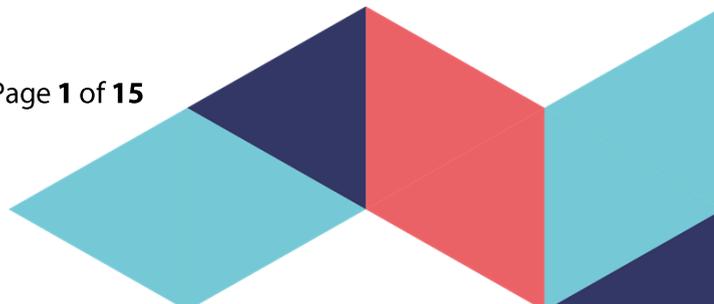


University Centre
Peterborough

Job offers & Preparing for work



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Objectives

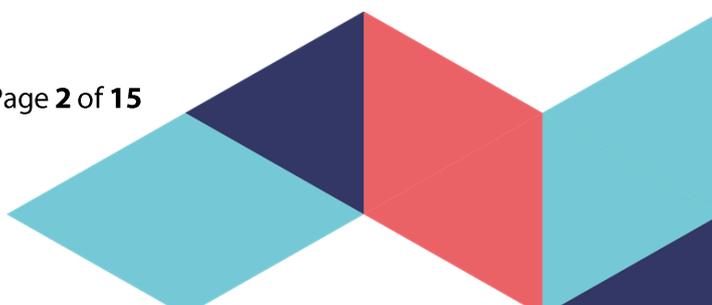
This course aims to provide you with the knowledge to manage a job offer and the additional knowledge you may require in the workplace to help you succeed.

Understand how to

- Accept, extend or decline a job offer
- Negotiate the offer
- Disclose a disability

Prepare for the workplace by understanding how to:

- Develop the right attitude
- Manage being the new person
- Be assertive
- Manage conflict
- Manage your manager
- Develop resilience
- Ask for help
- Be a leader



Job offers - accepting, asking for time, declining

There are a few stages to accepting a job offer.



Image: <https://insights.dice.com/2019/07/10/handling-exploding-job-offer-right-way/>

Receiving the offer

This is generally by phone or email.

When you have received an offer, say thank you, demonstrate how excited you are about this opportunity, and ask for clarity over any concerns with the offer. Say you look forward to receiving the written formal offer (if this was a call).

Accepting the offer

You should not accept the offer until you have seen the terms of the offer in writing (the contract) and taken

time to explore if this is the right role for you. You may need to negotiate the terms of offer (covered later in this module), before accepting the offer.

The acceptance email can be quite short but should cover

- An expression of your gratitude for the job offer and the opportunity
- Written formal acceptance of the job offer
- The terms and conditions (your salary, job title and any other benefits)
- Clarification on your starting date

Templates

www.giveagrado.com/news/2019/06/how-to-accept-a-job-offer/407,
www.indeed.com/career-advice/starting-new-job/acceptance-email-for-job-offer

Asking for more time to consider

Sometimes you feel a need to explore the opportunity further. There are a few ways to buy you time, simply remember to keep the conversation positive.

1. Thank them for the opportunity and ask when the deadline is to respond by
2. Ask questions to clarify information
3. Negotiate your package

Be mindful that there are dangers with delaying, a job offer is not open-ended and you may lose the opportunity.

Template: www.resume.com/career-advice/interviewing/asking-for-time-to-consider-job-offer/

Additional information: www.thebalancecareers.com/how-to-ask-for-time-to-consider-a-job-offer-4120653#:~:text=Ask%20for%20More%20Time%20the,'d%20hoped%2C%20consider%20negotiating

Declining a job offer

Sometimes a job offer doesn't fit, even though you applied for the role hoping it would.

1. Do not delay in notifying the employer
2. Thank them for the offer
3. Keep your email short and concise, provide a reason but do not provide details

Templates

- <https://www.indeed.com/career-advice/finding-a-job/how-to-decline-a-job-offer-email-examples>
- <https://www.wikijob.co.uk/content/application-advice/job-offers/how-decline-job-offer-politely>

Extra information

- <https://www.giveagradago.com/news/2019/06/how-to-accept-a-job-offer/407>

Is the job right for you?



