

# Professionalism in the Workplace (and lots more)

it is all about you (it really is)

thalbergj consulting

*Jonathan Thalberg*

*408-202-5119*





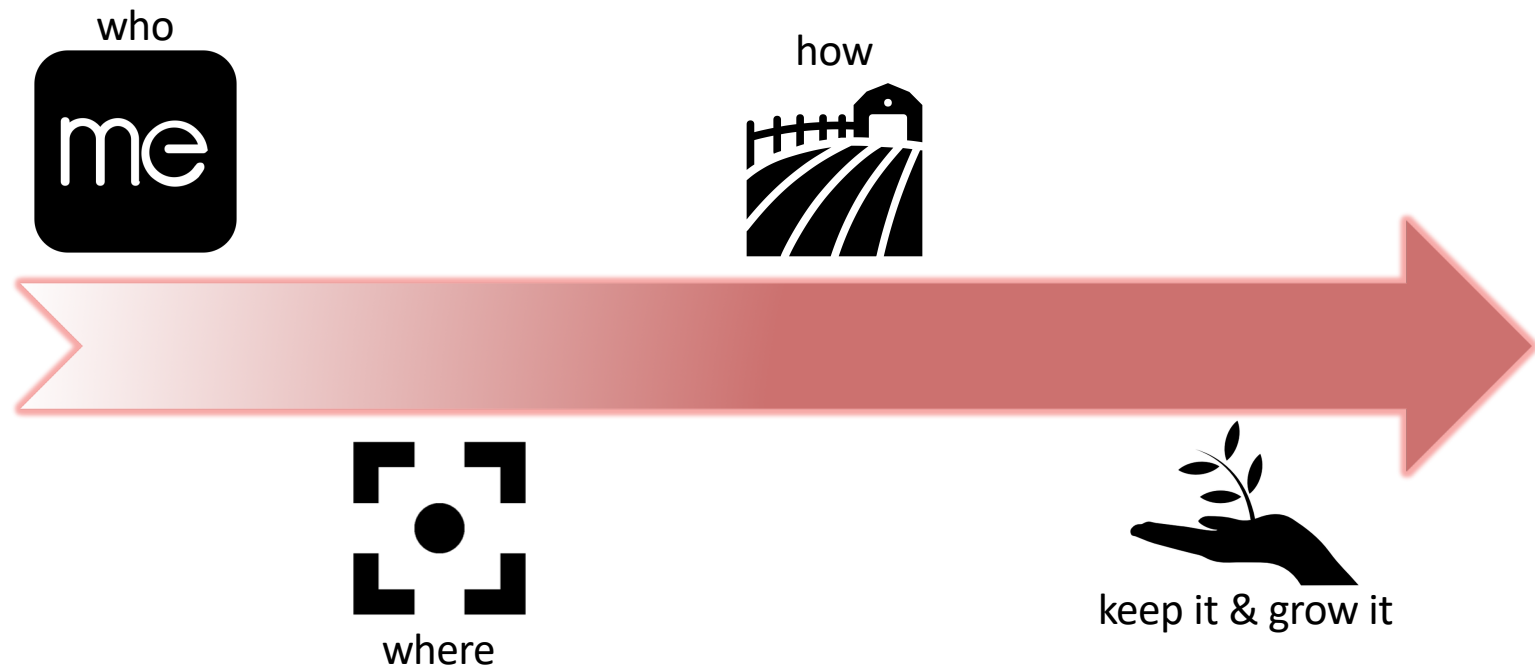
# Ground Rules Expectations



# Ground Rules Expectations



# Why Are We Here?

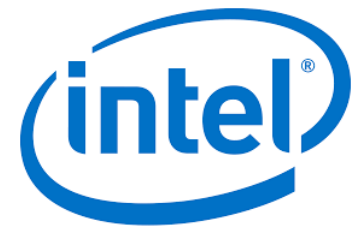
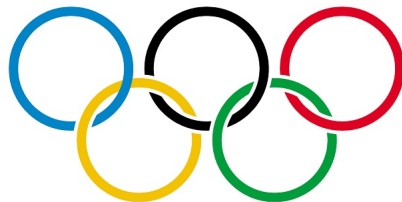


