

# Making a Great Impression on the Job

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# Agenda

**What is a great impression?**

- **Situational**
- **Responsibility**
- **Behavior**
- **Competence**

# What You'll Learn Today

At the end of this workshop, you will be able to...



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**Describe professionalism  
and how it is measured in  
the workplace**



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**Explain why  
professionalism is  
important**

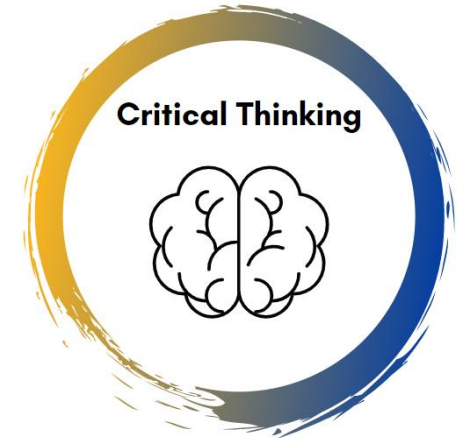


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**Identify tangible ways you  
can practice professionalism  
in the workplace**



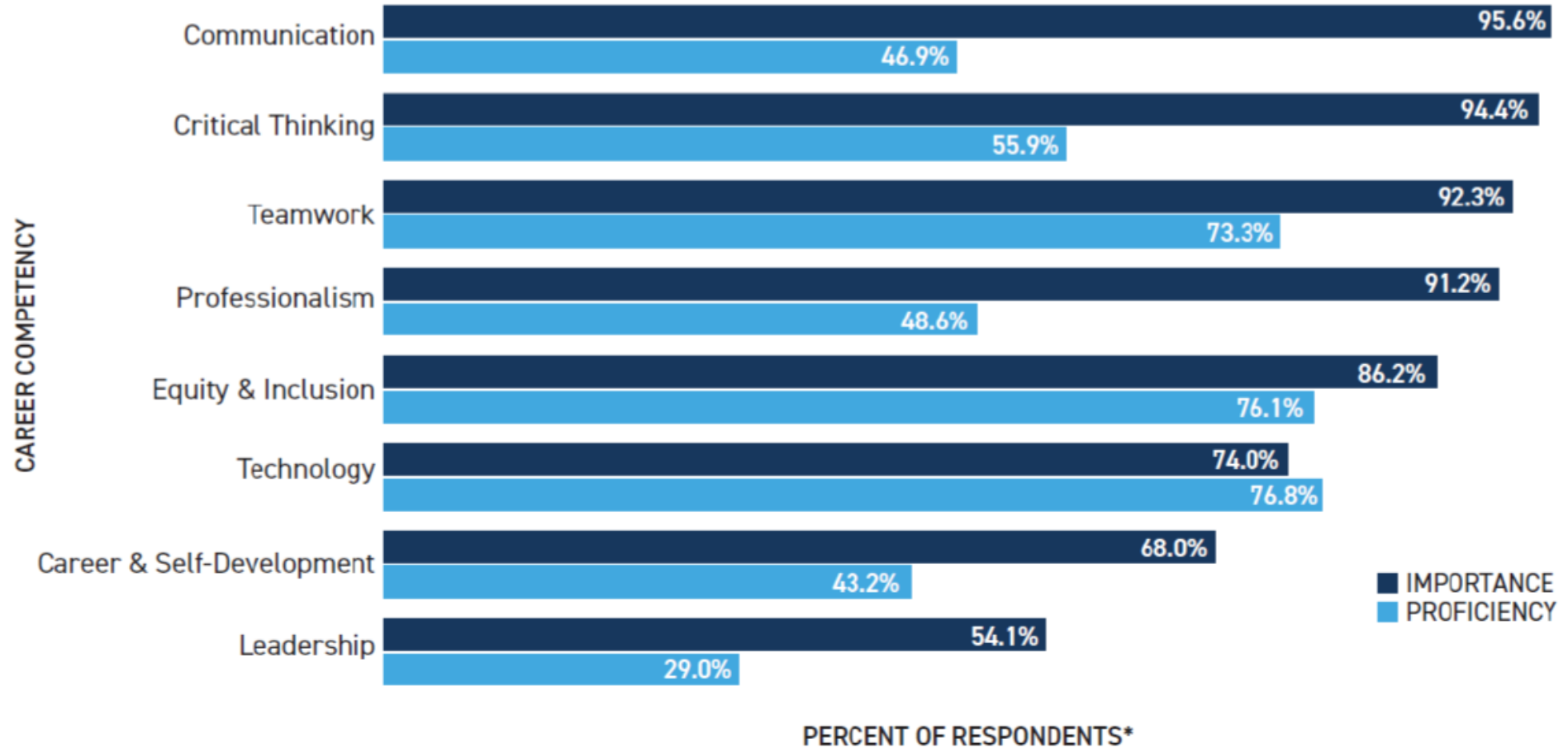
# **NACE CAREER READINESS COMPETENCIES**