Congratulations on receiving a job offer. You have met the employer and have greater knowledge of what they stand for; now you have time to explore if the job is right for you.

Image: <https://content.wisestep.com/choose-best-job-offer/>

1. Is it a good place to work?

- Does the business look after its staff, is it an enjoyable place to work?
- Take time to explore their social media pages including reviews on <https://www.glassdoor.co.uk>

2. **Will you develop there?**
 - Can you be passionate about working for this company, does it have long term potential?
 - What training is available? Will they provide financial support or time to study?
3. **Does the culture work for you?**
 - How did the company and staff make you feel?
4. **Do you fully understand the role you will be doing?**
5. **How do you feel about the role?**
 - Trust your instincts.

Negotiating salary/job offer

Salary/package negotiations are discussions between you and the current or new organisation's representative.

- Fully understand the salary range and where you fit in
- Be able to justify why you deserve an improved package - build your case
- Do not discuss this until the second interview or when an offer has been made
- Have a salary range rather than a figure in mind
- Consider alternatives to an increase in salary - negotiate
- Practice your pitch
- Be confident
- Do not accept the first offer
- Discuss the non-monetary/non-financial benefits
- If working with a recruiter, allow them to manage the negotiation
- Ensure the new offer is put in writing
- Be gracious (thank people no matter what the outcome)

Additional information:

- <https://www.glassdoor.co.uk/blog/guide/how-to-negotiate-your-salary/>
- <https://hbr.org/2014/04/15-rules-for-negotiating-a-job-offer>

Disclosing a disability after being offered a role

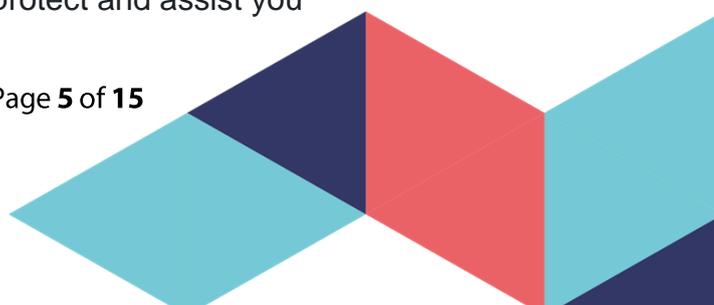


Knowing you have a job offer may give you the confidence to disclose a disability and explore any reasonable adjustments that you may need.

Do you have to tell the employers that you have a disability? No

"Disclosing a disability is an individual decision, and there is no obligation on anybody to do so.

However, there are many reasons why disclosing a disability to a current or potential employer is a positive action that will empower, protect and assist you in the workplace.



Legislation is in place under the Equality Act 2010 to assist and protect a person with a disability in employment or seeking work, but in many cases the protection and assistance that legislation offers is dependent on the individual disclosing their disability."

Disclosing a disability www.ucu.org.uk/media/5445/Disclosing-a-disability-UCU-guidance/pdf/Disclosing_a_disability.pdf

Reasonable adjustments

A '**reasonable adjustment**' is a change to remove or reduce the effect of an employee's disability so they can do their job. The reasonable adjustment could be to:

- the workplace
- the ways things are done
- get someone to help the employee or job applicant

If an employee with a disability would like their employer to make reasonable adjustments for them, then they may well have to disclose their condition.

www.gov.uk/reasonable-adjustments-for-disabled-workers

Confidentiality

Once a disability has been disclosed, it should be kept confidential by the employer unless the employee has made it clear they are happy for the information to be shared. Where the employee needs support from colleagues, or there are health and safety reasons, colleagues may also need to be aware.