# Why Are We Here?





 Columbia



Google



# Does This Apply to My Job?

Nurse	Cardiologist	Priest	Rabbi
Biotech Engineer	Artist	Singer	Politician
HR Professional	Customer Support	Driver	Fire Fighter
Public Relations	Mother	Care Giver	Facilities
Call Center	Author	Police Officer	Receptionist
Painter	Technical Writer	Activist	Soccer Player
Database Guru	Housekeeper	Entertainer	Mascot
Retail Clerk	Actor	Baker	Millennial
Doctor	Musician	Restaurant Owner	Executive Assistant
Insurance Adjuster	Rock Star	Veterinarian	Retired
Aerospace Engineer	Hair Dresser	Graphic Artist	Athlete
Astronaut	Executive Assistant	Pastry Chef	Retail Owner
Sales Professional	Recruiter	Architect	Quarterback
Grocery Manager	Teacher	Paramedic	Movie Star
QA Engineer	Principal	Plumber	Investor
Pilot	Civil Engineer	Electrician	Football Coach
Farmer	Consultant	TV Star	Au Pair
Manager	Photographer	Newscaster	Publisher
Chef	FAB Technician	Superhero	Golf Pro
Event Planner	Manufacturing Leader	Father	Baseball Player
Part Timer	Assembler	TSA Agent	Parking Enforcer
Full Time	Flight Attendant	Flight Attendant	Waiter
New College Grad	Software Engineer	Security Officer	Gardner
Veteran	Hardware Engineer	Banker	Soldier

# A Resume

## JESSICA CLAIRE

[jessica@jessicacla.com](#)  
 503.222.2244  
 503.222.2244  
 222 Main Street, San Francisco, CA 94102

### PROFESSIONAL SUMMARY

Accomplished Operations executive with a proven track record of increasing regional market share, IT efficiency and productivity in various and fast-paced operations for a large state of institutions.

### SKILLS

- Extensive team leadership
- 10+ years of IT/ITIL experience
- Project/Program Management
- Strategic Planning
- ITIL/Service Management
- Process Improvement

### EDUCATION

San Francisco State University  
San Francisco, CA • 2009

Master of Business Administration  
Operations Management Specialization  
University of California, Berkeley • 2010

Operations Management Specialization  
University of California, Berkeley • 2010

2009

Executive Fellow, Strategic Management  
University of California

### CERTIFICATIONS

San Francisco State University  
San Francisco, CA • 2009

### WORK HISTORY

**DevOps Manager - District Manager**  
San Francisco, CA • 06/2019 - Present

- Increased customer satisfaction through development of a new team
- Successfully increased customer retention by 10% through a positive and customer-centric approach
- Implemented data-driven decision-making process across all departments
- Developed strong business relationships with customers to drive business development
- Managed and mentored a team of 10 employees
- Successfully increased sales revenue through strategic marketing and sales efforts

**Regional Manager - Operations Manager**  
San Francisco, CA • 06/2017 - 05/2019

- Increased sales revenue through strategic marketing and sales efforts
- Managed operations across all departments and departments
- Implemented data-driven decision-making process across all departments
- Developed strong business relationships with customers to drive business development

## Jonathan Thalberg

Business Champion and People Advocate  
Portland, Oregon Area · [See 500+ connections](#) · [See contact info](#)

### About

An Entrepreneurial-minded, strategic, and innovative, Human Resource Leader with over 20 years of varied experience. Provides a consultative approach to strategic resource planning, building healthy teams, leadership coaching, business process improvement, and accelerating achievement of business goals ... see more

