



SESSION PLAN FOR TRAINER

Updated as of 25 June 2021

Barclays Summary Academy
Topic 4: Survive at Work & Office Etiquette

HIGH LEVEL DETAILS

- Duration: 30 – 40 min
- Language: English
- Format: Sharing and Q&A

SESSION OBJECTIVES

- To help students act professionally in job hunting and at work, in particular communications
- To provide students with Do's and Don'ts
- To help students prepare the mindset for work

AGENDA

- 5 min: Self Intro & Ice Breaking
- 9 min: Communications
- 8 min: What if...
- 4 min: Work etiquette
- 4 min: Next Steps

SUGGESTED TALKING POINTS

Self-Intro & Ice-Breaking

Trainer is suggested to:

- Start with giving name, job title/company
- Use three adjectives to describe your work & communication style.
 - "I am + adjective" + one short example of why you describe yourself so.
- Invite students to use 3 adjectives to describe work & communication style with examples.
- Trainer can follow up and ask questions around the attributes.

Communication

Trainer is suggested to:

1) Communication and Personal Branding

- Ask students to name means of communication at work?
- Point out that For office job, most comms is done via email, meetings, phone calls, business meal.
- Bring up the concept of personal branding: your behaviour equals your image to people; impression created can have huge impact.

2) Email Etiquette

- What is the difference between whatsapp messages and email? Role play with students – how an email is crafted (with greetings, closing, signature) vs a whatsapp.
- Some other email etiquette worth mentioning: e.g. no all caps, inappropriate to use "noted with thanks" to supervisors.

3) Networking with Colleagues and Externals

- Comment on how the student's work/communication style can benefit/harm a relationship at work
- What are safe topics to talk while networking?

What if...

Trainer is suggested to:

- Share with students on how to handle mistakes.
- Role play and request students to come up with solutions. E.g. being late for work, not able to join a meeting anymore (not informing the party vs an apology after meeting vs an apology in advance of meeting)

Work Etiquette

Trainer is suggested to:

- Ask student if there is any issue or question concerning workplace to discuss
- Discuss and share common work culture in HK
 - Any concerns about the work culture?
- Some Don'ts: Loudness, personal space & privacy, use of cell phones a lot, lunchtime
 - Ask students about what it would be about, and trainer can share examples.
- Raise concerns with supervisors / HR

Next Steps

Trainer is suggested to:

- Review how one can build personal branding
- Raise the importance of networks at work – how to do so?
- Raise the importance of attitude - combining the points in session – be professional, respect, responsible for work.

Disclaimer: The information and ideas herein are the confidential, proprietary, sole, and exclusive property of The Zubin Mahtani Gidumal Foundation Limited. All information provided in this document is intended for discussion purposes only, and is not in the nature of advice. The Zubin Mahtani Gidumal Foundation Limited reserves the right to make alterations to any of its documents without notice.