www.disabilityrightsuk.org/telling-people-you%E2%80%99re-disabled-clear-and-easy-guide-students

www.gov.uk/rights-disabled-person/employment

Your rights

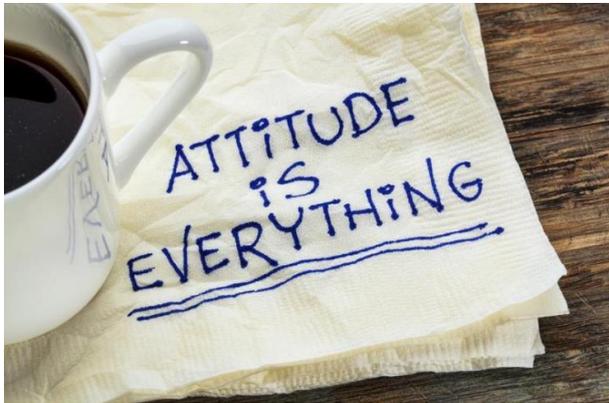
You have rights in the workplace but each person's circumstances are different. Use the Citizen's Advice link below to explore:

- Agency workers
- Checking if your employer has to make adjustments for you
- Exploring if your disadvantage is 'substantial'
- Working out what adjustments you need
- Asking for adjustments
- Checking if your requests are reasonable
- Action to take if reasonable adjustments are not made
- Legal action

<https://www.citizensadvice.org.uk/work/discrimination-at-work/taking-action/asking-your-employer-for-changes-to-help-if-youre-disabled/>

Preparing for work

Attitude



According to Abintegro, nearly half of newly hired employees fail in their jobs in the first eighteen months because they don't have the right attitude.

Attitude in the workplace relates to how easy you are to coach, your emotional intelligence, motivation and temperament.

Image: <https://www.smartrecruiters.com/blog/5-advantages-to-hiring-for-aptitude-not-skills/>

You are not expected to have all of the skills in a new role, but you are expected to have the right, positive attitude to work. Positive people develop a positive environment which impacts upon individual and company performance.

What a positive attitude looks like

1. A 'can do' approach

Rather than saying I don't know or I can't; try I don't know yet or I can't yet. It changes the mindset. Saying "I don't know but I'll see what I can find out" or 'let me see what I can do' provides a more positive response to an employer.

2. Motivation

Learning new skills takes energy but it is also exciting. Show an enthusiasm when taking on a new activity or developing new skills.

3. Being innovative

Identify interesting and different solutions; consider the problems as challenges to solve. Can you see a quicker way of doing something, a way to reduce costs, save time, improve the service?

4. Manage failures and set backs

Learn from failures and set backs, recognise that you have learnt from the situation. Employers want to see people pick themselves up and move forward.

5. Taking onboard feedback

Managing and acting upon constructive feedback demonstrates intelligence. Asking for feedback highlights how motivated and keen you are to develop your skills

6. Work with colleagues

Working with colleagues to address problems highlights your drive to support the business.

Being the new person!



It is not uncommon to feel about feeling nervous in any new venture.

As a new employee, you bring a fresh take on the activities, procedures and practices. You can generate new ideas, bring a fresh outlook or offer a new approach to an old situation.

Experience is also valuable, and there may be reasons for ways things occur that you are not aware of. Aim to understand the reasons why so that you can offer your ideas in a manner that does not cause offense. Ask questions, listen, make small suggestions and develop from there.

Image: <http://hellomynameisshop.co.uk/product/hello-my-name-round-pin-badge/>

With the right blend of self-confidence and humility, your addition to the team will be a positive experience for everyone involved.

Assertiveness in the workplace

Assertiveness is a positive attitude; a confident way of relating to the outside world. An assertive person values themselves, seeks respectful communication with others, yet at the same time is able to set boundaries and protect themselves from exploitation, attack and hostility:

Are you...

- Clear about what you feel, what you need and how it can be achieved.
- Confident in your verbal/written communication and body language without attacking others

- Able to say no or disagree with others without being confrontational
- Looking for 'win-win' situations, willing to compromise
- Confident in managing conflict
- An active listener and able to be open about your own feelings
- Able to give and receive positive and negative feedback.
- A positive person

Passive & aggressive

Passive Behaviour - avoids conflict, acts as if they have no rights

Aggressive Behaviour - only concerned with the win, disregards the feelings of others

Assertive - recognises that all parties have rights, looks for a win-win

Why assertiveness is important

If you do not communicate honestly, it can result in emotional difficulties in all parts of your life. You should allow yourself, and ensure others allow you, to communicate your needs in a clear, effective manner.