### Your Dashboard

Private to you

194

154

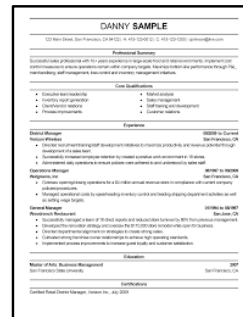
25

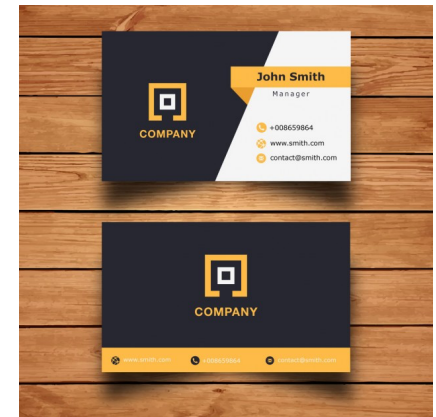
### People Also Viewed

- Jim Hoppe** • 1st  
Director of Sales at Sumo Logic - We are hiring!!!
- Samantha Nehring** • 3rd  
Associate Product Manager - Engine Care Products
- Bruno Costa** • 2nd  
Master Solutions Architect at Acquia
- Tony Santangelo** • 2nd  
Manager of Content Management at



# Are **You** Your Resume or Brand?





# Keep In Mind

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10 people 50 instructions

Your brand / Your First Impression<sup>1</sup>

Confidence

Know your who you are speaking to

You never know who is listening

Trust is automatic – keeping it is hard work

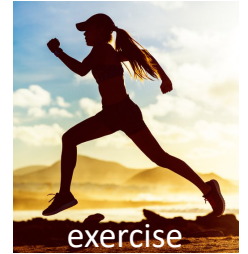
<sup>1</sup> A first chance is, at times easy to get. It's recovering from a negative first impression that can be the challenge.

# What's the Secret?

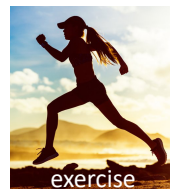
*your brand*



- Consistent
- Sharp
- Easy (*color/style*)
- Representative
- Appropriate
- Reusable

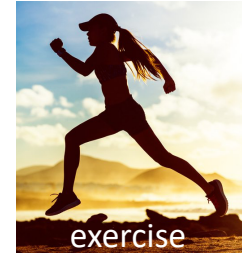


# Knowing My Strengths



# Top 10 Skills – What I Bring to the Table

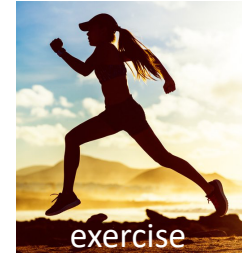
	My Skill	Why?
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		



# 16 Personalities (Myers Briggs)







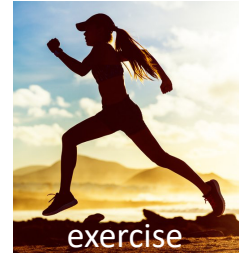
# Who Am I? (from 16 Personalities)

ISTJ	ISFJ	INFJ	INTJ
ISTP	ISFP	INFP	INTP
ESTP	ESFP	ENFP	ENTP
ESTJ	ESFJ	ENFJ	ENTJ

E / I	S / N	T / F	J / P



- *What motivates me?*
- *What makes me easy to work with?*
- *What should people know about working with me?*



# What Did I Notice?

E / I

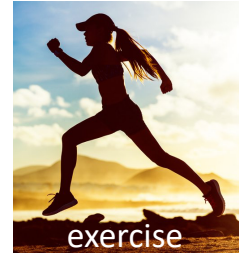
S / N

T / F

J / P

# Why Are We Here?

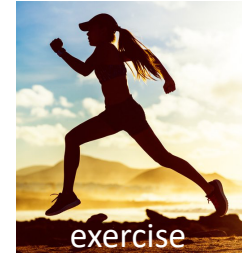




# Three Questions for Career Clarity

(what is important to you)

# The Three Questions



## Why

This exercise will help you gain a more sharp view on what is truly important to you, to your role, and to your future. At times, it's very hard to peel away the covers and look at where we want to be and what, at times, could be in our way. Our first step is clarity.

## What

A one page worksheet. A calm, quiet, and un-interrupted space. At least 30 minutes of your time. An investment in YOU.

## How

Many things are quite simple, they are just not easy. This exercise is not complicated, not cumbersome, not overweight – again, it's very simple – it is just not easy. This will take some quiet time, some consideration, some honest thought.

### Step 1

Take the following worksheet and either print it or have it on your laptop.

