

Workplace Savvy

A Guide to Gaining a Competitive Edge in Today's Workplace

Table of Contents

About *Workplace Savvy*

- This is not an “how to” book.
- This is an investment in your career development.
- There are some skills and concepts that are still timely and relevant in today’s workplace.
- *Workplace Savvy* covers over ten specific topics that can impact your career at any level.

Chapter 1

Before We Start – Identifying Your Values

- If your life and career choices support your values, you will find greater satisfaction in both.
- What is important to you?
- How do your personal values relate to your work values?

Chapter 2 - Professional Presence

Creating Your Personal Brand

- Can you identify the qualities, characteristics or traits that make you distinctive from your competition?
- What future benefit model do you offer an organization?
- What role does the Johari Window play in creating your brand?
- What is your elevator speech?

Chapter 3 – Networking

Making Your Contacts Count

- Networking is not about who you know but who knows you and your capabilities.
- “Small talk” is smart talk.
- What do you have to offer?

Chapter 4

Political Savvy

- Being politically savvy does not mean you have to sell your soul.
- Where do you stand?
- What do you know about your organization, supervisor and coworkers?
- What can you do that is ethical to advance your career?

Chapter 5

Conflict Management

- If you do not learn how to master the art of managing conflict you will continue to hurt yourself and others.
- What style of conflict do you feel most comfortable? (*Thomas-Kilman Conflict Styles*)
- What are the four fundamentals of “Principled Negotiation” (*Getting to Yes*)

Chapter 6

Technology Etiquette

- E-mail can become hazardous to working relationships if not used properly.
- “Please” and “thank you” still count.
- How useful are formal meetings, phone calls, memos and emails?

Chapter 7

Working in Groups

- What is group synergy?
- What changes do groups go through to evolve?
- What can you do to help your group grow into a team?
- What are some of the meetings don'ts?

Chapter 8

Diversity in the Workplace

- There actually can be 5 generations that are working.
- Micro-inequities, those little paper cuts can harm relationships.
- Are you diversity challenged?
- What did Captain Kirk of *Star Trek* teach us about diversity?

Chapter 9

Assertive Communication

- What is assertiveness?
- How does assertiveness differ from aggressive and passive behavior?
- What are some body language signals that create problems?
- What is an assertive message?

Chapter 10

Now You're the Boss

- Now you are the boss. What will you do differently?
- Can you make the successful transition from technical expert to supervisor?
- What do you know about your employees?

Chapter 11

Making the Transition

- What is the difference between change and transition? (William Bridges, *Making Sense of Life's Changes*)
- What transitions do you need to make to move forward?
- What is it that you need to let go of?
- What is your new beginning?

Learnings to Share

- You must have a game plan!
- Understanding yourself is vital for your success.
- People skills are important.
- You never stop learning.
- Invest in your future.