

Career SoftSkill Essentials™



Personal Business



Personal Business

Section1: Before You Begin

1. What work skills from this checklist do you have?

_____ I limit personal phone calls.

_____ I discourage or limit personal visits.

_____ I limit personal conversation during work hours.

_____ I use the computer at work for work-related tasks.

_____ I leave personal problems at home.



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Section 1: Continued

2. Which of these skills would you like to improve or develop?

_____ **Limits personal phone calls.**

_____ **Discourages or limits personal visits.**

_____ **Limits personal conversation during work hours.**

_____ **Uses the computer at work for work-related tasks.**

_____ **Leaves personal problems at home.**



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Section 2: Information about Skills on Checklist

- **Employees are expected to avoid taking care of personal business during the workday.**
- **Personal business should be limited to breaks and lunch hour.**
- **Employees are paid to work.**
- **Personal business during the workday keeps you from doing your job and is dishonest.**



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Limits Personal Phone Calls

This means that in the workplace:

- **Your family and friends should know to call you at work only in an emergency.**
- **Examples of emergency phone calls are those from child care providers, schools, hospitals, doctors, family, or friends providing information about the health or welfare of a family member.**



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Limits Personal Phone Calls continued

This means that in the workplace:

- **Personal phone calls are to be made during breaks or lunch.**
- **The use of personal cell phones and pagers interfere with work and may not be permitted by the company.**
- **When you limit personal phone calls in the workplace, you have an essential career soft skill.**



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Discourages or Limits Personal Visits

This means that in the workplace:

- **Personal visits interfere with doing your work. They should be scheduled during breaks or lunch.**
- **It is best to meet family and friends outside the workplace.**
- **When you limit visits from friends and family in the workplace, you have an essential career soft skills.**



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Limits Personal Conversation During Work Hours

This means that in the workplace:

- **You should follow company policies concerning personal conversations with coworkers.**
- **Holding personal conversations with coworkers in front of customers:**
 - **Interferes with work.**
 - **Is unprofessional.**
 - **Takes the focus away from the customer.**
 - **Breaks a written or “unwritten” company policy.**



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Limits Personal Conversation During Work Hours continued

- **Negative comments about the company in front of customers are never acceptable.**
- **When you limit personal conversations during work hours, you have an essential career soft skills.**



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Use the Work Computer for Work-Related Tasks

This means that in the workplace:

- Internet activities at work must always be work-related.**
- All computer use, including e-mail, should comply with your company’s “acceptable use” policy. “Acceptable use” is an important term that explains how companies allow you to use their computer.**



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Use the Work Computer for Work-Related Tasks continued

- **Playing computer games, sending personal e-mail, web browsing, or school work are not to be done during work time.**
- **When you use your computer for work-related jobs, you have an essential career soft skills.**



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Leaves Personal Problems at Home

This means that in the workplace:

- **Talking about personal problems:**
 - **Will affect your work.**
 - **May distract coworkers.**
 - **May create uncomfortable feelings for coworkers.**
 - **May create tension between coworkers.**
 - **May start gossip about you.**
- **When you leave personal problems at home, you have an essential career soft skills.**



Personal Problems

Section 3: Scenario/Case Study

Verna's works as a "greeter" at a car dealership. According to her job description, she is the first friendly face a customer sees. When Verna is not busy, she uses the time to make cell phone calls to her children, set up appointments, and even shop online.

Verna told her family and friends they could call her at work since she is not always with customers. She also suggested they drop by the showroom to talk.



Personal Problems

Section 3: Scenario/ Case Study continued

Verna noticed that the dealership is giving her fewer hours. She cannot understand why. She is always friendly and polite to customers.



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Section 4: Applying What You Know

1. **What skills does Verna need to develop?**

_____ **Limits personal phone calls.**

_____ **Discourages or limits personal visits.**

_____ **Limits personal conversation during work hours.**

_____ **Uses the computer at work for work related tasks.**

_____ **Leaves personal problems at home.**



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Section 4: Applying What You Know

- 2. What can Verna do to increase her work hours?**
- 3. Using the Personal Business checklist, tell specific actions Verna can take to change her behavior.**



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Section 5: Skill Section

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Personal Business soft skill module.



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Section 5: Skill Section continued

Doing the following will show an understanding of the skill:

- **Limit personal phone calls.**
- **Discourage or limit personal visits.**
- **Limit personal conversation during work hours.**
- **Use the computer at work for work-related tasks.**
- **Leave personal problems at home.**