

Self-Study WorkBook

“STEPS TO A SUCCESSFUL Return to the Workforce” and “Meeting the Challenges of the Workplace” for Men & Women



Abridged Book

This Book is also for individuals who are New to the Workforce!

Special: “Meeting the Challenge Series”
Special Website Abridged Version 2020

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“Steps To A Successful Return to the Workforce”

“ Meeting the Special Challenges of the Workplace ”

Abridged: Custom Career Training Book I Outline & Self Study FREE Workbook

M&M Consulting Primary Objective: To offer the Participant or Reader Education and Career Training towards establishing a smooth transition back into the Workforce. The original Custom Business Seminar from which this Book is based on is: **“Steps to a Successful Business Impression”**. Participants and Independent Readers can obtain knowledge that will enable them to strive towards establishing a professional Business Impression and Business Skills for their advancement toward productive Employment.

Returning to the Workforce: As part of your successful transition back into the Workforce (whether you are just beginning your Career, or have been absent for a period of months or years), you may wish to update your current Business Impression and skills. A fresh Business Impression may give you a competitive edge over new Applicants for a job, or other Employees at a Company.

While you are studying this Condensed Seminar Workbook, we will address topics that are applicable to individuals who are: returning to the Workforce or newly Entering the Workforce.

Introduction: Some of the topics:

- *Real-Life Career Skills & Training !
- *Re-developing your Career Path ~ and applying skills you have acquired!
- *How to develop the components of a Comprehensive Resume Package
- *Sending your Resume
- *Some very important “Business Tips” that will help you Now!
- *Business Issues & Your Concerns
- *Your Updated Business Impression
- *Identifying Jobs to pursue/How to stay on track
- *Set some Career Goals!
- **What advantage do you have already by returning to the Workforce?

“Steps To A Successful Return to the Workforce”

“Meeting the Challenges of your Work-Place” Self- Study WorkBook Preface

*This **Self-Study Workbook** is designed to assist the Reader with their own Work Development curriculum. I have made an attempt to take the regular Seminar Workbook format, and insert the M&M Consulting comments and information for you to read. This format is not as advantageous as attending an actual M&M Consulting Job/Career Training Seminar, however I hope that it will be of assistance and interest to you. If you are interested in attending a **Special FREE Business Seminar** (where applicable) please contact M&M Consulting.*

M&M Consulting recognizes that life can be a challenge to say the least. You might not feel confident that you will be successful in finding work, and getting your situation back on track. You will be required to make your best effort in pursuing every available resource to help you get your life going in the right direction. It's not an easy thing to do.... but understand, that with perseverance, you will come out the other side!

“There are many roads to life, and through our life. If what ever challenges us truly makes us stronger, then you will be left so strong that nothing can defeat you.” (©M&M)

Let's start at the beginning. You will be introduced to some basic Business Skills and information regarding your Business Impression. Please note that there are some Topics that I mention in this Workbook, which I have found I am unable to discuss in their entirety due to the fact that it would create a much longer Workbook than you would probably want to read. I found that some topics should be discussed within an actual Business Training Seminar, however I have made an attempt to insert a Response where it is applicable.

*Please understand that your life is a work in progress. The key is “**progress**”. You will need to set up some steps you can begin to take: you will need an updated Business Image, a Resume, basic Business skills, proper ways to communicate with prospective Employers, and freshen up your Interpersonal Skills, just to name a few things. All these things are attainable, and can be accomplished.... so let's get started. **Be the Reader, follow-through this Workbook, and take the first steps to getting back on track!***

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(If you Leave a message, or send an E-mail, please reference the “**Career Training Booklet**”)
M&M Consulting takes liberty with some punctuation & grammar in order to stress important information, and utilizes a relaxed writing style. This Booklet does not guarantee nor warrant Employment.

“Steps To A Successful Return to the Workforce”

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I.) A. What is a “Business Impression”:

(No matter what Job or type of Employment you are pursuing, you should always possess a proper Business Image.)

M&M Consulting Definition: “The overall image that you project to other individuals, by your appearance, actions, and mannerisms. There is truth to the old saying “you never get a second chance at a first impression”. How you look and act will offer others an opinion of who you are, and even to what level of professionalism you do your Job. Your appearance might also project information regarding your education and abilities. It will always benefit your Employment situation, if you make every attempt to offer the public your best appearance and self image.”
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I.) B. How does your “Business Impression” affect your Employment? (Even if you are New to the Workforce)

M&M Consulting Instructor: Your overall Business Impression has a direct affect on virtually every aspect of your Career. A proper Business Image can assist you with being awarded Pay Raises, Promotions, and even your relationships with Co-workers. A Professional Image may reflect your capabilities and even your aptitude. The lack of a Business Image could prove detrimental to your chances of obtaining viable Employment.

I.) C. A Business Impression encompasses both Men and Women, and virtually every type of job:

M&M Consulting Instructor: Every single Job does require a proper Business Image, and conduct. M&M Consulting does recognize that your Business attire does need to reflect the specific Career Field you working in however, there is no excuse for a lack of grooming and appropriate choice of clothing. (More on this later...)

II.) A. Where you are now Vs. Where you want to be:

M&M Consulting Instructor: You may wish to consider this topic in depth as you read this Workbook. You might want to think about your current or past Employment situation, and decide where you want to be now. (Example: You may currently be pursuing a new Employment situation, and wish to work up to an Office Secretary/Warehouse Manager or a Chef working in a Restaurant). It may benefit you to identify the work you are doing now, or what you had been doing, and then identify the type of job or work you really want to pursue!

