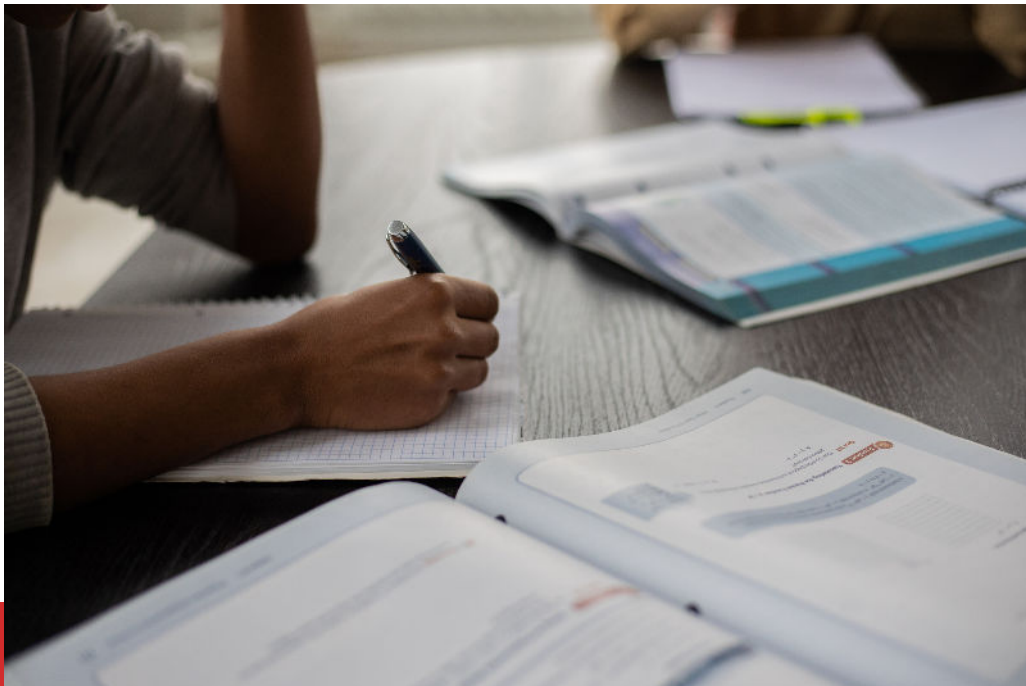




Job Quality WORKBOOK

What Is Covered In this WORKBOOK ?

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About the Workbook

This workbook is designed to interactively guide you through the process of determining YOUR quality job.

Job Quality is a combination of job and company characteristics that drive a worker's overall employment experience. In the instructor-led session, the instructor/s will cover the FOUR key components of Job Quality and the top FIVE methods for researching Job Quality.

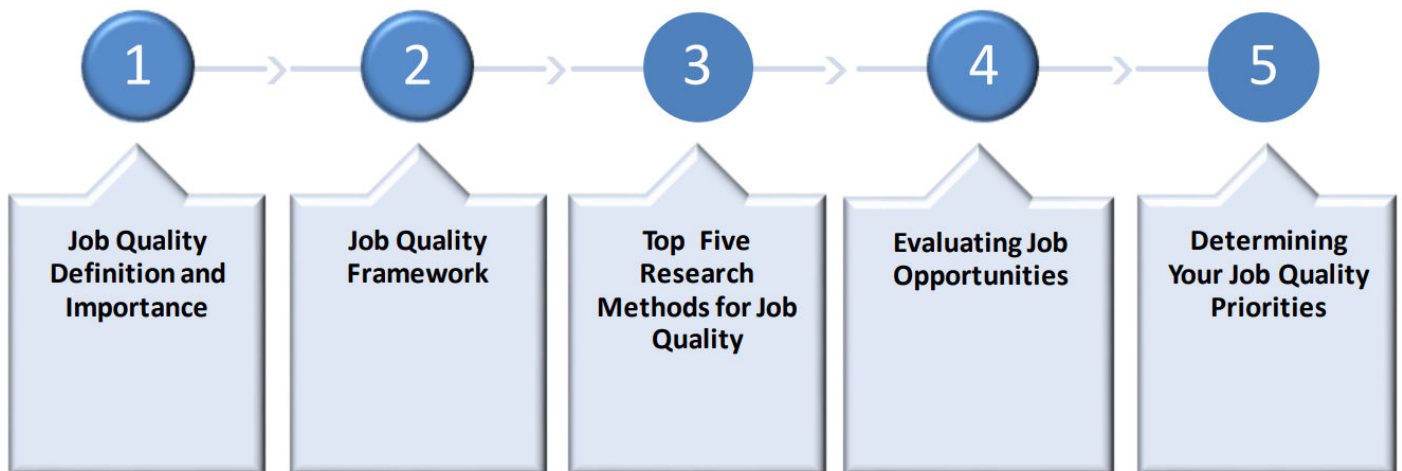
This workbook will help you to use the information presented to systematically identify YOUR priorities in each of the four job quality components. You will then be able to define what YOUR Quality Job looks like.