### Step 2

Think, ponder, consider, meditate, visualize, evaluate, discover, and illuminate.

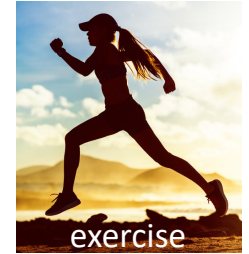
### Step 3

Document

### Step 4

Share

# Definitions



## **I want more of**

*As you consider the next steps in your career – regardless of what they are – what do you love about your current role? What motivates you? What makes you excited on a Monday to go to work?*

## **I want less of**

*Not the mirror opposite of the previous question; rather, consider those things that distract you from your goals. Try to identify the behaviors or blocks to you enjoying your day.*

## **I will make an investment or sacrifice**

*In order to take a step, sometimes we need to move back, sideways, or slantways. As we identify our goal, sometimes we need to sacrifice commute time or miss out on something. Maybe I just need to go back to school? What sort of investment could you possibly need to get to the goal you have clarified?*



# Elevator Pitch

*(you can have more than 1)*

## **Know yourself, your skills, your values**

- ✓ What is easy for you?
- ✓ What do you like to do first?  
your passions & interests?
- ✓ Where do you procrastinate?

- ✓ Things you can do
- ✓ What You know
- ✓ Who are you
- ✓ What roles can you play?  
(Hats you can wear)

- ✓ **Why** are you looking for a job now?
- ✓ What are you **looking for**?
- ✓ How will your **make a difference**?

# Why Are We Here?





# How Do I Find What I'm Looking for?

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# How Do I Find What I'm Looking for?

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Newspapers

Church

Career Fairs

Online resources

Take initiative

## Networking (references)

Family, friends, people you know, places you go,  
things you like to do

# My Face & First Impression

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Who am I?

What is Important to me?

Personal Values?

Skills?

Passions?



# Handshake

*what does it say?*

confident

prepared

strong

distractions

one hand



aggressive

nervous

wet

mushy

shaky

# Elevator Pitch

*(you can have more than 1)*

---





# Interviewing Checklist & Reminders

- ☐ Research the company
- ☐ Study YOUR resume – know more than your elevator pitch
- ☐ Know the job description
- ☐ Talk with people who work at the company (network)
- ☐ Find out who you will meet
- ☐ Prepare your questions
- ☐ Write your “elevator pitches”
- ☐ Study your skills – what you bring!
- ☐ Think Before You Speak / don’t over-share
- ☐ Show interest / ask for the job
- ☐ Think about other interviewing experiences
- ☐ Be Confident, Not Arrogant
- ☐ Listen (“listening” is not waiting for your turn to talk)
- ☐ Speak clearly, cohesively, and calmly
- ☐ Be present, engaged, smile
- ☐ Breathe, pause, shoulders up
- ☐ Sleep well before your interview day
- ☐ Punctuality: Know where you are going and how to get there

invest / prepare  
very simple – but never easy – just do it

# S.O.A.R.

*(ref: Lee Hecht Harrison)*

## Situations

Share or describe a situation – what was your goal?

## Obstacles

what was in your way? What did you need to do in order to get things done?

## Actions

what did you do? How did you do it. Can you give a 1-2-3 statement?

## Results

What was the result? Do you have any data? Did it last?



# Interviewing Questions

(not the easy kind)

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Why did you apply for this job?

What experiences do you have that make you the best person for this role?

Tell me about yourself. Why should we hire you?

What is your greatest strength?

What is your greatest weakness?

What are your top three short term goals?

Describe a difficult situation and how you got through it?

How do you handle stress and pressure?

Share a time you have failed? How did you handle it? What did you learn from it?

How did you hear about this opportunity?