II.) B. M&M will define the importance of Goals!

Realistic Goal.....Unrealistic Goal:Short Term Goal:Long Term Goal:

M&M Consulting Instructor: With regards to your work in particular, it will helpful if you recognize the importance of setting Goals for yourself - however it is best to be realistic. Examples for a realistic goal and an unrealistic may be easily understood - they relate to what you are most apt to accomplish. The Short Term Goals and the Long Term Goals need to be defined and plans made, so that you can achieve them in the time frames specified. The importance of Career-Goals is to assist the individual with motivation, direction, stability, and a sense of purpose.

II.) C. Now Consider your own Employment Goals:

M&M Consulting Instructor: *Having your own personal Work Goals - is something that you want to strive for: maybe it is a specific pay grade, or a new position at the Company. Employment Goals may include action items and sort of a “to-do” list of tasks you need to accomplish, in order to obtain your particular Employment situation.*

No matter the range or extent you decide to pursue, it will always be a compliment to your character and a positive influence on your work.... most assuredly to be noticed by your Supervisors. You don’t need to shoot for the Moon with your goals... smaller but obtainable goals are just as likely to be successful - so keep that in mind as well.

II.) D. Are you pursuing a Career, or just Employment ?

Why they should be one-in-the-same:

A Job Can Be A Component of a Career!

M&M Consulting Instructor: M&M Consulting offers the following advice on this topic: a Job is defined by Webster’s Dictionary as: “a specific task done as part of the routine of one’s occupation for an agreed price”. A Career is defined as: “an occupation or profession followed as one’s lifework.” Virtually every Job could, and should be viewed as an **opportunity** for a lasting and rewarding Career. If you value your own work - no matter the task, then you can take pride that it is well done. If you want, you may look at this as: a Job can be a component of a Career. Maybe the Career is the bigger picture. Why not explore the option, that it could lead to more Income, maybe some Health Insurance, more status, and learn to recognize a chance to improve and enrich your life.

Please proceed to the next page

III.) A. How does having Employment affect your Personal Life:

B. Does having Work-Goals really show in your Business Image?

M&M Consulting Instructor: So, maybe your thinking that having a Job doesn't have any affect on your personal life? M&M Consulting offers you the following: your Job can offer you more money, security, self-confidence, an easier & healthier lifestyle.... and with that comes opportunities for different activities, places to see, different people you can meet. So, if having a Job can help you obtain some of those things, don't you think it can make a positive impact on your Personal life? Now, you may recall that we discussed that Work related Goals actually do show in your Business Image - Goals may offer you more incentive, determination and motivation that other Employees and your Supervisors will notice and appreciate!

III.) C. Think about some of the ways in which your choices affect your Working Life?:

M&M Consulting Instructor: *We have opportunities to make choices in our lives. Things we do can have an affect on our personal lives, our families, and yes our Work/Professional life. May I suggest that you try thinking of your Job, as your Professional life, and do the right things to keep your life on track: work hard, try to pay your bills as best you can.... and don't make choices that might get you into trouble. Another words, make an effort to get to work on time each day. These are the "rules"..... and if you follow them, you may have a much more stable and less troubled life. Your work can become your incentive to stay strong.*

III.) D. Name some seemingly unimportant things that affect your Employment Image:

(*Some Watch topics: Cleanliness of Your Office/Desk area, avoiding the Company Gossip, Telephone Courtesies, Interpersonal Skills, Punctuality at Work & Meetings, Cleanliness of your Car, participation if you are on a Team, and staying organized and in control)

M&M Consulting Instructor: Watch list may be explained: be careful about the neatness at your Desk or Office - a dirty and disorganized Desk or Office show a lack of respect, and certainly does not offer that proper Business Impression that you want to convey. Also, remember those Telephone courtesies with your Voice-mails and tone of voice we will discuss. *(More on these topics later in this Training Book)*

III.) E. 1. Let's Talk about those Interpersonal Skills:

They play a vital role in you obtaining and keeping your new Job!

These skills can be imperative to pay increases at a Job!

M&M Consulting Instructor: *It's of course very true that you need to be qualified for a particular Employment situation - but I can tell you: if the hiring of a person is a choice between 2 individuals - and one of them has just a little lacking in something - maybe a bit less experience, most times.... they will choose the individual whom they preferred. Even if the other person had a little more of the requirements - but the Interviewer, and Management did not really care for the Applicant's lack of Interpersonal Skills - guess who's going to win out!*

III.) E. 2. How to get a Team Member to pull their weight:

M&M Consulting Instructor: *If you are a member of a Team let's say, working on a Project together and one Member is not pulling his/her weight with regards to the work load and responsibilities, try taking them aside and offering to assist the individual with issues that they may be having - however don't do their entire work for them! Give them a chance to come around. Perhaps they are shy of asking for help, or are unfamiliar with the task at hand. If you are unable to assist them into a successful work response mode, then contact your direct Supervisor and discuss the issue **in private**. It would be up to them to make the correction.*

III.) F. The Company You Keep?(How does that matter?)

M&M Consulting Instructor: *Maybe you think this is extreme, but if your Co-workers, or a Supervisor see your friends and associates at a Company function for example, and find them not very socially acceptable, it could harm your reputation and their impression of you. Even a Club that you might be a member of, or anything that is not sponsored or part of your work could be an issue. It may be in your best interests to keep your personal friends and the company you keep separate from your work environment.*

IV.) A. 1. Are you a Representative of your Employer?

