

## 90 Days Progress Report

- ✓ I have met the expectations of my supervisor.
- ✓ I understand the goals of the organization.
- ✓ I have asked questions and learned from my co-workers.
- ✓ I have followed rules and procedures.
- ✓ I showed up on time every day for work.
- ✓ I haven't missed a day of work.
- ✓ I have admitted to my mistakes and tried to correct them.
- ✓ I have taken the initiative to do work on my own.
- ✓ I am nice to people.
- ✓ I have gotten to know most of my co-workers, and have earned their respect.
- ✓ I have set clear goals for myself for the future.
- ✓ I have identified areas for improvement.
- ✓ I have provided excellent customer service.
- ✓ I have volunteered for extra work.



## Steps to Success

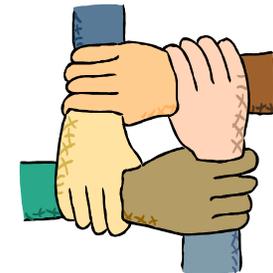
1. Show up on time, or early.
2. Treat customers, co-workers, and supervisors with respect.
3. Follow company policies and guidelines.
4. Use technology (e-mail and the Internet) responsibly.
5. Develop creative solutions to problems.
6. Take the initiative; ask for more responsibility.
7. Establish a positive working relationship with your boss and co-workers.
8. Show leadership skills.
9. Meet or exceed your employer's expectations. Anticipate needs.
10. Make a constant effort to learn new skills.
11. Look for opportunities to advance.
12. Go out of your way to help others.
13. Keep a record of your successes and the evidence to back them up.
14. Keep a positive attitude.
15. Do your best every day.



# West Suburban Jobs Council

**WSJC**

Your First 90 Days



## The Night Before

- Have a backup plan for child care and transportation.
- Clean and iron any clothes or uniforms.
- Make a brown bag lunch.
- Make sure you have all of your paperwork and necessary materials including two forms of identification together.
- Be sure you know where you are going and how to get there. Allow plenty of time to get ready and arrive on time.



## First-Day Fundamentals

- Be on time.
- Know whom you are meeting. Wear appropriate clothes.
- Don't forget your paperwork.
- Turn your cell phone to silent.
- Listen, ask questions and take notes.
- Follow the rules.



## Surviving the New-Job Jitters

- There will be surprises. Be flexible.
- Starting a new job is a learning process. Be patient.
- Don't judge a job by its first day or week.
- Be friendly and have a positive attitude.
- Follow instructions carefully.
- It is alright to be nervous.



## Self-Management Skills Checklist

- ✓ I keep a positive attitude, and I am highly motivated to succeed.
- ✓ I finish my work and do it right on time or ahead of schedule.
- ✓ I take responsibility for my mistakes.
- ✓ I develop solutions to problems.

## Workplace Communication

- Respect others' opinions.
- Return your voice mail messages and respond to e-mails in a timely manner.
- Do not talk about other co-workers while at work.
- Resolve conflicts through compromise, and agree to disagree.



## Supervisor Relations Checklist

- ✓ I make sure I understand my supervisor's expectations and stay adaptable.
- ✓ I take directions and constructive criticism with an open mind.
- ✓ I try to solve problems myself before going to my supervisor for help.

## Co-worker Relations Checklist

- ✓ I smile, act friendly and treat people with respect.
- ✓ I avoid gossip and the people who spread it.
- ✓ I accept differences/diversity among my co-workers.
- ✓ I don't blame others for my mistakes.



## Customer Service Checklist

- ✓ I always greet others with a smile.
- ✓ I respond to questions as soon as possible and know as much as possible about my products/services.
- ✓ I follow up to ensure customer satisfaction.
- ✓ I find out answers to questions I don't know.