*Obtaining **requisite competencies** that broadly prepare college graduates for a **successful transition** into the workplace.*



# Career Competencies



An aerial photograph of a city at dusk, with a tall, slender tower in the center. A yellow arrow points from the top of the tower towards the text. The sky is a deep blue with some clouds, and the city lights are visible in the background.

**What comes to mind when  
you think about  
professionalism?**



# Bringing our whole selves to work

## Intersecting identities

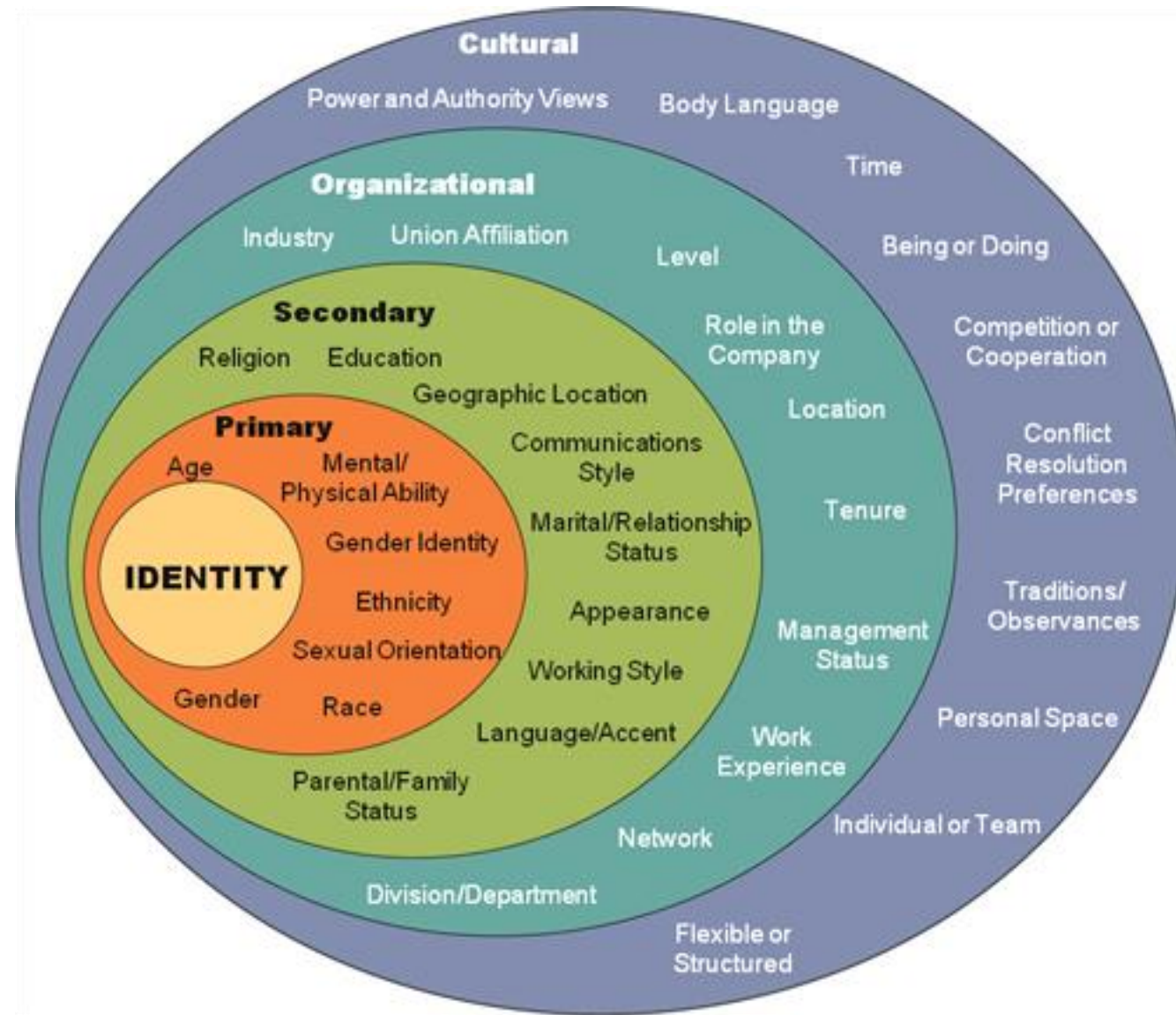
None of us are ONE identity

## Not all identities are salient

The strength of specific identities is fluid throughout life

## You are not a token

Individuals are not responsible for representing an entire group that shares a particular identity



Adapted from *Diverse Teams at Work*, Loden, Gardenschwartz & Rowe, Irwin, 1994



**Making a Great  
Impression is Situational**



# Making a Great Impression is situational

## Ask clarifying questions



### Dress code

What is the dress code?  
Casual Fridays?  
Dressing for your schedule?



### Boundaries

Are there defined office hours?  
Open door policy/shared space?  
Quiet time?



### Communication

What are the expectations?  
Preferred methods?  
Zoom calls - video on?

# Making a Great Impression is Situational

## Dress code



### Safety first

If you work in a lab or field setting, dress according to safety recommendations

### Focus on fit

No matter your style or store, look for tops and bottoms that fit you well



### Comfort is key

Discomfort in your clothes can be distracting, both to yourself and your colleagues – find options that make you feel your best so you can do your best





