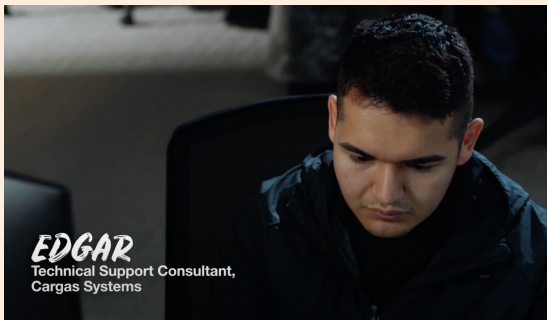


Teamwork

The ability to collaborate with others and compromise when necessary for the betterment of the team.



MEET EDGAR

Edgar works as a Technical Support Consultant at Cargas Systems in Lancaster, PA. TEAMWORK is an essential part of Edgar's work.

EDGAR'S ROLE

What does a Technical Support Consultant do? What are the responsibilities and qualifications?



TOUR EDGAR'S WORKPLACE

Cargas, located in Lancaster, Pennsylvania, is an employee-owned software company offering software from Microsoft, Sage, and Salesforce as well as custom-developed products.

Teamwork

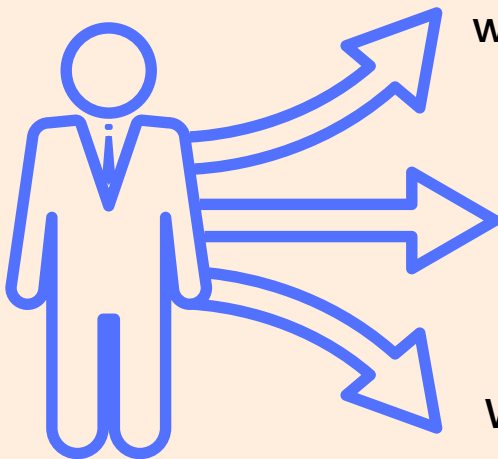
The ability to collaborate with others and compromise when necessary for the betterment of the team.



Sample Behaviors:

- Listen carefully to others, taking time to understand and ask appropriate questions without interrupting.
- Effectively manage conflict, interact with and respect diverse personalities, and meet ambiguity with resilience.
- Be accountable for individual and team responsibilities and deliverables.
- Employ personal strengths, knowledge, and talents to complement those of others.
- Exercise the ability to compromise and be agile.
- Collaborate with others to achieve common goals.
- Build strong, positive working relationships with supervisor and team members/coworkers.

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<https://www.nacweb.org/career-readiness/resources/>



What part do you usually play when you are part of a team?

What do you add to the group?

Where can you improve or let someone else shine?

Communication

The ability to effectively communicate with all different types of people in oral, verbal, written, and non-verbal forms.



MEET MYLES

Myles is a Medical Assistant and works for Penn Medicine.

COMMUNICATION is an essential part of Myles' work.

MYLES' ROLE

What does a Medical Assistant do? What are the responsibilities and qualifications?



TOUR A PENN MEDICINE LGH FACILITY

Penn Medicine Lancaster General Health is a not-for-profit health system with a comprehensive network of care, including more than 300 primary-care and specialty physicians; outpatient and Urgent Care services; and four hospitals.

Communication

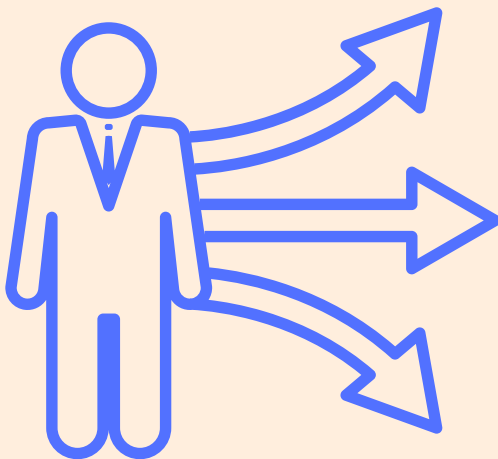
The ability to effectively communicate with all different types of people in oral, verbal, written, and non-verbal forms.



Sample Behaviors:

- Understand the importance of and demonstrate verbal, written, and non-verbal/body language abilities.
- Employ active listening, persuasion, and influencing skills.
- Communicate in a clear and organized manner so that others can effectively understand.
- Frame communication with respect to diversity of learning styles, varied individual communication abilities, and cultural differences.
- Ask appropriate questions for specific information from supervisors, specialists, and others.
- Promptly inform relevant others when needing guidance with assigned tasks.

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How do you talk to leaders
or lead by example?

When you work in a group, how
do you use different ways to
communicate (i.e. emails, face to
face, DMs)?

How can you practice
communication today?

Problem Solving

The ability to think through complex issues, identify and create solutions to those issues.



MEET MICHAEL

Michael works as Team Lead at Turkey Hill Dairy. PROBLEM SOLVING is an essential part of his work.

MICHAEL'S ROLE

What does a team lead (processing tech) do? What are the responsibilities and qualifications?



