



## EMPLOYER EXPECTATIONS

Adapted from WPTI's Employment ARC

### Employment ARC

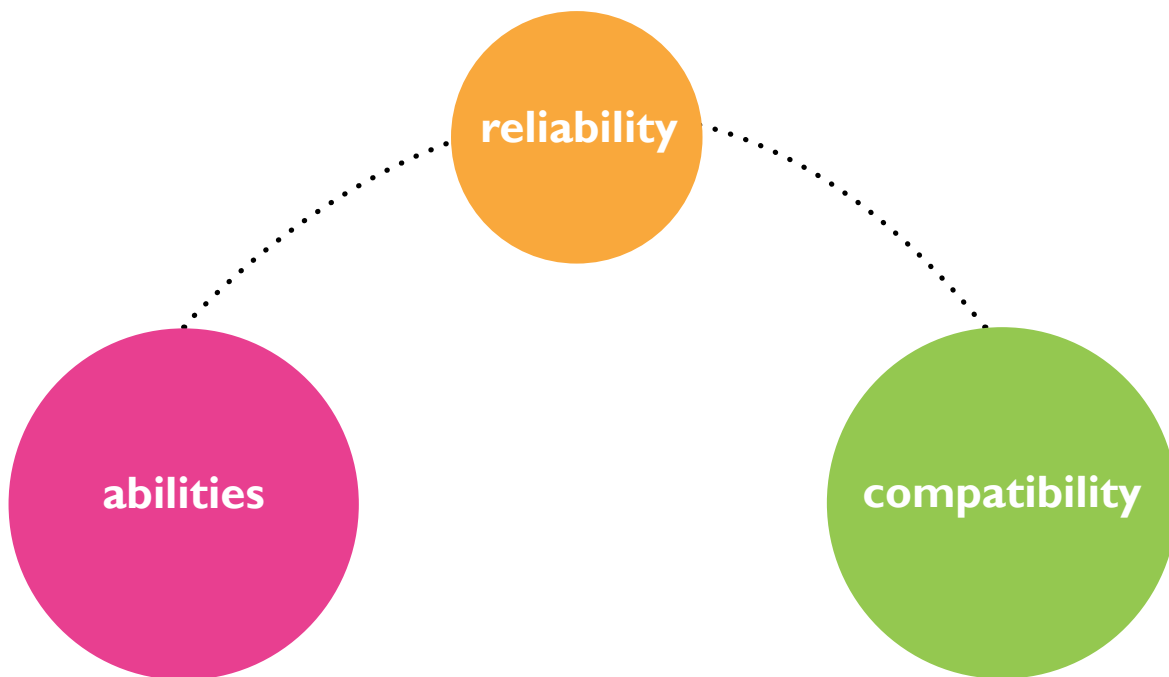
Want to land a job? Understand how employers REALLY think.

#### Bottom Line

Employers go into business to make money. They need good workers to help them make money. Even nonprofits, which don't make money in a traditional sense, need people who can run successful programs and provide good services in order to apply for and sustain funding.

Here's the key to getting hired: Convince the employer that you are the applicant who can help them make the most money. In your application and interviews, focus on positive traits that the employer wants in a worker. Minimize any evidence of negative behaviors.

## The Employment ARC: The Positives





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**Abilities** are the skills you need to do a job. If you are working in an office, know how to use a computer. If you are working in a warehouse, know how to drive a forklift. These are often called hard skills.

**Reliability** represents the skills needed to get and keep a job, including enthusiasm, a good work ethic, honesty, willingness to show up every day on time, etc. In other words, can the employer count on you? These are often called soft skills. Reliability is the most important trait because teaching someone how to use a computer or operate a forklift is much easier than teaching a good attitude or time management skills. In fact, many employers will hire a candidate who shows a lot of enthusiasm and willingness to learn over someone who has a lot of experience and a bad attitude.

**Compatibility** means getting along well with customers, coworkers, supervisors, working in a team setting, and fitting into the corporate culture of the business. Employers want people who will represent the business well and who they feel comfortable working with every day.