M&M Consulting Instructor: *No matter what position you hold within a Company, you are a Representative of it. People think that only a Sales related position would include that thinking.... however, everyone should consider themselves a Representative. Example: If you are at a public gathering and speak poorly of your Employer or the Company at large, don't you think that most people hearing you speak as such, might then have a different opinion going forward of this Company (and you), and might not even want to do business with them. If you don't have anything nice to say, better to say nothing at all. You might be slandering your own Employer, and your derogatory remarks may even get back to them..... and then, good luck keeping that Job.*

IV.) A. 2. Why every individual plays an important role in a Company's success: *And why you should care about this!*

M&M Consulting Instructor: *Several years ago, I was assisting a Student with his over-all Business Image and Resume. He had come into my office, feeling rather down and not thinking very highly of himself. He told me he was "just a Maintenance-Man". So I told him: Ok, well.... what do you think will happen to the Business Image and the Customers of your Employers if the building is dirty, the lawn is not cut, the landscaping is not done, the trash has not been picked up, items are in dis-repair, the parking lot needs repairs, etc. I told him that basically, the company's Business Image was resting on him doing his job to the best of his ability. I think that Gary left my office, a few feet taller, than when he came in. I did his Resume for him, offered some Career Development, and Image Consulting: and he was newly Employed 4 days later. (True Story)*

IV.) A. 3. How do I get there, from here? *Re-Developing your Work & Career Path:*

M&M Consulting Instructor: You may now be saying to yourself: I know where I am and I now know where I really want to be, but "how do I get there?" You might find it helpful to list things that may assist you in designing your own Plan.

NOTE: *If you are re-defining your Employment path, consider the hours and dedication you will be required to fulfill. **Example:** A Salesman working for an Automobile Dealership may be required to work Saturdays.... and a Nurse may be required to work the night shifts.*

**Contact M&M Consulting if you wish to discuss more. (There is no Fee to ask questions.)*

IV.) A. 4. Walk the extra mile but don't wear out your shoes!

M&M Consulting Instructor: Sometimes you gotta do, what you gotta do... for the Job to be done correctly, and on time.... this means staying late, or maybe working a Saturday when you were not scheduled to do so. A bit of that is good. It will show your Boss dependability, ambition, and your dedication. However, there is an invisible line that you should not cross - don't allow an Employer to take advantage of you - and expect all the extra hours - especially if you are not getting credit in Pay for the time. Another point to discuss: there might be a time when you are not specifically requested to stay late or work extra hours - but you know that you should - that it's the right thing to do, in order to get the Job done right. You might also not be paid for some of the times you have the self-discipline to do this, however you will have the personal satisfaction as your reward.

IV.) A. 5. “The Trick is”: To obtain a Job you want, but.....

M&M Consulting Instructor: I don’t think there is anyone who hasn’t had in his/her mind a dream Job they wish they could have - whether it’s to be an actress, a Restaurant Owner, or an Artist....what ever your dream Job is. The truth is, that unless you don’t need to work for an actual living - you need to have a Job to survive. The Trick is, to obtain a Job - that you can make a living at, but something that might be close or in support of the interests you have. For example: An individual who aspires to paint - may work in an Construction, or a House Painting & Handyman Company. I know it can be difficult, but do make an attempt to work as closely as you can to some interests you have - it will help you to be much happier in life.

IV.) B. Identifying Jobs to pursue: *(Pursuing New Employment)*

M&M Consulting Instructor:

- * Ask yourself what your interests and skills are: *(whether natural or acquired through experience)*
- * What skills from your previous Employment(s) can you apply now:
- * Do these two components combine? If not, then don’t be afraid to start fresh
- * Now: ask yourself “What would you like to do”?
- **** WHAT IF YOU CAN NOT DO THE SAME **TYPE** OF WORK YOU USED TO ???
- * ***Try to obtain (even if it is part time, or temporary) a job that will bring you into, or closer to the Job Field you want to obtain!***
- * Is this a short term goal ? Or, a long term goal?
- * What things (if any) must you do, in order to obtain that Job?
- * (Make a list of what you need to accomplish ~ example: a CDL License or Certifications)

- ** **If you attend a Seminar (where this is applicable) we may discuss the Job Fields that should be identified, based on work experience:**
(example *Secretarial/Administrative, Laborer, Warehouse, Manufacturing, Construction, etc.)

M&M Consulting Instructor: These topics are more challenging to discuss by typing into this Career Training Book, however I will make an attempt to offer information on a few key points. We will also discuss **Transference of Skills**: When doing your work-search as I call it, make every attempt to pursue an Employment position that will include **some aspect** of an interest you have: such as Painting, or Music, or perhaps Teaching. Whatever your interests are. If you do this, you may be able to grow in experiences and end up in a Job that will give you much more than the financial living that you need. If you are un-able for what ever reason to pursue the same type of Job that you had done in the past, then again.... try to include some aspects of what you had been doing before - **market the skills you accomplished in the previous position, and find a way to apply them to your current pursuit.**

IV.) C. 1. A. Continuing Education: (“It’s Never Too Late”):
1. B. Dangers of Social Media to your Career!!
2. A. Technology & Computer Skills:

**List two technology/computer skills you would like to develop:*

Reader Notes: _____

Danger!!! A Word Of Caution: Never use the Company’s E-mail, Telephone, or Internet for your personal use - without permission. You could lose your Job as a result of this!