# Case Study

Mia is a Creative Writing major at UCR and is in their second week as a social media intern with the County of Orange. Last week, Mia's supervisor shared that today they would be in and out of meetings, however Mia has a question about a task they are working on. At noon, Mia notices that their supervisor is in their office alone.

How should Mia approach the situation?





**Making a Great  
Impression is Responsibility**





# Making a Great Impression is Responsibility

## Building credibility

### **Be realistic about timelines**

Avoid over-promising on how quickly you can accomplish a task  
If you find yourself needing more time, it's ok to ask

### **Follow through on responsibilities**

If you say you'll take something on, commit to completing it  
Give yourself time to learn your new role before taking on extra projects

### **Ask for support when you need it**

You don't have to know everything right away  
Ask clarifying questions or seek input from colleagues if needed

### **Using sick/vacation/personal time**

Be mindful of work cycle and who will cover for you on sick time  
Determine notification preferences when asking and/or notifying other staff

**You are what  
you do, not  
what you say  
you'll do.**

# Making a Great Impression is Responsibility

## Branding in e-mail communications

To example email Cc Bcc

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Transportation to Marketing Meeting

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Dear Taylor,

Thank you for meeting with me yesterday. I wanted to see if you were available sometime this week to discuss plans for how we plan to get to the marketing meeting.

My car is getting serviced and I wanted to discuss other transportation options in case my car isn't ready by our meeting. I am available tomorrow at 12 pm but please feel free to let me know what time works for you this week. Feel free to email or call me at (555) 553-2345. Thank you for your time.