It is recommended that you complete this workbook using a pencil. You may want to revisit your priority selections at a later time and be able to use the rubrics to determine your Quality Job at that time. Remember there is no right or wrong definition, only what YOU need for yourself.



Learning Objectives Of The Job Quality Workshop

Before getting into the details about each area of Job Quality, it is necessary to know the process. At this point, you should consider what you hope to get out of this workshop. This will help you to maximize the information presented and allow you to truly define YOUR Quality Job.



Job Quality Framework



Pay & Benefits

Wages

How does the pay compare to the living wage threshold? How do wages increase over time?

Supplemental Wages

Are there additional forms of direct or indirect financial benefits?

Benefits

What health or health-related benefits are offered?



Career Training & Advancement

Career Training

Are there training opportunities and assistance available?

Career Advancement

Are there formal pathways and support available for career advancement?



Workplace Culture & Environment

Work Schedule

How much control does the employee have over their work schedule?

Workplace Safety & Security

What policies and processes exist to ensure the safety and security in the workplace?

Voice & Representation

What mechanisms are available for employees to express their thoughts and opinions to leadership, supervisors, and peers?



Employee & Family Support

Work-Life Balance

Are there policies and activities in place to support time away from work?

Family Support

Are there policies and activities in place to support employees and their families outside of the workplace?

Top Five Methods of Researching Job Quality



Top Five Methods for Researching Job Quality

1. Online research is a great source of job quality information if you know what to look for and where.
2. Current or past employees are a rich source of information. Sites like LinkedIn provide ways to search your personal network for those with an insider's perspective.
3. Initial interviews provide a good environment to gather basic info not available online and impress the employer with your research.
4. Final interviews indicate strong interest from the employer, allowing for intelligent, probing questions which help you stand out from your competition.
5. After the job offer but before acceptance is the perfect time to ask the difficult questions or those that can lead to negotiations.



Activity : Scenario Discussion

Please use the space below to jot down anything that you feel is important in this discussion.

MY Pay and Benefits Priorities

PAY & BENEFITS

Wages

- Living Wage Ratio > 1.00
- Annual Cost of Living Adjustments
- Annual Raises (Merit or Automatic)

Supplemental Wages

- Childcare
- 401K*
- Employee Stock Options
- Retirement/Pension
- Relocation Assistance
- Uniform Allowance
- Company Vehicle
- Expense Account
- Profit Sharing
- Flexible Benefit Account
- Travel Allowance

Benefits

- Medical*
- Dental*
- Vision*
- Life Insurance*
- Short and Long Term Disability**



MY Career Training and Advancement Priorities

Projects are run through a chain of command and cooperation where different members hold different posts and are solely accountable for their responsible areas.

CAREER TRAINING & ADVANCEMENT

Career Training

- Tuition Assistance
- Job Share
- Professional Development Budget
- Online Training Classes Available
- Onsite Training Classes Available
- Cross-Training Available

Career Advancement

- Seniority-Based Promotion
- Performance-Based Promotion
- Skills-Based Promotion
- Structured Career Pathways
- Career Coaching/Mentoring Program



MY Workplace Culture and Environment Priorities

WORKPLACE CULTURE & ENVIRONMENT

Work Schedule

- Flex Time
- Remote Work Option
- 2+ Week Notice for Schedule Changes
- Overtime is Voluntary
- Shift Changes are Voluntary
- Location Changes are Voluntary

Workplace Safety and Security

- Process to Report Safety Issues
- Required Safety Training
- Process to Report Harrassment or Discrimination
- Required Diversity Training
- External Contact for Workplace Issues

Voice and Representation

- Company-Wide Satisfaction Surveys^
- Anonymous Suggestion Process^
- Employee Performance Reviews^
- Open Door Policy ^
- Formal Conflict Resolution Process^
- Exit Interview Process^
- Employee Recognition Activities^
- Union Representation^
- Shared Company Goals & Performance^
- Team Building Activities^