Note: It will benefit your Career, to obtain at least ***Basic Computer Skills***, if you don’t already possess them. ***You may need: Internet, E-mail, Word Processing, Excel, and PowerPoint***

Danger Zone#2: Social Media: Face Book, Twitter, LinkedIn etc.

M&M Consulting Instructor: Taking advantage of every opportunity to learn new skills is always good advice for your future Employment. Beware of any Social Media’s damage to your Employment status. There are some Media that boast that they are “Professional” in nature, but proceed with caution - and not to mention the security risks of those Data Breaches that they have all had. Don’t be shy to ask if the company would sponsor you attending a Computer or Software Program Course - many of them do, if you use it for your work.

IV.) C. 3. How do you think Social Media influences your Job?
***Even the “Professional” ones!**

M&M Consulting Instructor: *As related to the topic listed above: be mindful that personal data may not only be breached, it may also not be seen as favorable by your Boss or even your Co-workers. If a Supervisor does not approve, or even like things posted on your Facebook™ Account for example, it may influence his/her regard for you, and your quality of work. I know that it shouldn’t - but let’s be honest... he/she is only human and may not see the information objectively. M&M Consulting does however support posting your professional Resume on a Job Board such as Monster.com™ just be sure to safeguard all private data.*

Facebook, Twitter, LinkedIn, Monster, are all Trademarked ™ unto themselves. All rights and ©reserved, all Computer Software Programs are also hereby Trademarked and © to their own respected Copyrights. This applies to all those mentioned in this Book.

IV.) C. 4. *Are you Returning to the Workforce as a Shift Supervisor or a Manager?*

***How to take charge without alienating your Co-workers or Staff!**

M&M Consulting Instructor: (Please note that M&M Consulting may offer a Business Seminar (where distance is applicable) specifically developed for the Management Field.) We have discussed part of this topic earlier in this Book, but something additional should be noted: You will be welcomed more readily if you ease into a position of Supervisor with grace and patience. Take time to get to know your fellow Co-workers and your Employees. It may be best not to expect that they will accept many changes to procedures and Policies too quickly. You may wish to invite Employees to some Company Meetings where it is applicable. Include them in on new information and changes within the Company. If you prove to be a person of your word, work hard, and help them to feel.....that they are part of the whole, then the transition into your position will be much easier.

IV.) D. 1. *Business Issues:*(more on this later in the Book:)

(This topic will also apply to individuals who are new to the WorkForce.)

M&M Consulting Instructor: Re-entering the Workforce can be a challenge in today's fast-moving, and competitive environment. **Communication** can be very challenging, due to the world of the Internet, and E-mail. Every effort must be taken to stay on top of what the technology of today is offering. We may be in the time of instantaneous media and you would think that this would ensure better Communication, however it may also cause complete disassociation and im-personable interaction. Make an effort not to hide behind your Voice-mail or E-mail systems - make that effort to contact people "personally" by phone or face to face!

IV.) D. 2. *How to turn the "Office-Tattle-Tale" into a truly great thing:*

M&M Consulting Instructor: I will offer a short story regarding this topic: Many years ago a Student of mine worked with a woman who she suspected was a Tattle-Tale. She tried an experiment: she told the woman something very complimentary about the Boss... well the very next day, when the Boss happened to be in the office - she was without a doubt more friendly than usual with her..... it was proof that the inter-office "Tattle-Tale" had repeated the fake compliment to the Boss. **LESSON LEARNED:** Never and I mean NEVER say anything insulting about any Co-worker, Staff or Boss at the company you work for..... never say anything that you don't want everyone to hear, and you may use this to your advantage.

IV.) D. 2. A. Business Issues:(Questions & Answers)

- * What to say to prospective Employers when asked about your absence or return to the Workforce: _____
- * *How to **reply** to fellow Employees that inquire about the same thing:*
- * Don't draw attention to things you don't know. Focus on what you do know!
- * *Don't be afraid to learn new skills.....it could make or break your Career*
- ** Please **do not** allow yourself to be intimidated by younger or more mature Employees!
- * ***When** is it too late to change your Career Path?*
- * *What should you do, when your Boss yells at you? (I mean **REALLY YELLS!**)*
- * ***Don't forget to: leave your troubles at the door!** (Don't mix problems with your work!)*
- * **WHAT IF.... YOU REALLY HATED YOUR LAST JOB?**
- * How do or will you work with someone you can't stand?
- ** How to discuss being eliminated from your previous Employer
- ** If your last Employment was not more than 6 months ago, try to obtain a LOR!
- ** What to do, if they refuse to send you a Letter of Recommendation
- ** Please don't confuse being "let-go", "fired", "down-sized", "eliminated" or "laid-off".
- *** ***How to discuss being "let-go" or "fired" with a prospective Employer***

M&M Consulting Instructor: The list on this page contains some of the topics that I would prefer we discuss within a real Seminar. If you are experiencing issues with any of these topics and need immediate assistance, you may contact M&M Consulting and I will be glad to help you.

IV.) D. 2. B. What is the best way to handle a "Micro-Manager" or, "Queen-Bee"?

M&M Consulting Instructor: One of my Students "Chris" was having a nightmare problem with his female Boss... we'll call her a Queen Bee. I worked with Chris for months on end... tackling issues as they came up. I explained to the best of my ability how he might take the time to read between the lines, and understand her burdens with running the Company he was working for, and that her agitation was simply her stress and worry about all the responsibilities she was trying to carry. I encouraged Chris to speak with her - offer to assist her with daily Business Operations - taking some of the burdens off her back..... well, then I assisted Chris in writing a Proposal for a Salary Raise. He has since received a large Raise in Salary, and a Promotion. LESSON LEARNED: The Micro-Manager and Queen Bee are simply attempting to do the very best Job they can. Offer to assist them, and let them know that they can depend on you to do your Job correctly and to the best of your ability. **Work with them.... not against them.** This type of situation is actually an opportunity for you to shine! You can become irreplaceable to them..... and more valuable.