# Dress for Success

*interviews & working – what's the difference*



- clean
- appropriate
- uniforms
- *makeup*
- *style*

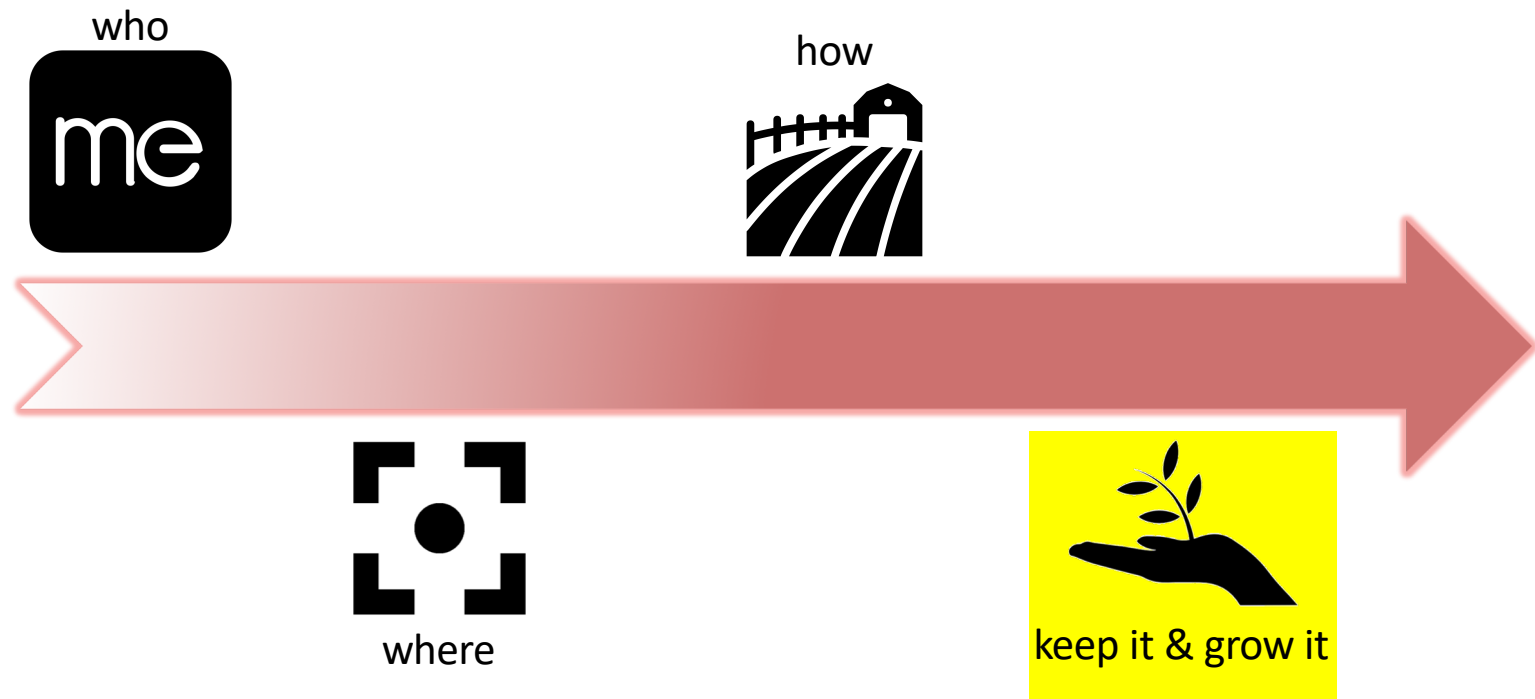
- dress up / dress down
- jewelry
- smells
- shoes, hats, accessories
- a wrong choice