How to improve your assertiveness

1. **Body Language** - should be open and confident, standing upright & relaxed, good eye contact
 - Passive - hunched shoulders, poor eye contact (referred to as a victim stance)
 - Aggressive - clenched body, glaring eyes, intrusive body language
2. **Clear communication** - can understand, summarise, explain feelings/needs
 - honest, calm, specific, concise
 - listens, respectful, asks questions

Training

You may wish to consider classes, courses, counselling or psychotherapy to develop your assertiveness skills.

Test yourself

- <https://testyourself.psychtests.com/bin/transfer>
- <https://howassertiveareyou.com/>

Further support

The [Workplace Skills' module](#) includes information, advice and 'tests' relating to emotional intelligence.

Conflict management

Nobody wants to address conflict but it should not be avoided.



Conflict can be the catalyst for change, driving innovation to identify solutions, allowing individuals and teams to develop. By not addressing conflict, even if it makes you uncomfortable, you reduce your and other's potential.

Image: www.lynda.com/Business-tutorials/Managing-Conflict-Practical-Guide-Resolution-Workplace-getAbstract-Summary/2242042-2.html

You should not take conflict personally; be courageous, share your opinions, but do so in a way that allows others to share theirs too.

To manage conflict in a healthier, happier manner, there are a few approaches you can take.

1. Change “but” to “and”

But indicates a disagreement; instead of highlighting that someone is 'wrong', you can emphasise that you have an additional consideration. For example: “Yes I agree that's important and I also think we need to consider this”.

2. Gain understanding

Asking for additional clarity can help; ask someone to further explain their reasoning or how they would address the concern. For example, "Could you develop that idea further please so that I understand..."

3. Hypothetically speaking

You can suggest an alternative scenario to their current direction. For example, "How would it play out if we got someone with these skills in - could it then work?"

4. Explore the impact

If you identify an issue, rather than stating the impact, you can ask what the impact could be. For example, "How do you think our clients will react to...", "How do you think the team will manage ..."

Extra information

- www.wirehouse-es.com/2019/05/02/conflict-resolution-in-the-workplace/
- www.highspeedtraining.co.uk/hub/conflict-management-in-the-workplace/
- www.cipd.co.uk/knowledge/fundamentals/relations/disputes/managing-workplace-conflict-report

Managing your managers

Managing upwards is about developing a positive relationship with your managers to support them. This can help develop your own skills and improve the performance of the organisation.

Image: <https://www.thepositiveencourager.global/m-is-for-managing-your-manager/>

Getting started

- Understand your boss -
 - their strengths, skills, weaknesses
 - their goals and objectives
 - the issues and challenges they face
 - the areas they cannot address/areas they are not able to explore
 - their pet hates, preferences, their pace
- Identify how you can both deliver better results, manage expectations and develop win-win situations
 - Match your skills, strengths & weaknesses to your boss
 - Communicate frequently, effectively and positively

Ongoing

1. Be a problem solver, not a problem creator - if you identify a problem, present the problem and potential solutions
2. Stay calm in the chaos
3. Take responsibility for your actions, do not blame others
4. Develop reasonable boundaries e.g. how often you communicate, what the communication should cover
5. Do not make excuses & don't sit on bad news
6. Help make your boss look good e.g. do not bad mouth your boss, step up and ensure their deadlines are met - others will notice
7. Be consistent, positive and supportive
8. Tell them how to get the best out of you

Extra information

- <https://www.thebalancecareers.com/want-to-know-how-to-manage-your-manager-1918457>
- <https://www.inc.com/lolly-daskal/7-smart-ways-to-effectively-manage-your-boss.html>
- <https://www.peoplemanagement.co.uk/voices/comment/manage-upwards>



Resilience



Being an agile and flexible employee or business owner requires resilience; the ability to bounce back in adversity; the strength to manage stressful situations.

