep other areas neat, too.***



GOLDEN RULE #3

Complete your work every day

- ☐ *Develop a daily routine if you can.*
- ☐ *Write yourself a to-do list each day.*
- ☐ *Take thorough notes when given assignments.*
- ☐ *Learn to budget your time.*
- ☐ *If something has to be held over until another day, neatly organize it for easy retrieval, then follow up and follow through.*



GOLDEN RULE #4

Be a good communicator

- ☐ ***Always try to speak in a pleasant tone of voice while looking the other person in the eye.***
- ☐ ***Don't disrupt the workplace by speaking too loudly.***
- ☐ ***Good communication means learning to listen. And you can't talk and listen at the same time.***
- ☐ ***Don't monopolize conversations so others can't speak. Let others talk.***
- ☐ ***Listen closely to others, especially if the person has difficulty speaking.***
- ☐ ***Don't pretend to understand something if you don't. Ask the person to repeat it.***



GOLDEN RULE #5

Follow the rules of your specific workplace

- ☐ ***Study the personnel rules or office handbook so you know what the rules are.***
- ☐ ***Some rules cover the basics, such as honesty. Do not take supplies for personal use or abuse company privileges.***
- ☐ ***Some rules cover job duties. If there is a job description for your position, read it carefully.***
- ☐ ***If you're assigned to shadow a more experienced worker, listen closely and take notes.***
- ☐ ***Pay close attention to rules concerning safety.***
- ☐ ***Ask co-workers about the unwritten rules and routines of your particular workplace. After you're a pro, you can help teach the ropes to other new employees.***



GOLDEN RULE #6

Be a good team player

- ☐ ***When we help each other, we create a strong sense of teamwork on the job.***
- ☐ ***If you have time, offer to pitch in and lend a hand. (But be sure to ask first.)***
- ☐ ***Don't fight change. It is up to you to keep up with changes at work so you can remain valuable to the company.***
- ☐ ***If you have an idea that will help at work, share it. Most companies count on their employees to come up with good ideas because it helps them stay competitive.***





GOLDEN RULE #7

Ask for help

- ☐ ***Don't wait for mistakes to happen before you ask questions. Find out the right way to do a job first.***
- ☐ ***If you make a mistake, own up to it. Then learn how to do the job right next time.***
- ☐ ***Work with your supervisor on finding the most efficient ways of doing things that are hard for you.***
- ☐ ***If someone else needs some help and you have time, offer to pitch in.***
- ☐ ***Don't be shy about complimenting your fellow workers on a job well done.***

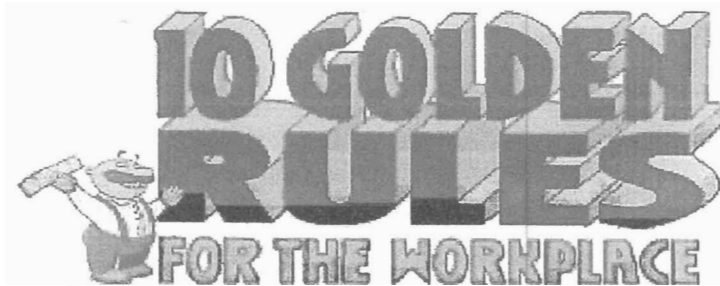




GOLDEN RULE #8

Be tolerant of differences in others

- ☐ ***Today's workplace is becoming a rich melting pot of different races, cultures and lifestyles. Sharing and understanding our differences help bring people together.***
- ☐ ***Don't harass someone because of their gender.***
- ☐ ***Don't be intolerant of others' religious customs.***
- ☐ ***Don't make fun of someone's disability.***
- ☐ ***If someone hurts your feelings, talk to them privately, not in front of others.***
- ☐ ***If you observe a co-worker hurting the feeling of others, speak up.***
- ☐ ***Keep in mind The Golden Rule: always treat others as you would want them to treat you.***
- ☐ ***When you have the chance, include a new employee in your lunch plans or after-work activities.***