Sincerely,  
Courtney

**Courtney Highlander**  
Student Assistant, Student Athletics Department  
Treasurer, Student Organization  
Class of 2023 Student, University of California  
Phone: (555) 553-2345 | Email: courtney.highlander@ucr.edu

Be mindful of your response time, formality of message, and CC/BCC/Reply All



# Making a Great Impression is Responsibility

## Branding in meetings (phone, video, or in-person)

### **Prepare ahead of time**

If you know the agenda ahead of time, know what you hope to share or learn through the conversation

### **Gather the necessary information**

Name, contact information, reason for reaching out, and next steps following the conversation

### **Texting**

Communicate as you would in an e-mail, unless your supervisor or organization allow for more casual conversations

### **Punctuality**

Arrive on time or slightly before to avoid falling behind schedule, and avoid going longer than the pre-scheduled time

### **Follow up**

Many meetings end with some action items and timelines – stick to these as well as you can

### **Acknowledge mistakes**

If you're late, miss a deadline, or mispronounce someone's name, remember that no one is perfect! Acknowledge the error and focus on doing better next time



**Making a Great  
Impression is Behavior**



# Making a Great Impression is behavior

## On the job

### It's not what you say, but how you say it

When communicating feelings and attitudes, **7%** of the message is conveyed by the words spoken, **38%** from the tone of voice used, and **55%** from body language.\*

### Put away distractions

Cell phone, food, side conversations

### Balance contributions

Ask questions, provide input, and leave space for others to do the same

If you notice a colleague (or yourself) is frequently spoken over, redirect the conversation back





# Making a Great Impression is behavior

## Work events, parties, social media

### **Being Social at Work**

You may be invited and decide to attend social events through work – be mindful of your behaviors (alcohol, disclosing information you would not in the workplace, utilizing the space to discuss work when not appropriate)

### **How Others Perceive You Digitally**

Be cognizant of your social media privacy settings, who you are connected to, what you are sharing  
Utilize your social media platforms wisely/differently, do not feel like you need to open up all platforms to your colleagues

### **Being Inclusive**

These types of events tend to show how you engage with others naturally in conversation  
Be wary of being "cliquey" and find ways to intentionally include others, get to know the people you work with!



# Making a Great Impression is Competence

# Making a Great Impression is Competence

Doing your best work and being your best self



## Being Reliable

Do not always rely on other team members to answer hardest questions or do the heaviest lifting on projects and offer support when you have the capacity to do so



## Seeking Professional Development

You are worthy of further development and your company should afford you opportunities to do so! Seek out possibilities and describe to your team/supervisors why this is important to your work



## Clarifying Expectations

Know what is expected of you and your work when you start a new role, function, or project - this will enable you to showcase your strengths effectively and keep everyone on the same page





# Case Study 1

Janae is a Business major with a concentration in Accounting at UCR and is interning at Google in the Finance Department over Summer 2021. Janae is brainstorming a budget proposal for a new project and the turnaround for submission of this project is 2 weeks. Janae is feeling a bit overwhelmed because they do not feel like they know exactly what their role is in presenting this proposal.

What should Janae do?



## Case Study 2

James is a Mechanical Engineering major at UCR and just started their internship with Northrop Grumman in the Space Systems Group. James has a class assignment that is due tomorrow and James noticed that they have an hour of free time within their shift.

Should James work on their class assignment during internship hours?



## Case Study 3

Richard is a Liberal Arts major at UCR and is in their second year of college. Richard just started a teaching assistantship with John W. North Highschool, and they are working with seniors. Richard notices that one of the students in the class requested to follow them on Instagram and sent a direct message.

How should Richard respond?



## Case Study 4

Natalie, a Biology major at UCR is doing research in a lab on-campus. They need to send an email to a grad student in the lab to set a meeting date to go over their research results. **Please critique the following email draft:**

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*Hey,  
We need to meet regarding a research results. When are you free? My schedule is super packed and am wondering if you can work around my schedule. Please let me know what days work for you and I will confirm.  
-Natalie*



# UC RIVERSIDE | Career Network



Join the UCR Career Network, an online community for networking, mentoring, and job opportunities for alumni and students.