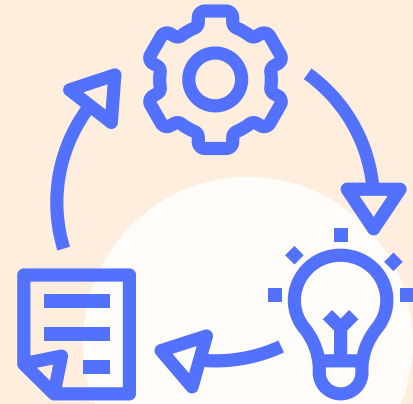
TOUR MICHAEL'S WORKPLACE

Turkey Hill Dairy, located in Conestoga, PA employs over 900 associates in a non-union, very modern operation with strong careers in areas such as production, warehouse, distribution (drivers), marketing, accounting, quality assurance, and other related support staff jobs.



Problem Solving

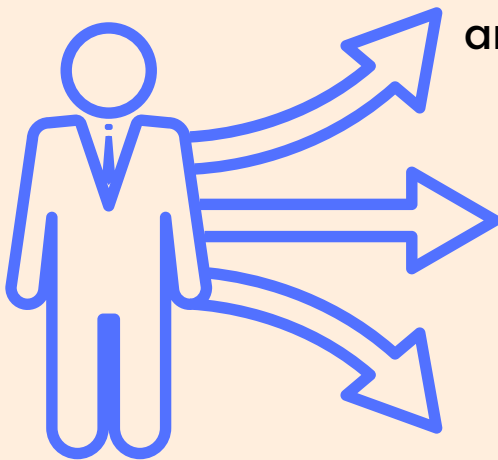
The ability to think through complex issues, identify and create solutions to those issues.



Sample Behaviors:

- Make decisions and solve problems using sound, inclusive reasoning and judgment.
- Gather and analyze information from a diverse set of sources and individuals to fully understand a problem.
- Proactively anticipate needs and prioritize action steps.
- Accurately summarize and interpret information with an awareness of personal biases that may impact outcomes.
- Multi-task well in a fast-paced environment.
- Identify and respond to needs based upon an understanding of situational context and logical analysis of relevant information.

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<https://www.nacweb.org/career-readiness/resources/>



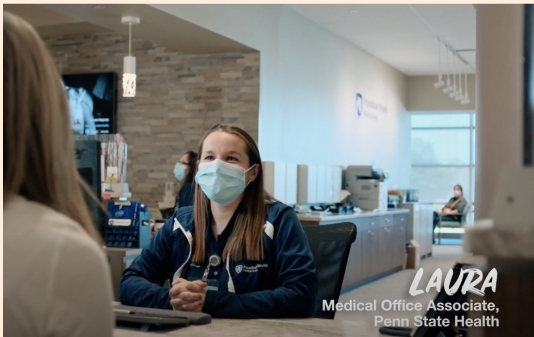
How do you proactively anticipate needs or problems?

Think of a time when you exhibited problem-solving skills. What did you do before, during, and after that problem-solving process that you can apply to future situations?

How can you ensure you fully understand a problem and anticipate outcomes of a solution?

Integrity

The ability to be honest and take ownership of your actions, regardless of the consequences.



MEET LAURA

Laura works as a Medical Office Associate for Penn State Health. INTEGRITY is an important part of her role.

LAURA'S ROLE

What does a Medical Office Associate do? What are the responsibilities and qualifications?



TOUR LAURA'S WORKPLACE

Penn State Health Lime Spring Outpatient Center gives Lancaster County residents access to primary and speciality care, including Dermatology, Neurology, Hematology/Oncology, and Cardiology.



Integrity

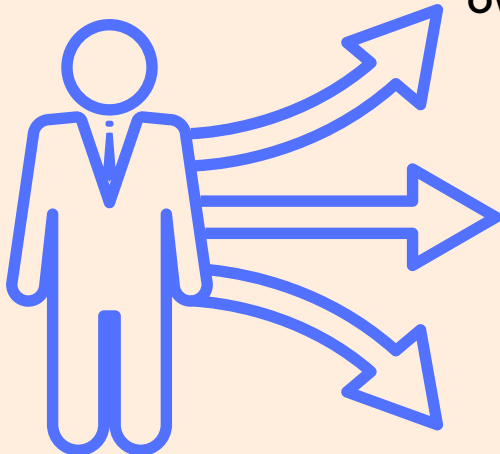
The ability to be honest and take ownership of your actions, regardless of the consequences.



Sample Behaviors:

- Take accountability for your actions. Own up to mistakes and try to learn from them.
- Follow through on commitments. If you're unable to complete a task or meet a deadline, be sure to let others know as quickly as possible.
- Respect when you are trusted with personal information
- Produce high-quality work on time, regardless of the task.
- Help those in need, even when it is outside of your duty.
- Accept and tolerate challenges, delays and unexpected obstacles while maintaining a calm, even demeanor.

Based on Indeed: Integrity at Work
<https://www.indeed.com/career-advice/career-development/integrity-at-work>



Do I take responsibility for my own words and actions, and do I own the consequences?

Am I honest even when no one is looking?

Do my words and behaviors align with one another?
Do I "walk my talk"?