**2017-2018 Weekly Professional Tip Tuesday Videos**

**(Follow up activities have been provided)**

**August 22:** The Entitlement Creed (3:33)<https://youtu.be/8cPuH8jg5nQ>

*Activity: Discuss what you expect from your future employer and what you think they will expect from you.*

**August 29:** What are Soft Skills? (2:18) <https://youtu.be/Tiy2LONr050>

*Activity: Would You Hire You?* [*PDF Worksheet*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Would%20You%20Hire%20You.pdf)

**September 5:** How to Perfect the Elevator Pitch (1:35) <https://youtu.be/y1Y02_oZP8U>

*Activity:*

1. *Make your list of items for your elevator speech.*
2. *Write a 140 character elevator speech.*

**September 12:** How to Give a Proper Handshake (1:28) <https://youtu.be/gK3I_NcXzWc>

*Activity: Instructor demo and shake hands with classmates*

**September 19:** The Elevator Speech2:43) <https://youtu.be/LDpe9StfGTA>

*Activity:*

*1. Set a timer for 60 seconds. Present your elevator speech to classmates.*

*2. Fill out your* [*Elevator Speech Card*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Elevator%20Speech%204%20to%20a%20sheet.pdf?Web=1) *and present your elevator speech to a person outside of Tulsa Tech.*

**September 26:** How to Shake Hands & Introduce Yourself: Good Manners (2:44) <https://youtu.be/41BdlgNyKFI>

*Activity:* [*Check–off list*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Shake%20Hands%20and%20Intro%204%20to%20a%20sheet.pdf) *for handshakes and introductions on campus.*

**October 3:** How to Introduce Others (1:56) <http://www.howcast.com/videos/513536-how-to-introduce-others-good-manners/>

*Activity:*

1. *Instructor demo*
2. *Introduce one classmate to another.*
3. *Introduce yourself first and then introduce a classmate to someone in another class.*
4. *Need more info.* [*Introductions information*](http://www.hosa.org/node/293)

**October 10:** 10 Barriers to Effective Communication (3:02) <https://youtu.be/slq1nAhZuqE>

*Activity:* [*10 Barriers Worksheet*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/10%20Barriers%20to%20Effective%20Communication.docx)

**October 17:** 5 Ways to Improve Your Nonverbal Communication (4:47) <https://youtu.be/oQh7t4WRHOk>

*Activity:* [*5 Ways to Improve Your Nonverbal Communication Worksheet*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/5%20Ways%20to%20Improve%20Your%20Nonverbal%20Communication.docx)

**October 24:** What do I do when I don’t hear back from a potential employer? (1:04) <https://www.youtube.com/watch?v=USC_ir78Dy8>

*Activity: Discuss the following questions as a class:.*

1. *Should I call/email every day to show I’m persistent?*
2. *Should there be any contact prior to hearing back from a potential employer?*
3. *What is a good timeline for sending a follow-up email or phone call?*

*OR*

*Practice drafting a follow-up email to a potential employer.*

**October 31:** How to Tie a Tie in 10 Seconds (1:00) <https://www.youtube.com/watch?v=eLqaIwiWEKE>

*Activity: Practice tying a tie.*

**November 7:** The Importance of Being Punctual (2:00)

<https://www.youtube.com/watch?v=mjow7C7Ppj0>

*Activity: Make a top 5 list of reasons you have been late. Discuss which would be acceptable to an employer.*

**November 14:** Transferable Organizational Skills (3:16) <https://www.youtube.com/watch?v=cgICkFtEets>

*Activity – Identify 3 organizational skills you learned in HS that will transfer to the workplace.*

**November 21:** The Power of Teamwork Good Teamwork (3:22)

<https://www.youtube.com/watch?v=ftPOy4yUGMQ>

*Activity – Come up with 2 examples of how the power of teamwork can improve a classroom project or workplace scenario*

**November 28:** Responsibility (1:42) <https://www.youtube.com/watch?v=-QRqIGznHvU>

*Activity – List a time you were given a responsibility and completed it at a Brilliant level.*

**December 5:** Lighthouse – A Responsibility Project Film (3:07) <https://www.youtube.com/watch?v=huirfCg9jm0>

*Activity – Which of the following characteristics did you most identify with in this short and why? Responsibility, Teamwork, Problem Solving*

**December 12:** Achieve More by Setting Smart Goals (1:15) <https://youtu.be/yA53yhiOe04>

*Activity: Complete the* [*SMART goal worksheet*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/SMARTGoalWorksheet.doc)

**December 19:** Don’t’ Be Afraid to Fail Big, To Dream Big-Denzel Washington (4:30) <https://youtu.be/tlY0PkWxCW8>

*Activity: What is your passion? What is your dream? Are your actions helping you achieve your dreams?*