## MENTORING

Matching process that connects current students with alumni or alumni with one another.

## JOB SEARCH

Job board for those currently seeking employment or for alumni looking to hire other Highlanders.

## NETWORKING

Discussion boards to meet and network with others who have similar career questions.

**REGISTER AT [CAREERNETWORK.UCR.EDU](https://careernetwork.ucr.edu)**



**Questions?**

**Location:** We are located in the Career Center Plaza. Our entrance is the University Lecture Hall and the Surge Building, behind the UCR Campus Store.

**Hours:**

Mon. - Fri. 8 am to 5 pm

*Individual counseling appointments available*

*Schedule on Handshake*

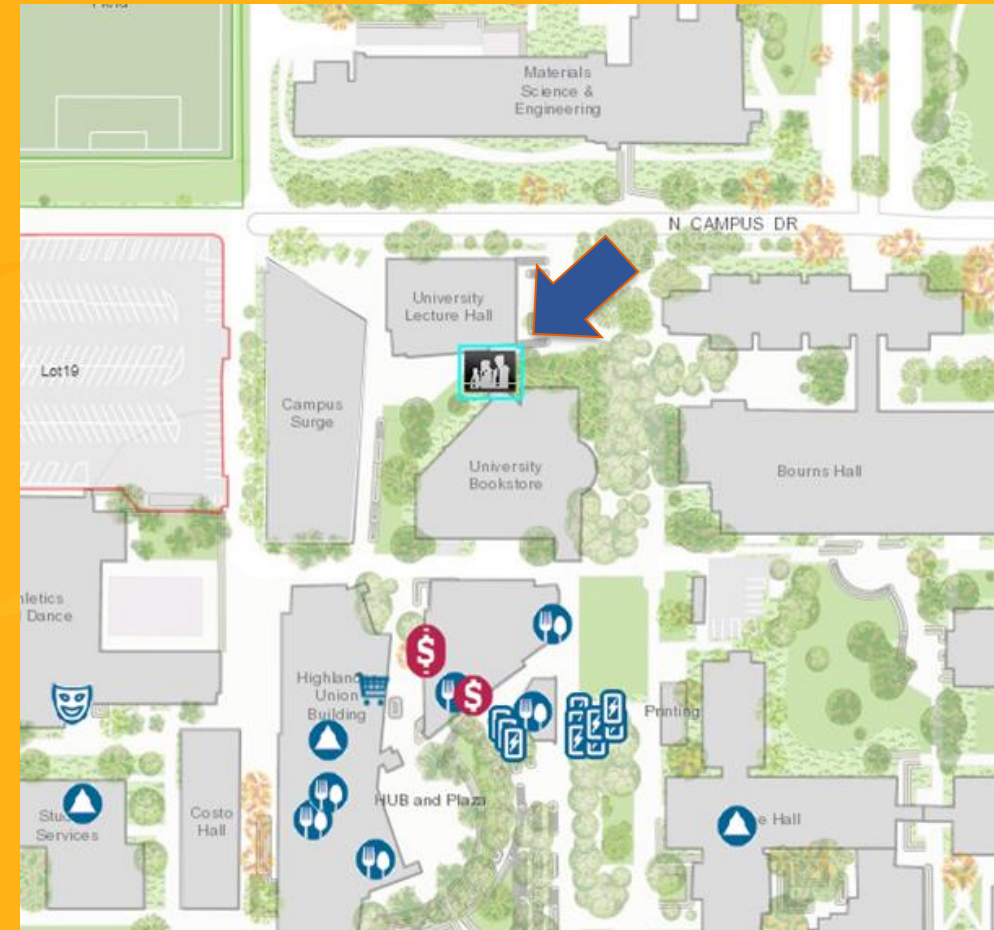
**Drop-in Hours:**

Mon. - Fri. (days & times vary)

*View drop-in schedule on our website <https://careers.ucr.edu/>*



## Career Center



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