Work ethics pertain to a person's attitudes, feelings and beliefs about work.
The state of a person's **work ethic** determines how that person relates to occupational responsibilities such as:

<table>
<thead>
<tr>
<th>Accountability</th>
<th>Goal-setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Autonomy</td>
<td>Honesty</td>
</tr>
<tr>
<td>Communication</td>
<td>Leadership</td>
</tr>
<tr>
<td>Cooperation</td>
<td>Reliability</td>
</tr>
<tr>
<td>Dedication</td>
<td>Task completion</td>
</tr>
<tr>
<td>Determination</td>
<td>Timeliness</td>
</tr>
<tr>
<td>Effort</td>
<td>Volunteerism</td>
</tr>
</tbody>
</table>
## Cause and Effect

<table>
<thead>
<tr>
<th>VALUE</th>
<th>BEHAVIOR</th>
<th>OUTCOME</th>
<th>BUSINESS RESULT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reliability</td>
<td>Attendance</td>
<td>Employees show up when scheduled</td>
<td>Decreased employee absenteeism</td>
</tr>
<tr>
<td>Professionalism</td>
<td>Appearance</td>
<td>Employees present consistent brand image</td>
<td>Increase in average sale</td>
</tr>
<tr>
<td>Positivity</td>
<td>Attitude</td>
<td>Employees display enthusiasm and passion</td>
<td>Increased employee morale</td>
</tr>
<tr>
<td>Initiative</td>
<td>Ambition</td>
<td>Employees go beyond basic expectations</td>
<td>Improved productivity</td>
</tr>
<tr>
<td>Respect</td>
<td>Acceptance</td>
<td>Employees adhere to policies and rules</td>
<td>Decreased involuntary turnover</td>
</tr>
<tr>
<td>Integrity</td>
<td>Accountability</td>
<td>Employees are trustworthy</td>
<td>Less employee theft and shrinkage</td>
</tr>
<tr>
<td>Gratitude</td>
<td>Appreciation</td>
<td>Employees give authentic service</td>
<td>Improved customer satisfaction</td>
</tr>
</tbody>
</table>
Factors that Determine Work Ethic

**Integrity**

- **Coworkers** value the employee's ability to give honest feedback.
- **Clients** trust the employee's advice.
- **Supervisors** rely on the employee's high moral standards, trusting him not to steal from the company or create problems.

Video: Ethical Behavior
Factors that Determine Work Ethic

Sense of Responsibility
How an employee works and the amount of work that gets done by the employee.

An employee who feels personally responsible for job performance will

– show up on time
– put forth high effort
– complete all projects with a high level of ability.
Factors that Determine Work Ethic

Emphasis on Quality

Produce great work, not merely churn out what is needed.

An employee's commitment to quality improves the company's overall quality.

Video: Ethical Communication
Factors that Determine Work Ethic

Discipline

It takes a certain level of commitment to complete one’s tasks every day.

An employee with good discipline:
  – stays focused on goals
  – is determined to complete assignments
  – shows a high level of dedication to the company
  – is always willing to do the best work possible.
Factors that Determine Work Ethic

Sense of Teamwork

Most employees must work together to meet a company's objectives.

An employee with a high sense of teamwork helps a team meet its goals and deliver quality work.

These employees respect their peers and help where they can, making collaborations go more smoothly.
Work Routines

Routines that drive business performance and individual success:

- show up for work on time
- be properly dressed and prepared
- go out of your way to add value
- do more than what’s required
- be honest
- play by the rules
- give cheerful, friendly service regardless of the situation
Day-One Skills

• Know what your company does. Be ready to give a **30 second overview** to anyone that asks.

• Understand your role in **contributing** to the bottom line of the company.

• Remember **names**.

• Watch and emulate those who are **successful** in the company. Ask one to be your mentor.

Video: [First Day at Work](#)
How to Succeed in the Workplace

Ethics

• Don’t use profanity.
• Never tell dirty, racist or sexist jokes. Ignore those that do.
• Make good on your promises.
• Seek the good in others.
Interpersonal Skills

• Talk 20% and listen 80%.
• Praise others who are worthy of praise.
• Smile.
• Avoid confrontation.
• Look for solutions.
• Don’t be a complainer.
Office Politics

• Show respect for your boss in everything you do.
• Be willing to submit to the plans of others.
• Be a builder, not a destroyer.
How to Succeed in the Workplace

Education and Training

• Know the company training program and use it.
• Apply what you learn.
• Continue your education.
Extracurricular

• Limit your alcohol consumption around coworkers.
• Don’t do drugs and avoid those that do.
• Beware of office romances.
Career Progression

• Be a problem solver.
• Look for ways to improve.
• Earn your job, each and every day.
• Love what you do and you’ll succeed.
• Be proactive in planning for your future.
• Remember to stop and smell the roses.
“A bad hair day is not a valid excuse for calling in sick.”
- Tadahiko Nagao
Career Services

“From Admission to Position”

- Career Direction
- Resume Assistance
- Interview Coaching

- Job Boards
- Hiring Events
- Career Closet

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