This will come in handy for future Employment!

IV.) D. 2. B. Business Issues: Questions to consider

- * *How should you express and communicate your views to others in a group?*
- * *What is considered a “constructive” difference of opinion?*
- * *When to “hold ‘um” and when to “fold ‘um”*
- * *Use your “Chain of Command”*
- * *How you can find the discipline to stay strong against day to day issues*
- * ***STEP UP TO THE PLATE!***
- * *Don’t Burn Your Bridges*
- * ***WHAT’S THE BEST WAY TO OVERCOME AN OBSTACLE?***

M&M Consulting Instructor: What’s the best way to overcome an obstacle? First is to have a clear understanding of the entire challenge... then make a plan, or figure out your path and the things you need to do in order to solve the problem/or pass the obstacle. Then, and only then.... tackle it head on. Don’t shy away from doing what ever you have to do, and get it done. What is “**Step up to the Plate**”? It means to grow up, stand up, and take the responsibility for your own actions, and your work whether it be good or bad. “**Don’t Burn Your Bridges**” means to try and not make enemies as you progress in your Job and work. Make every effort to understand that you won’t like everyone.... but just don’t make it so apparent. This is part of why you will need to practice a bit of tact with regards to expressing your opinions and communications with others. Try to appreciate differences of opinions, and find common negotiations.

IV.) D. 2. C. Changes to Business Communications: ***(FYI: E-mail courtesy for example)***

M&M Consulting Instructor: *Even in, or especially because of the nearly instantaneous Communications in this modern world, M&M Consulting would like to see some of the older Business courtesies and manners return. There are topics listed for: how to type a proper Business letter - even if you care to E-mail it, how to leave a Business voice-mail, and how to create you own proper Business voice-mail. By all means remain Business-friendly, but make an effort to adhere to common sense language and actions. Some years ago, people spoke on the phone - and there was a more personal responsibility attached to Communications. In this working world, we are in reality more disconnected than ever.*

There are Samples of Business Letters in subsequent pages of this Training Book for your review. Please make an attempt at learning how to type a classic Business Letter, and use that when sending E-mails as well.

IV.) D. 3. “You’re as young as you feel”: (What advantages do you already have ~ if you are of a mature age and returning, or just getting started in the Workforce?)

M&M Consulting Instructor: Instead of worrying about being of a more mature age and pursuing new Employment, make it an advantage by promoting your years of experience with skills and in your life lessons. You may be pleased to learn that an Employer is often times preferring a more experienced Employee... and one that is mature, dependable and hopefully possesses a better Business Image. Market yourself this way and win.

IV.) D. 4. Joining The Team and/or Becoming a Leader:

(Remember: You read about this: Every individual plays an important role in a Company’s success! This applies to those who are pursuing New Employment!

M&M Consulting Instructor: *It is a truth that some of the very best Managers (Leaders) have come from within the Employees in the company. Those Managers would of course have the very best experience connected to the particular position. However, it is very possible to enter into a new Employment opportunity of course as a Shift Leader with a catch. Your subordinates will benefit greatly, and follow your instructions more faithfully when you have established yourself as being one of the Team. Try to help your Employees and Staff feel as though they too are part of the whole. Remember what we have learned: every individual plays an important role in the over-all success of a Business. Be sure to include your Employees with decisions and information when it is appropriate. Praise your Employee’s good work, as well as discuss errors or discrepancies with tact and reverence. You will have a solid Team if they believe and trust your actions are in their best interests.*

IV.) D. 5. “The Politics of Business” & Office Functions & Business Meetings:

M&M Consulting Instructor: Please don’t take these topics lightly. When invited to a Company function or party - please be very sure that you only act in accordance with what is a proper Business Image! Do not drink any alcohol, and watch your conduct with both your Supervisors and fellow Colleagues. This is also important for Business Meetings - in the way of keeping your temper in heated discussions, and proposals. Make every attempt to always be on time for Meetings, and be prepared. You may not be liked by every other Staff member or Employee of the Company, but you can be respected and trusted. If you keep your sense of responsibility, and yet temper it with some natural humor, you will do well.

This is important for future Employment!

IV.) D. 6. “Conflicts & Resolutions”:

(The: “Credit Taker”, “Hot-Shot”, “Snail”, and the “Incompetent”)

* **What should you do, when you are having difficulties with a task that your Supervisor has assigned to you?** Speak with this Supervisor and explain your difficulties. Perhaps there is another Team member whom may be assigned to assist you- until you learn more skills. It is always best to discuss the questions you may have ~ it’s better than remaining silent!

