



Workplace Behavior Standards

The 12 Simple Ways

1. **Smile and be positive** – greet and make eye contact with people when you speak with them.
2. **Dress appropriately** for your school or office environment.
3. **Keep your word** – do what you say you will do, when you say you will do it. Always meet deadlines.
4. **Be on time or early** for school, work, meetings and other appointments.
5. **Exceed expectations** – do more than is asked of you, anticipate problems and how they can be resolved, and provide your best effort in each assignment.
6. **Return phone calls and e-mails promptly** - important, work-related or requests for assistance.
7. **Admit mistakes** promptly, accept responsibility, and offer solutions to remedy the situation.
8. **Say thank you** to people who help you and appreciate the efforts of others.
9. **Help others** - your supervisor and co-workers when you see they need assistance.
10. **Don't complain** about your work situation, duties or other people, or bring personal problems to the job.
11. **Keep learning** by seeking instruction to gain new skills.
12. **Listen carefully and don't interrupt** people when they are talking.

These standards are based on the 12 Simple Ways in the book, *Jumpstart Your Job: 12 Simple Ways to Shift Your Career into High Gear*, by Marcia Hall.