GOLDEN RULE #9

Be nice to others


- ☐ ***Don't act like a "prima donna."***
- ☐ ***Keep a smile on your face. If you're friendly toward others, most will be friendly to you—including bosses.***
- ☐ ***Keep a good sense of humor at work. Just don't take it too far.***
- ☐ ***Use good manners. Little things like saying "thank you" go a long way on the job.***
- ☐ ***Be especially courteous with customers.***
- ☐ ***Don't spread rumors at work. Stick with the facts instead and treat your co-workers with respect.***





GOLDEN RULE #10

Work hard and get ahead

- 
- A detailed line drawing of a worker wearing a hard hat and safety vest, operating a forklift. The forklift is carrying a large stack of wooden pallets. The worker is looking down at the controls of the forklift.
- ☐ *Be reliable. Put in a full day's work and leave your personal business at home.*
 - ☐ *If you can, take on additional responsibilities at work. Superiors will notice the extra effort.*
 - ☐ *Don't be afraid of learning new skills at work.*
 - ☐ *If you have the opportunity, try to upgrade your education. Take college or technical courses in your spare time.*



Ten Golden Rules For The Workplace

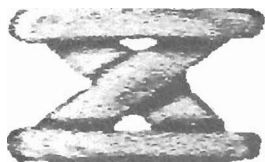
Being a pro means:

- ***getting paid to do a job right***
- ***taking the time and effort to work together with others***
- ***taking pride in everything you do***

The Goldest of All The Golden Rules:

**: Do unto others as you would :
have them do unto you.**

OTHER IMW&A TRAINING MATERIALS:



The Ten Commandments of Communicating with People with Disabilities

Forty-nine million people with disabilities purchase over \$600 billion goods and services annually. Learning proper etiquette can help your organization avoid losing talented employees and potential customers due to ignorance or awkwardness. Based upon the United Cerebral Palsy Associations' printed guidelines entitled *The Ten Commandments of Communicating with People with Disabilities*, this outstanding video uses light-hearted, humorous vignettes and is ideal for anyone who employs, serves or communicates on a regular basis with people who have disabilities. Comes complete with a closed-caption version, followed by a second version with open-captioning and audio descriptor, all on one cassette.

"AWARD WINNER"

- CHRIS Award - Columbus International Film & Video Festival
- Golden CINDY Award Winner - Visual Communicators of America
- Listed #1, Top 50 Business Videos - *Successful Meeting Magazine* 2/96

PROGRAM CONTENTS:

- 26 minute VHS video • 11 pages of reference guides • Public performance rights (Includes: Open & Closed-Capiton with Audio Descriptor) For Colleges, Educational Institutions, Not-For-Profits & Rehabilitation Agencies.

"Presented by Tim Harrington, an executive who was born with cerebral palsy, *Ten Commandments* is 25 minutes of enlightening interactions. Each commandment is presented with a wonderful blend of clarity, tolerance and sometimes humor."

*Deborah Kendrick, Syndicated Columnist
on Disability Issues*

"We showed it to our entire staff, and half the employees asked to borrow it afterwards for their church groups, softball teams and other extra-curricular activities. Tim Harrington's a hoot! Everyone loves the condescending, interrupting 'lady... what an actress! Thank you, thank you, thank you!"

Mary Beth Ahern, Denver Options

**** Four Star Rating

Training Media Review

"(This) is the best video of its kind that I've seen."

Carol Schnitzler, Training Media Review



Unfinished Business The Diversity of Disability

Winner of the 1997 Aurora Award

Finally. A diversity tool with a difference: an entertaining, one-of-a-kind video that explores the "unfinished business" of integrating people with disabilities into the mainstream workforce. From ancient times to telethons, to today's world marketplace, this video provides a new perspective to an ages-old issue... and is the ideal introduction to disability awareness.

Unfinished Business is a 32-minutes video featuring Tim Harrington, who plays an outside consultant to the diversity department of a major corporation. With a combination of hard-hitting facts, rare historical footage and his own unique brand of humor, Harrington leads the company's CEO, trainers and human resource staff to a new understanding of the issues facing people with disabilities.

PROGRAM CONTENTS:

Comes complete with a closed-captioned version, followed by a second version with open-captioning and audio descriptor, all on one VHS video cassette. Also included, free, are 38 pages of printed, camera-ready presentation resources.