MY Employee and Family Support Priorities

EMPLOYEE & FAMILY SUPPORT

Work-Life Balance

- Standard Holidays
- Non-Standard Holidays
- Paid Sick Leave
- 10+ Paid Time Off Days 1st Year
- Team Building Activities

Family Support

- Social Activities for Families
- On-Site Childcare
- Transportation Assistance
- Housing Assistance
- Financial Education and Counseling
- FMLA Unpaid Parental Leave
- Paid Parental Leave



MY Quality Job Overview At A Glance

Use the columns below to record the priorities you identified for each of the four key components:

My Priorities

PAY & BENEFITS

CAREER TRAINING & ADVANCEMENT

WORKPLACE CULTURE & ENVIRONMENT

EMPLOYEE & FAMILY SUPPORT

Now that you have YOUR Quality Job defined, you are ready to start looking for it!!!



Researching Pay and Benefits

1. Online research

- *Career Pathways Portal* (www.cstbpathways.com) - An online resource to explore career information for Hillsborough County.
- *Company's website*
 - If the company is a public organization, salaries may be published.
- *Glassdoor* (www.glassdoor.com)
 - Find out what people are saying about salaries and benefits for the company. However, approach with skepticism and do additional research for yourself.
- *Salary.com* (www.salary.com)
 - Since job salaries can fluctuate depending on geographic location, ensure you research your correct geographical area.
- *U.S. Bureau of Labor Statistics* (<https://www.bls.gov/ooh/>)
 - Using this resource, you can obtain employment rates, regional employment information, job outlooks and projections, median salaries, U.S. employment trends, occupation profiles, and demographic information.
- *PayScale* (<https://www.payscale.com/research/US/Job>)
 - This site is a massive salary database to help employees figure out what they're worth, based on job title, industry, and region).
- *Idealist Career Salary Surveys* (<https://www.idealist.org/salaries/explore>)
 - If you're interested in working for a non-profit organization, salaries may be handled differently, so this is a good resource.
- *Educate to Career Job Seekers Salary Calculator* (<https://www.educatetocareer.org/programs.php>)
 - This website helps job seekers figure out what they can make based on the held, job title, relevant experience, and location.
- *MIT Living Wage Calculator for Hillsborough County* (<https://livingwage.mit.edu/counties/12057>)
 - Displays the living wage as the hourly rate that an individual in a household must earn to support his or herself and their family. Household sizes shown are from people with one or two adults working. Other locations can be shown.

2. Current or past employees

- It may be difficult to find employees who'd like to share this information, so it may be best to use the resources listed above.

Researching Pay and Benefits cont'd

3. Initial interview

- Asking about salary and benefits in an interview is not suggested because the interviewer could get the impression you're only interested in the salary and benefits. Once you find a company offering better salary and benefits, you will leave immediately. Only talk about this subject if it's first brought up by the interviewer.
- If someone asks you what your salary requirements are, respond with "I've done my research and I know the salary range for this position is _____. For someone with my experience, how much is your company willing to pay?"

4. Final interview

- If you're invited to a second/ final interview, this is the time to ask general questions about any deal breakers or deal makers that you have for this pillar. Use the Job Quality Checklist for this pillar to get ideas of what is important for you to know.
- Asking about salary in an interview is tricky because you don't want to agree to lower than they are willing to pay and they don't want to offer you more than you are willing to take. You also don't want them to think pay is your highest priority because they might believe that you will leave as soon as you and better pay. The best approach is to do your homework so that you already know the typical salary range for the job taking into account your training and experience. NOTE: This is where we can refer to the Career Pathways Portal as a resource. Don't bring up salary until they do. If they ask your salary requirements, respond with "I've done my research and I found the salary range for this position is _____. For someone with my training and experience, how much is your company willing to pay?" Do not commit to an exact salary yet. If their salary range is ok, only commit to being within the range they stated. You want to wait until they make an offer before committing or countering their offer.

5. After the job offer but before acceptance

- This is the time to get the details. Review the Job Quality Checklist for this pillar to identify specific topics that are important to you. You can also get more details on your deal breakers or deal makers.
- Now that you know they want to hire you, this is the time you are in the strongest position to negotiate pay. This is why you avoid agreeing to a salary prior to the offer. If you know their salary range and believe you deserve more than the offer, now is the time to negotiate toward the top of the range per your training and experience.