M&M Consulting Instructor: These topics are too important not to make an attempt to talk with you about. **The “Credit Taker”:** this individual is more than willing to steal the credit for a Job well done, knowing full well you were the major contributor to the project. Well, what do you do with that? If it means looking bad to your Boss, then request a private meeting with him/her and just discuss the work that you had done on the Project, so that they are tactfully made aware of it. Do not attempt to discredit the Credit Taker with anyone in the room. **The “Hot-Shot”:** is the person on your Team or simply another Employee that just thinks he/she has every answer. Spend some time to consider how much this person has actually contributed to any given Project. A Hot-Shot personality, actually just wants to be included in as part of the Team, and often is very insecure. Just let them act that way, and let your Team members figure out what they are made of. **The “Snail”:** this person may be in need of some assistance - and even some coaching in order to come up to speed with what is expected of them. Make an attempt to spend some time with them (at work) in order to evaluate what the issues might be. **The “Incompetent”:** If this individual is making the very best effort to work with the Team, but just not meeting what is necessary, consider offering some help but BEWARE: do not end up doing all this individual’s workload. If they simply do not have the capabilities to do her/his Job, then you might need to speak (**privately**) with the Boss with your concerns. (Be sure not to be “complaining” just informative.)

IV.) D. 7. Some additional “forget-me-nots”:

- 1.) **Practice your Communication & Writing Skills**
- 2.) **Interpersonal Skills are worth just as much as Technical skills!!**
- 3.) **Your Daily Attendance Record ! *You need to be dependable!***
- 4.) **Problem Solving ~ *and Strong work ethics: - use them!***
- 5.) **Customer Service ~ *it’s required in most Jobs and has been virtually forgotten***
- 6.) **Multi-tasking skills: everyone is required to possess them now**
- 7.) **Make an effort to stay up to date with Technology related to your Job**
- 8.) **Be in tune with the Corporate Culture (Be familiar with the Company’s Web-site)**
- 9.) **DEADLINES & MEETINGS: *Be alert, and participate in Training or Meetings!***
- 10.) ***WHERE THERE IS SMOKE, IS THERE A FIRE? (If you smoke, keep it under wraps)***

M&M Consulting Instructor: If you have any questions regarding any items on this list above, please contact M&M Consulting and I will be pleased to assist you.

IV.) D. 8. Making Decisions/ Thinking on your Feet! & Crisis Management:

M&M Consulting Instructor: *You may not be returning to the Workplace as a Manager or Supervisor, but an Employee who can stay focused, and respond into action when needed is most certainly a valuable member of a Team. A person with stable decision making skills can become the “go-to” problem solver. The situation need not be particularly hazardous, and yet require someone with a cool head, and steady thoughts to guide Co-workers and members. If you possess these valuable talents, you will be recognized by your Supervisors and Co-workers, and hopefully upper Management. These attributes are one extraordinary way to be even more valuable to your Employer.*

IV.) E. Confidence: (It comes from within):

M&M Consulting Instructor:

Confidence is defined in the Random House Webster’s Dictionary as: “belief in the powers, trustworthiness, or reliability of a person or thing: belief in oneself and one’s powers or abilities.....” Did you realize that **YOU** already possess confidence? Confidence comes from **“Understanding the person you are: knowing your strengths and your challenges..... knowing what you should appreciate about yourself, and letting it show visibly to others around you”.**
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An aura of confidence will carry you a long way in your Employment and will be seen by your Co-workers, and your future Supervisors! **WHAT ARE SOME WAYS YOU CAN DISPLAY CONFIDENCE?** Perhaps you can show confidence with your professional manners, your eagerness to participate on a Team at work, your Business Image - that is clean and proper, the manner in which you treat and speak with your fellow Employees, the fact that you are interested in learning all you can about your particular duties and more, the dependable way you are punctual for work and meetings, and much more! All these items display Confidence in yourself - and others will see it as well.

V.) A. Your FRESH Business Image: and why it counts !

******* How much time does it take for your future Employer to get an over-all impression about you, based solely on your appearance?**

M&M Consulting Instructor: *It will take your future Employer approximately 2 seconds to develop an over-all image in her/his mind about your work ethics and abilities! All based on your Business Impression ~ or rather the lack of one!*

V.) B. Building the Foundation to your Business Image:

Note: It's a Process that takes time, dedication, and discipline. Your work can be your survival and a therapy to keep you going forward. Good habits, an organized and clean lifestyle, and daily routines can help stabilize emotions and help you stay in control.

M&M Consulting Instructor: Ok, so you may be starting over - you might even be starting from “scratch” and you know what? That’s OK.... I repeat... that’s OK. It is truly never too late to get a fresh start. You have something already that not too many folks have..... YOU have taken the first steps towards learning how to develop your own Business Image by reading this Training Book, and if given a chance - perhaps you can attend an M&M Consulting Business Seminar and learn a great deal more. Follow the instructions from all your Counselors and Guidance Teachers, and they will assist you with the direction you need.

VI.) A. How can an individual update their current Business Impression? It's more than just your appearance

M&M Consulting Instructor:

A.) Grooming & Style: is the Number 1 Step

****The very first thing you need to do, is to get yourself cleaned-up, and pay attention to your appearance. The reason for this is, if you look better - you will feel better about yourself! This applies to both Men and Women!**

B.) Proper Business Attire- (Even if you wear a uniform or have a dress code)

C.) Business Demeanor & Manners - Dictionary definition: “conduct, behavior”

****Practice proper Business conduct and behavior... yes ...practice it.**

D.) What about my Car?