Image: <https://www.communicorp.com.au/services/personal-resiliency-builder>

Highly resilient people:

- Develop high-quality connections
- Manage stress effectively and avoid burnout
- Act authentically and in accordance with their strengths and values
- Develop grit (the passion and perseverance to pursue long-term goals)
- Stay inspired and find meaning
- Stay flexible and mentally tough
- Actively manage change and setbacks

You need strong roots to allow you to be roll with a situation, to be flexible.

1. A positive mindset - a positive view on the world and on yourself.
 - knowing yourself, knowing what's important to you in your daily life
 - pay attention to your own thoughts and change as you need to
2. Being committed -knowing what is important to you
 - knowing what you want, being committed to your goals, actions
3. Having personal control - controlling what you can control, accepting the elements that you cannot control e.g. others actions
 - pay attention & develop the right relationships around you
 - pay attention to the needs of your body and mind

Additional information

- **Test yourself** to see how resilient you are:
 - <https://www.mindtools.com/pages/article/resilience-quiz.htm>
 - <https://testyourself.psychtests.com/testid/2121>
- Explore these exercises to improve resilience: <https://positivepsychology.com/3-resilience-scales/>
- Here is a free course to help you develop career resilience: <https://www.open.edu/openlearn/money-business/developing-career-resilience/content-section-overview?active-tab=description-tab>

How to be more resilient in the workplace... hemsleyfraser ...learning is changing™

In any workplace there will be people who panic and withdraw at the first sign of trouble and those who will thrive on challenges – demonstrating **RESILIENCE**. Make sure you are one of the resilient ones!

Learn more about developing your resilience on our 'Working Positively and with Resilience for Business Professionals' course – hemsleyfraser.co.uk/wpwr
We also have a resilience course especially for managers & leaders – 'Building Resilience and Sustainable Team Performance' – hemsleyfraser.co.uk/brstp

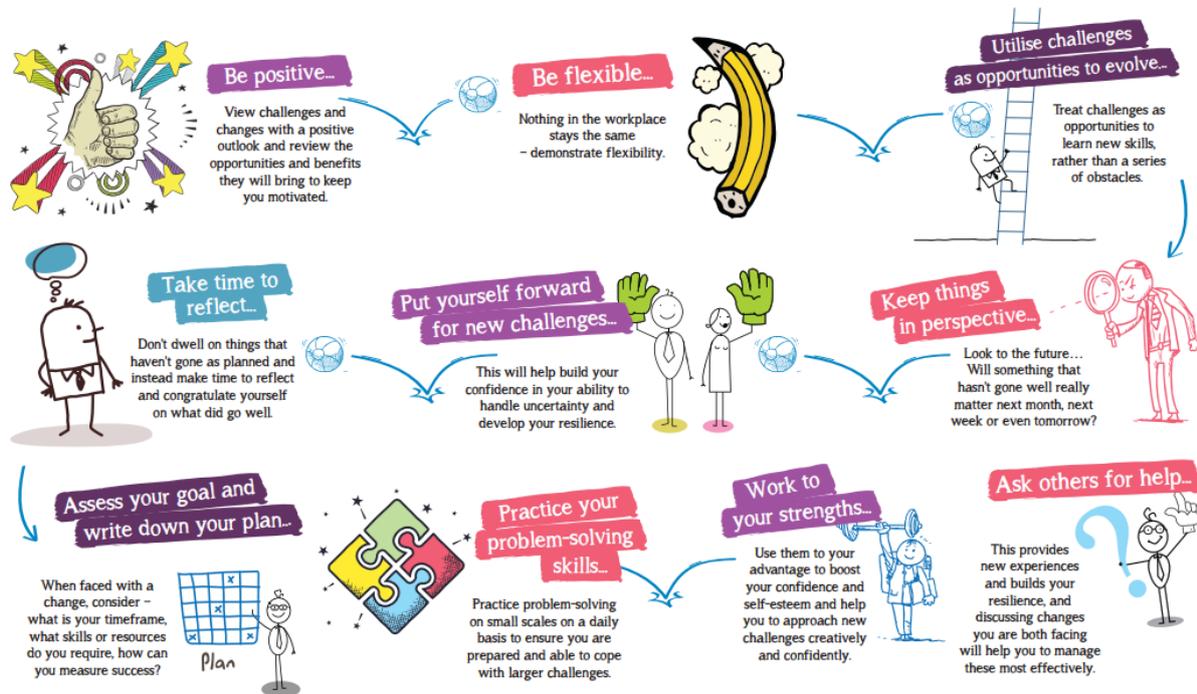
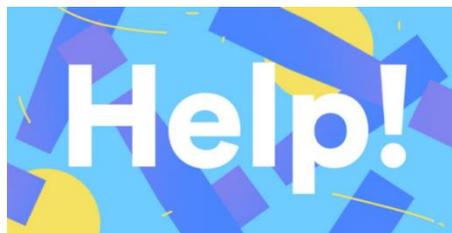