Researching Career Training and Advancement

1. Online research

- *Company's website - "About" Page*
 - Try to find out if senior leadership advanced through the organization or were hired in from elsewhere.
- *Glassdoor (www.glassdoor.com)*
 - Find out what people are saying about the company's training and advancement opportunities. Please be aware that many times people will mostly post negative reviews, so approach the information with skepticism.
- *Company's LinkedIn page*
 - Go to the "About" section to find out more company information.
- *Social media sites – Facebook, Instagram, Twitter*
 - Find out if you see anything posted about people's promotions.

2. Current or past employees

- Same for all pillars.

3. Initial interview

- Ask questions such as:
 - "What is the typical career path or course for a person in this position?"
 - "Please tell me about your training program."
 - "Does the company offer continued education or professional training?"
 - "If hired, how long will I need to remain in my current position before applying for other positions?"

4. Final interview

- If you're invited to a second/ final interview, this is the time to ask general questions about any deal breakers or deal makers that you have for this pillar, especially if you suspect any. Use the Job Quality Checklist for this pillar to get ideas of what is important for you to know.

5. After the job offer but before acceptance

- This is the time to get the details. Review the Job Quality Checklist for this pillar to identify specific topics that are important to you. You can also get more details on your deal breakers or deal makers.
- This is also the time to negotiate items within reason such as waiting period to begin upskilling

Researching Workplace Culture and Environment

1. Online research

- *Company's website - "About" Page*
 - Seek to find the company's mission, vision, and value statements. According to SHRM, the definitions of those statements are as follows:
 - Mission statement - concise explanation of an organization's reason for existence and describes its purpose, intention, and overall objectives.
 - Vision statement - an aspirational statement that creates a mental image of the ideal state that the organization wishes to achieve.
 - Value statement - lists the principles that guide and direct the organization and its culture.
- *Glassdoor (www.glassdoor.com)*
 - Find out what people are saying about work-life and check reviews/ratings. Please be aware that many times people will mostly post negative reviews, so approach the information with skepticism.
- *Company's LinkedIn page*
 - Go to the "About" section to find out more company information.
- *Social media sites - Facebook, Instagram, Twitter*
 - Find out what the company is posting - positivity, community events, etc. Are those postings in line with your views?
- *Google*
 - By doing a general search on the company, and out the history, the board of director members, President/CEO, etc. Prepare yourself
- because you may be asked in the interview what you know about the company.

2. Current or past employees

- Same for all pillars.

3. Initial interview

- Ask two or three questions such as:
 - "What is the most important thing I can do for the company in my first 30 days?"
 - "What is the company expecting from the person who will fill this position?"
 - "What are the most important responsibilities of the job?"
 - "What do you like about working here?"
 - "How long have you been with the company?"
 - "How would you describe the company's culture and leadership philosophy?"
 - "Where do you see the company in the next five years?"
 - "Is this a new position or did someone leave? If someone left, why did they leave and what did they go on to do?"
 - "How long has the average employee been working for the company?"

Researching Workplace Culture and Environment cont'd

4. Final interview

- If you're invited to a second/final interview, this is the time to ask general questions about any deal breakers or deal makers that you have for this pillar, especially if you suspect any. Use the Job Quality Checklist for this pillar to get ideas of what is important for you to know.

5. After the job offer but before acceptance

- This is the time to get the details. Review the Job Quality Checklist for this pillar to identify specific topics that are important to you. You can also get more details on your deal breakers or deal makers.
- This is also the time to get their response to any negative information that you found about their culture or environment.

Researching Employee and Family Support

1. Online research

- *Company's website - "About" Page*
 - Try to find out what the company's philosophy is around employee and family support.
 - Is the company a family-oriented organization?
 - Does the company periodically have events that employees and their families can attend?
 - Do they use the term "work/life" balance?
- *Glassdoor (www.glassdoor.com)*
 - Find out what people are saying about how the company treats their employees/families.
 - Find out if anyone says anything about family leave.
 - Please be aware that many times people will mostly post negative reviews, so approach the information with skepticism.
- *Company's LinkedIn page*
 - Go to the "About" section to find out more company information.
- *Social media sites - Facebook, Instagram, Twitter*
 - Find out if you see anything posted about employee/family events.

2. Current or past employees

- Same for all pillars.

3. Initial interview

- Ask questions such as:
 - "Does the company ever have any events for employees and their families?"
 - "How does management view work/life balance?"
 - Don't ask questions about challenges that you face that might interfere with work such as caregiving responsibilities, transportation issues, or housing needs.