### The 3-Ds

Because employers go into business to make money, they also look for evidence of worker behaviors that might cost them money. Three major areas of concern are called The 3-Ds.

#### Dishonesty

Do you seem like someone who will steal from petty cash? Falsify your time card? Lie about finishing a task? Punch a customer when you get angry? Any of these will cost the employer money.

#### Drugs and Drinking

Employees who come to work drunk or high probably won't do their job well and might damage property, cause injury to themselves or others, or just act erratically. Studies have shown that people who abuse drugs and alcohol are more prone to absenteeism and may be more likely to steal in order to support their habits. Furthermore, many employers are wary of hiring applicants with even a history of addiction because they believe that former addicts and alcoholics are likely to relapse when the job or life gets stressful.

#### Discontentment

Employers need workers who will stay committed to their jobs even during stressful or dull periods or when outside pressures build up. Hiring can be an expensive, time consuming, and tedious process. Employers value and strongly prefer people who stick around. The 3-Ds are the primary reason employers run background checks, conduct drug tests, and ask for references.



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Potential Indications of the Employment ARC and the 3-Ds on an Application, Resume, or Interview

	employment ARC	3-Ds
resume / application	<ul style="list-style-type: none"> <li>» Skills and languages listed (A)</li> <li>» Description of duties at prior jobs (A)</li> <li>» Promotions (A,R,C)</li> <li>» Certificates / degrees obtained (A,R)</li> <li>» Trainings attended or in progress (A,R)</li> <li>» Awards received (A,C)</li> <li>» Continuous employment history, or explanations for gaps between jobs (R,C)</li> <li>» Neatness and lack of spelling / grammar errors (A,R)</li> <li>» Volunteer work (A,R,C)</li> </ul>	<ul style="list-style-type: none"> <li>x Unexplained gaps between jobs = why did the person leave without having another job lined up? Jail? Rehab? Fired for misbehavior? Lazy? Lacks motivation?</li> <li>x Vague or generic descriptions of duties = did the applicant really do this work?</li> <li>x Failure to finish education / training = if a person left school early, will he or she leave this job too?</li> <li>x No former employers as references = what doesn't the applicant want us to find out?</li> </ul>
interview	<ul style="list-style-type: none"> <li>» Shows up on time (R,C)</li> <li>» Dresses professionally (R,C)</li> <li>» Smiles, laughs at appropriate times (C)</li> <li>» Good body language (C)</li> <li>» Answers questions with confidence (A,R,C)</li> </ul>	<ul style="list-style-type: none"> <li>x Shows up late = disorganized, not really interested in the job, or are there more serious problems?</li> <li>x Dressed too casually = doesn't take the job seriously?</li> <li>x Never smiles = bad attitude?</li> <li>x Refuses to maintain eye-contact = has something to hide?</li> <li>x Offers vague, very short, or rambling answers = not telling the truth?</li> </ul>

*Remember, if you want to get the job play up the Employment ARC and minimize the 3-Ds.*



## EMPLOYER EXPECTATIONS

### THE TEN MOST IMPORTANT QUALITIES EMPLOYERS LOOK FOR IN POTENTIAL EMPLOYEES AT ANY LEVEL

- **Competitive Spirit:** This means the desire to move up.
- **Resilience:** This means the ability to bounce back from any setback.
- **Self-Starter:** This means not having to be led around by the hand after you know your job duties.
- **Think on Your Feet:** This means being able to face a variety of tasks as they come and address them quickly to be best of your ability.
- **Economic Sensitivity:** This means fully appreciating that your employer is in the business to make money and your job is to help do that in any way you can.
- **Decision-Making Capability:** This means the ability to think reasonably and logically, to attack a problem step-by-step, and think a problem through to its logical conclusion.
- **Evidence of Leadership:** This means having the potential to lead others as evidenced by any experience you have had academically, socially, or in past jobs.
- **Maturity:** This means an attitude of taking your job seriously.
- **Creativity:** This means the desire to always strive to find better ways to do your job no matter how routine.
- **Pride:** This means being proud of the work you do and having the ability to do a good job every day.