**January 9:** You’ll Never Hear Successful People Say These 15 Phrases (4:28) <https://youtu.be/Bp-h3hdwTV0>

*Activity:* [*Phrases You’ll Never Hear Successful People Say*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Nine%20Phrases%20You'll%20Never%20Hear%20Successful%20People%20Say.docx)

**January 16:** Making a Great First Impression (1:48) <https://youtu.be/H9o22lNYNLQ>

*Activity: Discuss the following: Are first impressions always accurate? How can you change someone’s opinion of you if you gave them the wrong first impression?*

**January 23:** Importance of Being On-Time (2:03) <https://youtu.be/brj1pXT2qWw>

**January 30:**How to Ace an Interview: 5 Tips from a Harvard Career Advisor (5:11) <https://www.youtube.com/watch?v=DHDrj0_bMQ0>

*Activity: #1: Compose a brief closing statement.*

*Activity #2: Prepare two questions to end the interview.*

**February 6:** 15 Steps to Great Customer Service (3:19) <https://youtu.be/0jPk6CtK360>

*Activity: Is the customer ALWAYS right? Discuss a time when you received bad customer service and how the situation could have been handled differently.*

**February 13:** Forbidden Phrase of Customer Service (3:26)<https://youtu.be/56m5CtJpTR4>

*Activity: What if you don’t know the answers to questions customers are asking? Practice with a partner how you would respond to the following questions:*

*\*I’m not happy with your product. I want a full refund.*

*\*This is not what I ordered. Why can’t you get it right the first time?*

*\*I don’t agree with what you are charging me. I want to speak to your manager.*

**February 20:** 4 Tips for Better Phone Communication (2:46) <https://youtu.be/Kv3q2vcGq74>

*Activity: Visit the following website for 10 Essential Business Telephone Skills. Practice each skill with a partner.* [*http://www.telephonedoctor.com/our\_blog/10-essential-business-telephone-skills/*](http://www.telephonedoctor.com/our_blog/10-essential-business-telephone-skills/)

**February 27:** Keeping Documents Secure and Confidential (3:49) <https://youtu.be/tIhb0Wm7VhY>

*Activity: Name examples of documents/information that need to be kept confidential. What could happen if this information is not kept confidential?*

**March 6:** The Recipe for Great Communication (4:42) <https://youtu.be/qFWsTsvJ8Xw>

*Activity:* [*https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Communication%20Activity.docx*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Communication%20Activity.docx)

**March 13:** 8 Secrets of Success (3:27) <https://www.ted.com/talks/richard_st_john_s_8_secrets_of_success>

**March 20**: Spring Break

**March 27:** 10 Top Time-Saving Tech Tips (5:35)

<https://www.ted.com/talks/david_pogue_10_top_time_saving_tech_tips?utm_campaign=tedspread&utm_medium=referral&utm_source=tedcomshare>

*Activity: What tip did you like the best? Why is saving time important when you’re on the job? Share one time-saving tech tip that you use that your classmates may not know about.*

**April 3:** 6 Traits of a True Professional (2:38) <https://youtu.be/2vFdQY1qSlM>

*Activity: Read the following article that goes with the video you just watched.* [**https://www.mindtools.com/pages/article/professionalism.htm**](https://www.mindtools.com/pages/article/professionalism.htm)

**April 10:**  Time Management Mistakes (2:23) <https://youtu.be/OQnwJAQV2GA>

*Activity: Read the following article that goes with the video you just watched.*

[*https://www.mindtools.com/pages/article/time-management-mistakes.htm*](https://www.mindtools.com/pages/article/time-management-mistakes.htm)

# **April 17:** 10 Ways to Be a Better Listener: Good Listeners: Customer Service Training (2:35)

<https://youtu.be/gMA8CBMfNY4>

*Activity: Read the following article that goes with the video you just watched and write a response to the “Action” at the bottom of the page.* [*https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Are%20you%20Listening%20to%20What%20I'm%20Saying.docx*](https://hub.tulsatech.edu/instruction/path/PATH%20Documents%20and%20Information/Are%20you%20Listening%20to%20What%20I'm%20Saying.docx)

# **April 24:** Customer Service Expert Shares: Secrets To Asking Questions Correctly [**https://youtu.be/xfewZH9Bppo**](https://youtu.be/xfewZH9Bppo)

*Activity: List two other customer service questions that are commonly asked but can be worded differently to show more respect to the customer.*

**May 1**: <https://youtu.be/kmP_fko0Ldk> (A Message to People Who Want to Succeed-3:37)

**May 8:** <https://youtu.be/IzPEJ4kKhKY> (Average is for the Weak!-4:52)

**May 15:** <https://youtu.be/-PdjNJz7B1Q> (You Gotta Jump to be Successful!-1:55)