4. Final interview

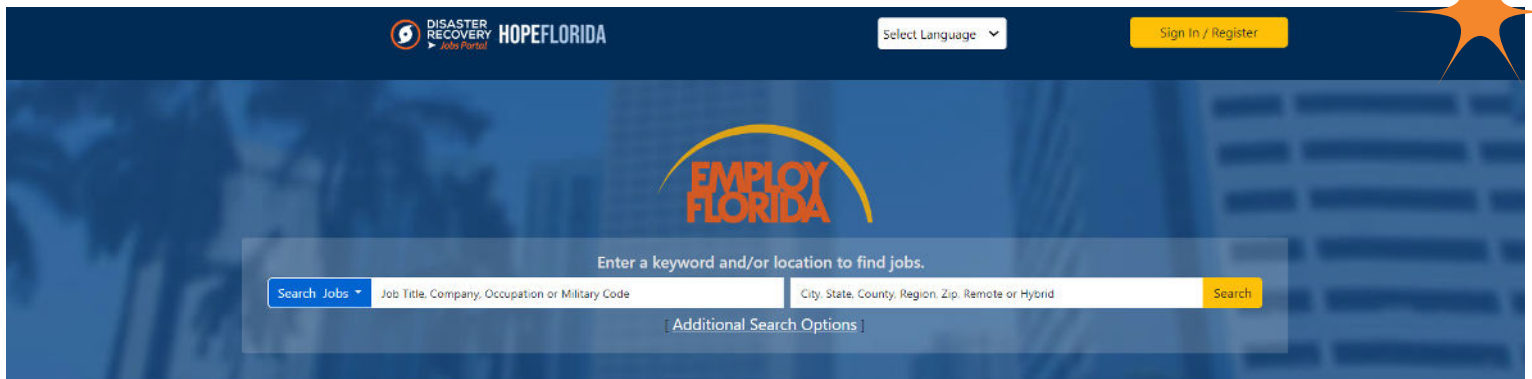
- If you're invited to a second/ final interview, this is the time to ask general questions about any deal breakers or deal makers that you have for this pillar, especially if you suspect any. Use the Job Quality Checklist for this pillar to get ideas of what is important for you to know.

5. After the job offer but before acceptance

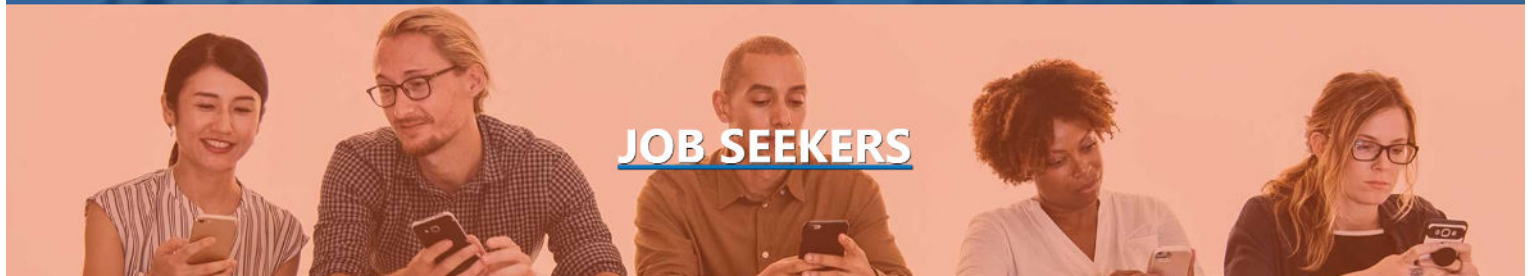
- This is the time to get the details. Review the Job Quality Checklist for this pillar to identify specific topics that are important to you. You can also get more details on your deal breakers or deal makers

EMPLOY
FLORIDA

Registering for Employ Florida



The screenshot shows the top navigation bar of the Employ Florida website. On the left, there is a logo for 'DISASTER RECOVERY HOPEFLORIDA' with a sub-link 'Jobs Portal'. In the center, there is a 'Select Language' dropdown menu. On the right, there is a yellow button labeled 'Sign In / Register'. Below the navigation bar is a large blue banner with the 'EMPLOY FLORIDA' logo. Underneath the logo is a search bar with the text 'Enter a keyword and/or location to find jobs.' The search bar has two input fields: 'Job Title, Company, Occupation or Military Code' and 'City, State, County, Region, Zip, Remote or Hybrid'. There is a 'Search' button on the right and a link for '[Additional Search Options]' below the search bar.



www.EmployFlorida.com