# Thank You Notes

*really?*



# Why Are We Here?



# Dress for Success

*interviews & working – what's the difference*



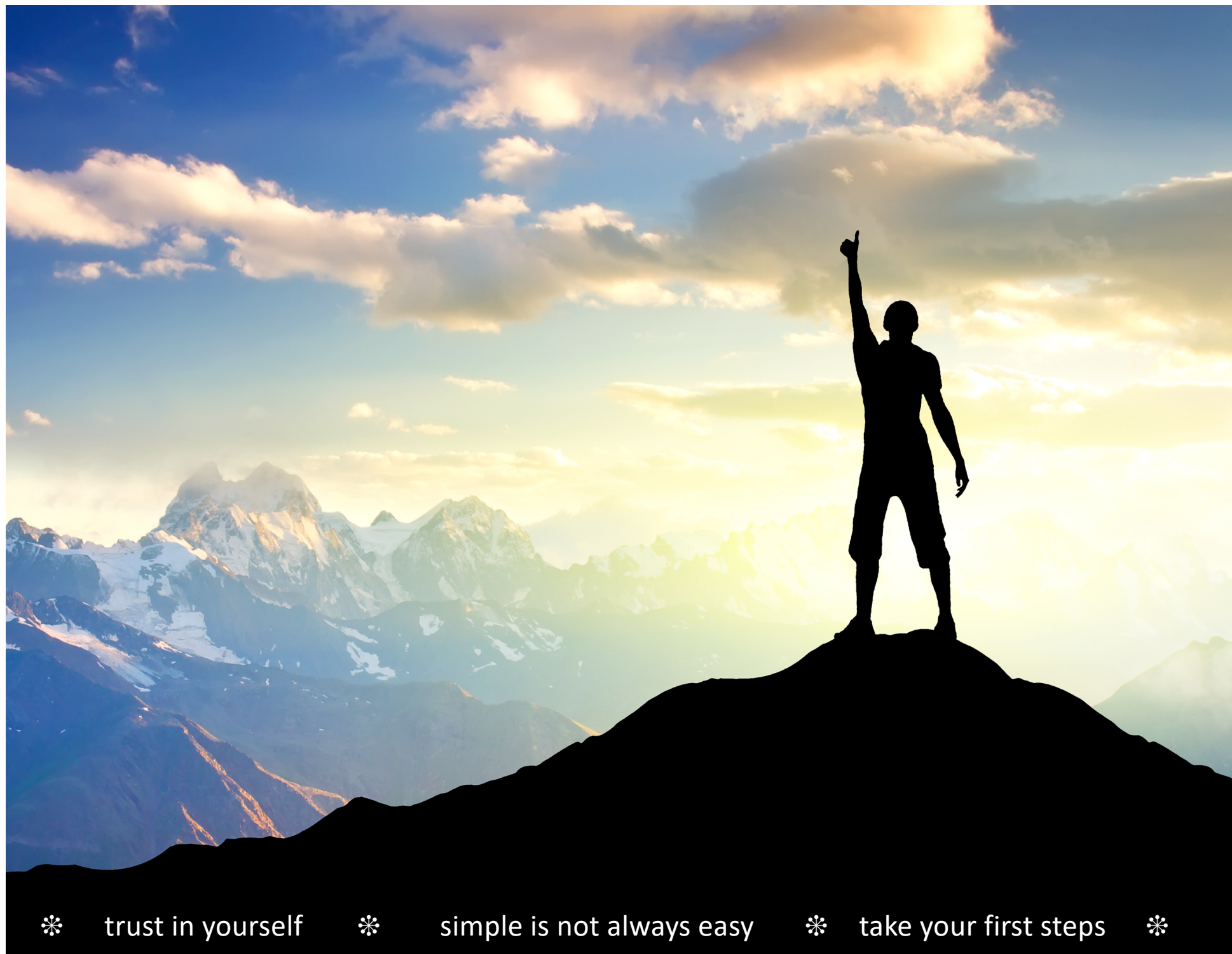
- clean
- appropriate
- uniforms
- *makeup*
- *style*
- dress up / dress down
- jewelry
- smells
- shoes & hats
- a wrong choice

# Behaviors in the Workplace

*culture, team, absolutes, a short list*

- 
- fun
  - communication
  - teamwork
  - collaboration
  - discipline
  - goals and guidance
  - rewards
  - harassment
  - engagement
  - conflict
  - development
  - performance
  - music
  - food
  - support
  - bias
  - listening
  - confidentiality





\* trust in yourself \* simple is not always easy \* take your first steps \*



A photograph of a sandy beach with waves crashing onto the shore. A series of footprints leads from the water towards the foreground. The text is overlaid on the image in a stylized, italicized font with a drop shadow.

*a journey*

*a destination (or not)*


*have focus*

*be curious*

*have confidence*

*take your steps*





# Professionalism in the Workplace (and lots more)

it is all about you (it really is)  
takes a village

thalbergj consulting

*Jonathan Thalberg*

*408-202-5119*