****I know this sounds like a trick question. It's not. If you own a car **CLEAN IT UP**. Throw out any trash - clean the trunk all out... sweep out or vacuum the floors, find a way to get this Car “show room clean”. There's a reason - can you guess what it is?**

VI.) B. Does what you wear *really* matter that much?:

*** Whether your Employer enforces a **Dress Code** or not, it's always in the best interest of your Job and Career to follow one of your own**

*** Example: If you are in the Manufacturing Industry it is always best to dress Professionally ~ especially in the hot weather of Summer (more discussion on following pages...)**

*** You will have more Confidence in yourself, when you look your best!**

***The best colors to wear for Interviews: conservative suits in Black or Blue**

*** What do the Colors Mean? **Red/Blue/Green/Grey/White/Yellow/Black****

*** Note the color key on the next topic**

VI.) B. What you wear (Continued):

M&M Consulting Instructor:

* It is true, that you must dress (within reason) according to your Career field: example: a man that works in Shipping and Receiving would not wear a 3-piece suite to work. On the other hand, he must dress neatly and look Professional.

* Dressing in a Professional manner in the Office, no matter if you wish you could wear shorts and a tank top ~ will directly project your Business Image to your Supervisor and Co-workers.

* Ladies: save the short skirts, skin tight pants and shirts for Saturday nights!

Note: A polished Business Image for women does include daytime Make-up & Jewelry

* Men: Save the Sport T-Shirts and baggy pants for the weekends!

Note: A polished Business Image for men does not include a scruffy face, or beard

* Always ensure that your clothes are clean and pressed. When your clothes are sloppy, you look less competent and not worthy of any pay increases

*******Color Key:** for VI. B. previous item

Strength, Team Player, Creative, Independent, Trustworthy, Friendly, and Follows the rules

VI.) C. What you wear & your Demeanor the Image you should project: (This applies to: Interviews & Employment)

In view of most recent events with reports of all types of improper actions and Sexual Harassment, let's take a minute to discuss the type of Image you should project at work. *Wouldn't you rather be admired for your work and capabilities?*

M&M Consulting Instructor: We will be addressing both Men and Women with this topic.

Women: Long story short... dress for Success in your life and your work, but it's more than that. You will be judged by the style you dress in, and your actions and demeanor. You should always treat every male as a Gentleman. If you are not dressed like a proper Career Woman, then you won't be taken seriously and you put yourself at risk for giving off the wrong impression. It will also be a benefit to your image, to treat all men as gentlemen. Remember: If you want to be respected, and treated like a lady..... then you should dress and act like one.

Men: Long story short... You should also follow proper Dress for Success, that of course will be appropriate for your Job duties... You must be clean ~ hands, teeth, hair, beard-trimmed, and let's say this - **Every** woman you come in contact with deserves your proper conduct and respect. You will be judged by your lack of proper gentleman like behavior accordingly.

***** Additional Discussion reserved for M&M Consulting Business Training Seminar

VII.) A. “New” Employment Process: (Remember your Career track!)

We will list some steps that will assist you with the new Employment Search process:

M&M Consulting Instructor:

- 1.) Define the work you are doing now: or work you had been doing
 - 2.) Now, define the Job/Employment Field you want to achieve!
 - 3.) Begin today: look for a new Job that is the same or related to the type of work you truly want
 - 4.) When you see an advertisement you wish to respond to, if at all possible: do some research about that company ***before*** you make a Phone call, or send your Resume!
 - 5.) These are some steps you might follow when pursuing an Employment situation:
 - * Be prepared to work hard at this.....it can be a challenge and take some time
 - * Get yourself organized and prepared to stay focused on your Employment Goal
 - * Be prepared to “work” 7-8 hrs. per day (or, as much as you can) looking for work
 - * Do the Work-search Mon-Fri as a rule. Leave weekends to take a break - prevent burnout
 - * Use every possible avenue for Resources: Local CofC, Agencies, Newspapers etc.
 - * Send out as many Resumes as you can, however only to Jobs that will keep you on track!
- *******(Reminder: M&M Consulting offers Resume Services (for a modest Fee)**
- * Make actual ***follow-up telephone calls*** when ever possible! (*More on this later)

VII.) A. “New” Employment Process: (Continued):

- * Be prepared at all times with extra copies of your Resume Package for Interviews!
 - * Be prepared with something clean to wear to a sudden Interview!
 - * Try to keep **your** schedule as clear as possible for Interviews & Meetings
 - * Keep your “life” simple and as quiet as possible so that you can stay focused
 - * Don’t forget to take care of your health! Everything is more difficult if you’re sick
 - * Make additional follow-up Calls if you weren’t able to secure an Interview
 - * Take small breaks during the day for meals, so that you will feel your best
 - * Try to maintain your positive attitude, when making your Post-Interview Calls too!
 - * Most importantly: Never give up! If you do, then you’ve got Nothing!
- *** **CLOSE NO CIGAR!!** *The work search can be a brutal process... don’t be too hard on yourself. It may take some time and you must endure. If you are having a bad day, then take a short break. Call a friend, watch a movie on TV, take a long walk etc. Just be sure to get back to the work-search the next day. Having the discipline to walk on with this everyday can bring positive results.*

M&M Consulting Instructor: *The previous topics listed above, can be discussed in detail, including a question & answer session during an actual Training Seminar from M&M Consulting (where this is applicable). Please contact me for details.*

VII.) **B. Getting your Foot in the Door!:**

(*Getting to the “inside” from the “outside” !!*) More on this in the next section
M&M Consulting Instructor: This topic requires some practiced tricks and strategies. In this case in order to best serve you, I think this topic is best discussed during an actual Business Seminar. Please Contact M&M Consulting for a schedule of the Special FREE Seminars that may be offered in your area. (Note the Contact Page in the back of this Booklet.) In the following sections you may read some information related to this specific topic.