It Will Help You Understand:

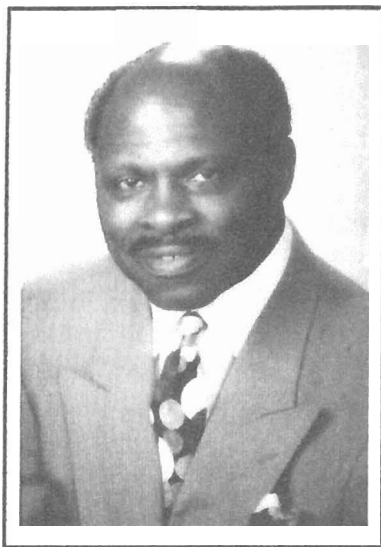
- Historical stereotypes, including the "medical model."
- Stereotypes in films, TV and other media.
- The ongoing struggle for disability rights.
- The effect of technology on people's ability to work and live independently.
- Disability as a diversity issue.

Unfinished Business is Ideal For:

- Corporate & government human resource, training and diversity departments.
- Not-for-profit and government human service agency personnel.
- College social work, disability studies and rehabilitation programs.
- It's an important addition for any public resource or academic library disability collection.

Michael L. Martin M.Ed. LPC

“With anecdotal flair and sparkling sincerity,” was a phrase recently used to describe an inservice provided by Michael Martin. As a family therapist, Michael is used to seeking out the positive in sometimes impossible situations. These same insights carry over into his inspirational keynote speeches and training seminars.

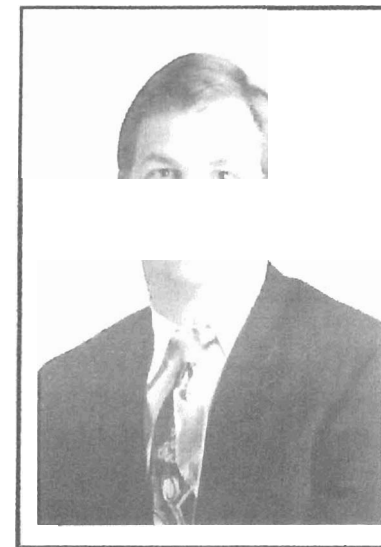


Born with cerebral palsy, Michael was the first in his family to finish college, earning his degree in four years. Characteristic of his upbeat perspective on life, Michael views his disability in terms of the opportunities it has afforded him, not in terms of barriers. Michael incorporates this “strengths perspective” in all facets of his life, especially in his family counseling work for Children’s Hospital.

The ability to relate to audiences ranging from kids to adults is one of Michael’s trademarks. Stories from his personal arsenal of experiences, accent his message. Michael’s strong background in counseling, pre-employment training, development and public relations, coupled with his organizational and administrative skills, provide an exciting mix for his keynote addresses and seminars. Michael has branched out and is now accepting speaking engagements throughout the U.S. as his popularity has grown among conference and inservice planners. He will typically tailor his presentation to the learning objectives and needs of the sponsoring organization.

Tim Harrington B.S.

Few speakers, with or without disabilities, can match Tim Harrington’s ability to grab an audience’s attention. His quick wit, inspiring enthusiasm, and in-depth knowledge of disability-related issues, have made him a favorite speaker among corporations and non-profit groups alike.



Born with cerebral palsy, Tim attended a special education grade school and was expected to graduate from a segregated special education school. However, when he reached high school age, Tim insisted on being mainstreamed into public schools. Surprising many “experts,” Tim not only graduated high school but went on to the University of Toledo, where he received a Bachelor of Science in Business Administration.

Combining a hard-edged business sense with a keen sensitivity to the rights of people with disabilities, Tim has become one of the region’s leading corporate consultants in areas of accommodation, accessibility, and ADA implementation. He has administered benefits packages for major U.S. corporations, managed a nationwide customer service network, and started his own transportation company. Tim has kept busy in the public sector as well, managing an independent living center, setting up a camp for children with disabilities, and working with city planners to develop accessible housing, recreation facilities and public buildings.