Image: http://storage02.brainsonic.com/customers/demos/HF/Resilience_Infographic.pdf

Asking for help



People frequently worry about asking for help yet we can't know everything and making mistakes or needing someone else's perspective is completely normal.

Asking questions and asking for help is a strength, demonstrating confidence (to acknowledge that you do not have all of the answers) and drive (to learn).

Image: www.grammarly.com/blog/how-to-ask-for-help/

Ted talk:

www.ted.com/talks/heidi_grant_how_to_ask_for_help_and_get_a_yes/transcript?language=en

Steps in asking for help

1. Gather all of the information from all perspectives
 - o See if you can now answer the issue yourself
2. Consider who you ask - a colleague, your boss, a mentor
3. Be clear, specific and concise in explaining your request

- For example, *'I've been reviewing these financial calculations and the numbers to do with [x] are not adding up. Would you kindly to take a look at them to see where I might be missing something?'*
4. Provide potential solutions or suggestions to create a more collaborative approach
 - If you really don't have any solutions, at least make sure you have worked out what all the questions are.
 5. Thank & praise

Extra information

www.monster.com/career-advice/article/how-to-ask-for-a-helping-hand-hot-jobs

Feeling overwhelmed and need help

You may lose your objectivity when feeling overwhelmed.

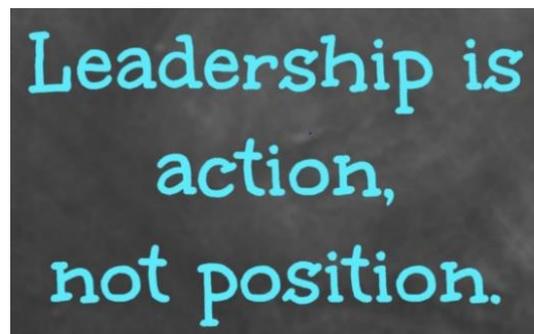
- Focus on the goals/outcomes required
- Take a step back so that you can be objective
- Offer solutions
- Do NOT be a martyr!
- Give up control on the areas others can help you with

Extra information: <https://forge.medium.com/how-to-ask-for-help-at-work-6ccee788edc>

Being a leader

- Why do you want to be a manager?
- Do you know your strengths & weaknesses?

Image: <https://medium.com/@colincarterhr/7-leadership-skills-of-a-true-leader-d4089c0785bc>



Try this test to see if you are ready to become a manager

www.glassdoor.com/blog/manager-quiz/

Managing people hints & tips

- Get to know your team
 - what matters to them, what personal commitments do they have
 - what is their job description, where do they fit into the organisation
- What are each member's strengths & weaknesses
 - how can you learn from each other, where can you help them?
- Appreciate individual's knowledge, experiences
- Earn respect -
 - know what you want each individual to do

- present ideas strongly & clearly, providing direction & clarifying the wanted outcome
- listen to others
- make appropriate suggestions and decisions
- give credit when it is due
- Be confident, not arrogant
- Be assertive, not overpowering
- Ask for feedback, not permission
- Appreciate the traditional but bring fresh ideas

How good are your management skills? https://www.mindtools.com/pages/article/newTMM_28.htm

Extra information

What type of manager are you currently? Try these sites.

www.switchmybusiness.com/resources/management-style-quiz/#/
www.gartner.com/smarterwithgartner/what-type-of-manager-are-you/

Objectives

This course aimed to provide you with the knowledge to manage a job offer and the additional knowledge you may require in the workplace to help you succeed.