



Practicing non-verbal communication

We often use words to tell others what we're thinking and how we're feeling. But our words aren't the only thing we use to communicate. What we say with the way we move our bodies is called **non-verbal communication**.



Non-verbal communication is what you share without using words. For example, smiling and crossing your arms are two types of non-verbal communication.

Let's think about the connection between what our words say and what our bodies say. Speak the words and make the movements listed below. You can also try doing this in front of a mirror or with a group of friends.

Communication 1



- Say: "I'm listening to everything you're saying."
- Do: Cross your arms in front of your chest.

Communication 2



- Say: "I'm having a bad day."
- Do: Stand up tall and put your hands on your waist.

Communication 3



- Say: "I will reach my goals."
- Do: Cup your head in your hands.

Ask yourself...



- How did you feel about each combination of words and actions?
- Did any of the combinations feel uncomfortable? Why do you think they felt that way?
- How could you change the movements to better match your words?

Information sheet

When you are looking for a job in Canada you need a Resume and a Cover Letter. You can email these two documents to the hiring manager or give them a printed copy.

Here is a sample resume for a job at McDonald's as a server/crew member. You will have to make changes to this sample resume when you apply. You want your resume to show **your** information.

Leland Been

88 Deer Hill Road, St. John's, G4E 0D1 | 709-257-5689 | leland.been@gmail.com

Skills

- Customer service
- Honesty and integrity
- Highly organized
- Mathematical skills
- Ability to learn quickly
- Strong communication skills

Employment history

Jan. 2019 - Mar. 2020

Cashier, Wendy's

St. John's

- Provided excellent customer service to ensure a pleasant checkout experience
- Followed all food service and safety procedures accurately
- Worked as a productive and dependable team member by helping coworkers
- Used problem solving skills to address any customer issues or concerns
- Remained punctual, respectful, and reliable at all times

Jan. 2019 - Dec. 2019

Server, Domino's Pizza

Paradise

- Listened to customers with respect and served them fast
- Took orders accurately and made sure that customers were satisfied
- Kept a neat and clean environment at all times by following guidelines
- Recorded and reported any problems to a supervisor in a timely manner
- Approached each work shift with enthusiasm, honesty and integrity

Employment history

Jan. 2018	Diploma - School of Hospitality, ABC Community College	Italy
May 2016	High School Diploma, New City High School	Italy

Here is a sample cover letter for the resume. This where you can tell the hiring manager why you are interested in the job and give some examples of your experience

Leland Been

88 Deer Hill Road, St. John's, G4E 0D1 | 709-257-5689 | leland.been@gmail.com

Hiring Manager
248 Torbay Rd.
St. John's NL
M4S 0A9

Dear Mr. Riley Penn,

I'm an enthusiastic server writing to apply for the 'Crew Member' position at McDonald's. I have more than two years of experience working in restaurants and managing customer expectations. With my professional outlook and friendly nature, I am confident in my ability to contribute to excellent service and become a key member of your team.

In my role as Server at Domino's Pizza, I proved to be a valuable part of the team. I came up with a new process of making hamburgers which led to faster service and delivery. This change led to an increase in our business by 20%. McDonald's would benefit from my skills in the following areas:

- Willingness to learn and go above and beyond expectations
- Strong work ethic
- Positive attitude at all times

Providing great customer service has always been a top priority during my work while managing food and counter duties. I believe that my ability to multitask and adapt will help me perform excellently at McDonalds' and I will contribute to its good reputation.

I look forward to hearing from you.

Sincerely,
[Your Name]

July 3, 2021

You can see more examples or build your own resume and cover letter on the following links:

1. <https://resumegenius.com/>
2. <http://www.canadiancareers.com/resume.html>
3. <https://www.ancnl.ca/newcomers-guide/employment/applying-for-a-job/>

Here are some tips for preparing your application documents:

1. Think about your successes at work that you can include with examples
2. Remember to make changes to your resume and cover letter each time you apply for a job
3. Use the most updated and professional contact information
4. Use a simple font style, size, and color (e.g. Calibri, Arial, 11 or 12 and black)
5. Even if a job does not require a cover letter, it is good practice to send one with the resume
6. Always check spelling, spacing, and grammar before submitting your application

You can access resources and online courses at
ABCskillshub.ca



Challenges to good attitude

The biggest challenge to a good attitude at work is when our mood really doesn't match up with how we should act. It happens a lot! No one is in a good mood all the time. We come to work angry, or frustrated, or sad, or worried. Or something happens at work to put us in a bad mood. How can we keep control of our attitudes when that happens?



Let's talk about it

Think about the situations below.

- Your boss comes into the lunchroom where you and your coworkers are eating. He says that there is an emergency and that you will all need to work late that day.
- You and a coworker have both been nominated for a customer service award. You learn that she won it.
- You get to work on time every day. Your coworker is always late, and she sometimes leaves early too. Your boss doesn't notice what is happening.

How would you feel in each of these situations? How would that make you want to act? How do you think you should act?

Have you ever been in a situation like one of these before?

What did you do?

A place for your notes:



Presenting yourself at a job interview

Presentation is very important in job interviews. Employers want to know about your experience and training, but they are also trying to learn about your personal qualities, for example:

- Will you get along well with your coworkers?
- Will you give customers a good impression of the company?
- Will you listen carefully and follow instructions?

So it's a good idea to be a bit more formal with your presentation at the interview, even if the workplace itself is casual:

- dress a little better than you might at work
- avoid slang and swearing
- take care with your manners
- make sure your hair, hands and fingernails are clean and neat.



It's OK to be nervous at a job interview.
Everyone is!

DID YOU KNOW



Meeting and Greeting

Job interviews begin with introducing yourself. In most jobs in North America, here's how you can make a good first impression:

- say hello and tell them your name
- smile and make eye contact
- offer to shake hands
- thank them for meeting with you

A place for your notes:



Ten strategies for good time management

There are many strategies and habits that can improve our time management ability. Here are ten that many people find useful.

Review the strategies in the list below. Check those that you already use well, and any that you think would be helpful.

	I do this well	I want to try this
1. Keep a to-do list Write down your tasks, and keep the list updated through the day.	☒	☐
2. Set priorities Review your list at the start of the day and identify the important and urgent tasks.	☐	☐
3. Schedule tasks Plan a time to work on your priority tasks. Give yourself deadlines for completion.	☐	☐
4. Get organized An organized workspace, like a desk, helps you focus on the actual work rather than looking for missing items, like a document you need. Breaking a big job into steps is another way to organize your work.	☐	☐
5. Minimize time wasters When you are trying to focus, avoid distractions and interruptions like social media sites, and listen to music that helps you focus.	☐	☐
6. Stop procrastinating Putting off a task does not make it any easier, and can cause a lot of stress when we run out of time.	☐	☐
7. Do one thing at a time Life today is full of multi-tasking, but we work better when we focus just on the task at hand.	☐	☐
8. Take breaks Short breaks help us deal with stress, renew energy, and refocus. Use them as a reward after you've worked hard or made good progress.	☐	☐
9. Look after yourself Good time management takes concentration. To be at your best, get enough rest, healthy food, and exercise.	☐	☐
10. Be flexible Life doesn't always follow our plan! Sometimes priorities change. Sometimes we have more time than we expected.	☐	☐