VII.) **C. Your Initial Cold Calls!:** (*You can sink or swim!*)

- * *Do your Homework on the Company, before you contact them!!!!!!*
- * *Also: Making your initial Cold-Call ~ for Employment!*

M&M Consulting Instructor: When you are making any Cold Call do NOT begin the conversation with the words: “My name is....” say instead: “This is”

Example: “**This is** Fred Wagner, may I speak with Henry Smith please.....”

Example not to do: “**My name is** Fred Wagner, may I speak with Henry Smith please...”
The reason is the Receptionist will know you are a stranger, and pass you automatically to the person’s Voice-mail.

You should always ask for the Manager of the Department you are calling, because this will save time in the long run, and hopefully the Manager will be equipped to assist you.

* This topic is discussed in much more detail during an actual Seminar. Please Contact M&M Consulting for details. (Note the Contact Data in the back of this Booklet.)

VII.) **D.1. Your Voice Mail:** (*Home & Work and what it reveals about you*)

M&M Consulting Instructor: You must take my advice on this matter: please offer a proper Voice-mail whether it is on your Work, Home, or Cell number. Particularly if you are pursuing Employment. Please don’t have the kids on the Home Voice-mail, nor make it funny sounding. A prospective Employer will not think it’s cute... you will not be reflecting a professional and dependable image.

Good example of a Home Voice-mail: “Hello, this is Susan Sheppard, I am sorry I missed your call. Would you kindly leave a message, and I will return your call promptly, thank-you.”

Note: This voice-mail with a quiet background - no noise.

Poor example of a Home Voice-mail: “Hi, we’re sorry we’re not here, we’re probably outside in the garden, or at the Bowling Alley with the Band. Leave us your number, and we’ll try to call back after the Shot Glass Competition.”

VII.) D. 2. Your Voice Mail: (Home/Work and what it reveals about you)

Good example of a Work Voice-mail: “Hello you have reached the office of Susan Sheppard at Burton Corporation’s Shipping Department. I am sorry that I missed your call, please leave your name and phone number and I’ll return your call promptly. Thank you.”

Poor example of a Work Voice-mail: “Hi, this is Sue. I can’t take your call. Leave a message and I’ll call ya back.”

VII.) E. Have you ever “Cold-Called” a Company - even if they are not currently advertising that they’re hiring?

M&M Consulting Instructor: There is a possibility of obtaining Employment - even when they are *not* currently advertising that there is an opening. It is true that it’s more of a challenge to do this, but with some practice, the procedure can become an additional outlet for your work search. * This topic is very important and in order to serve you best I think it is best discussed at an actual Seminar. However, you may also contact M&M Consulting by phone for assistance.

****Consider the Employment Opportunities that you may be missing!***

More Information : (Topics related to previous section)

Once you have identified the Work/Jobs you want to apply to, begin by reading the local Newspapers at least every other day. (Read the entire paper..... not just the Classified Ads.) You may see an article on a *New Company* opening in your area, that may offer you an *additional source to contact*.

Make an initial “Introductory - Contact Call” to the Company as soon as you can. You **must** be in a **very quiet environment**: no music in the background, no children to distract you, that sort of thing. Remember: you want to sound professional and begin your Business Impression from the start! (***You should make a telephone call - and not just send your Resume.***)

Note: During that initial Contact Call, obtain the Human Resources Manager’s name, or the name of the person to contact in response to that Employment Advertisement. Please be sure that you also make a note of that individual’s official title at the Company, and confirm the mailing address (and/or *E-mail address*) to which you will send your Resume.

Additional Information Part II

M&M Consulting Instructor:

Send your Resume promptly to any Advertisement or source that is applicable to your Employment Goal. Make a follow-up call not more than 2 business days later (if you have E-mailed it). You will first of all be confirming that they did indeed receive your Resume Package, and establishing contact with the person who may be interviewing you. It's your chance to offer them your Business Impression over the phone!!! Note: Always speak clearly, and in a professional tone. Make every attempt to sound calm and confident. Try not to be too pushy, or sound over-eager however, you do want to sound confident and interested.

While you are making that **Follow-up call after sending your Resume**, make every attempt to confirm an Interview date and time! (We can discuss this in more detail during a Seminar.) Once you have confirmed your Interview Appointment, you are ready for the next part of your overall Employment Plan!

VIII.) A. How to make a professional Business Call:

(Not necessarily related to the Employment search)

***M&M Consulting Instructor:** You do not need to be in the Administrative Fields in order to need the know-how of making a professional Business call. You will want to make a good impression on who you are calling. When you have dialed the phone number, and a person picks up the line you say in a clear and audible voice: a greeting, and then your name and the company from which you are calling, and then the person and the department you are calling: **Example:** "Good morning, this is Bob Dermont calling Dave Matthews within your Customer Service Department, please...." Now: if you have to leave a message for Dave Matthews, on his Voice-mail you might say: "Hello Mr. Matthews, this is Bob Dermont in the Shipping Department at the Robert's Corporation, I'd like to send over that report you requested next week, if that is alright. You can reach me on my Cell at: 000-000-0000 thank you, and I'll speak with you then."*

VIII.) B. How to take a proper Telephone Message:

(Believe it or not there is a proper Business way)

**You don't need to be a Secretary to know how:*

***M&M Consulting Instructor:** Let's say you are asked to take a message for your Boss here is a sample: "I am sorry Mr. James is not available this morning, may I take a message and request that he call you back?" *Then you will be sure to get their name, Company name, Telephone number, and extension (if applicable), Department they are from, and perhaps when is the best time and/or dates the he/she might best be reached, also the subject to which they are calling about.*

M & M Consulting

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