

EyeSystems



23 Life Skills Every Employee Should Know

Life Skill

1. Take responsibility –
 - If you made a mistake admit it.
 - Quit making excuses – apologize then try to prevent it.



Life Skill

2. Be able to receive criticism

- This is not easy, no one likes to be criticized but if you can accept the information without argument and learn you will go far



**DONT LET
COMPLIMENTS
GET TO YOUR HEAD
AND DONT LET THEIR
CRITICISM
GET TO YOUR HEART.**

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Life Skill



3. Know how to engage in conversation

- Getting to know someone else is a real life skill. You'll make friends, build relationships and have a better quality connection. First step is ask the person something about themselves.

Life Skill

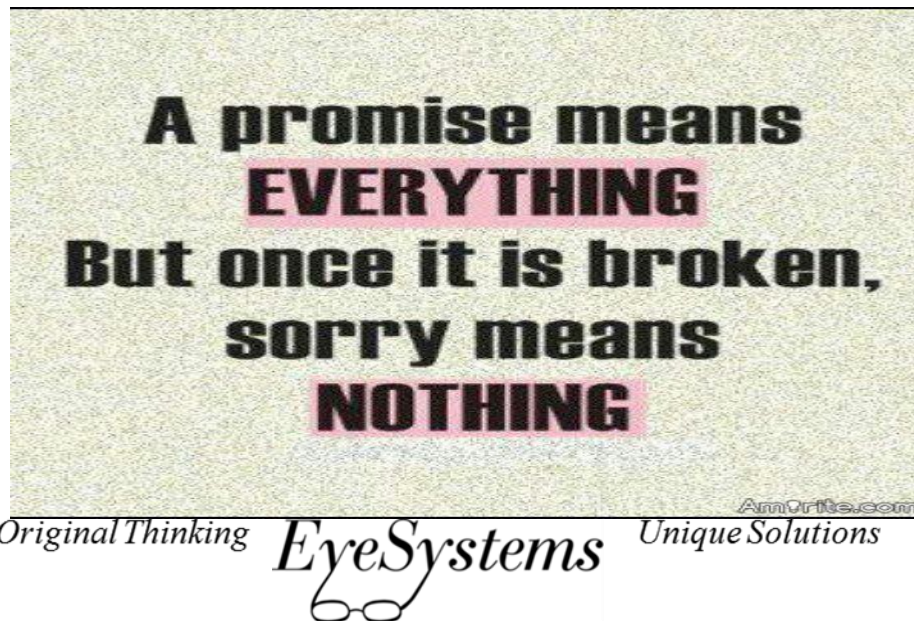
4. Ask for what you want

- Don't beat around the bush.
- Do avoid too many details. Think through what you want then ask for it simply and clearly. The answer may be no but it could be yes.

Life Skill

5. Keep your promises

- If you say you will be to work, show up. If you offer to help a co-worker, do it. The ability of others to trust you will impact your entire life.



Life Skill

– Example:

- Don't be the first person to voice an opinion – if you always give input – you dilute your value.
- Be the first person to voice an opinion if you are timid and often listen to someone else receiving praise for something you thought too.

Life Skill

7. Be resilient

- It's OK to fail. If you learn from those mistakes. The more you try and learn the more valuable you are.

Life Skill

8. Have good table manners

- Chewing loudly, eating with your mouth open, licking your fingers or utensils, speaks to your social skills, even in the lunch room of your office. It can hold you back from being promoted if people view you in a bad light.



Life Skill

9. Live within your means

- Luxuries are wonderful but not if you can't afford them. Don't expect to be paid based on how much you want to spend.



Life Skill

All Rejection

Is Just

*Re-
direction*

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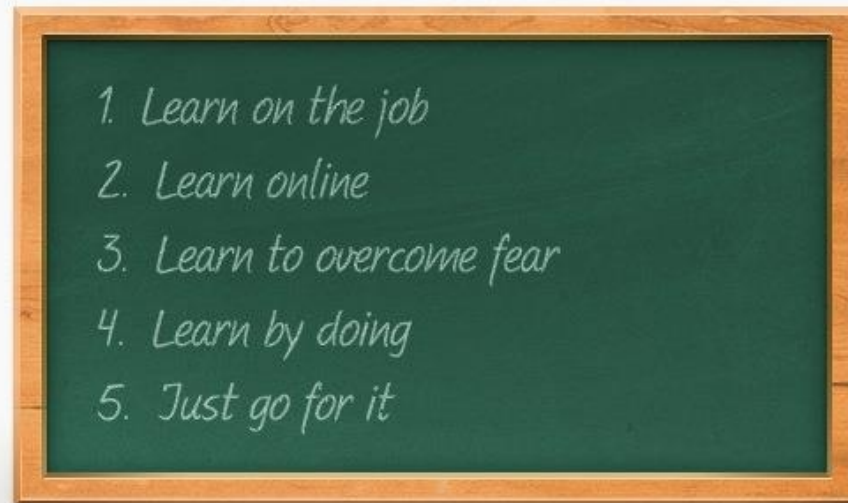
10. Deal well with rejection

- Sometimes others are more qualified or suited for a position. Rejection is rarely personal. Learn, try harder and maybe next time you'll succeed.

Life Skill

11. Continue to learn without a teacher

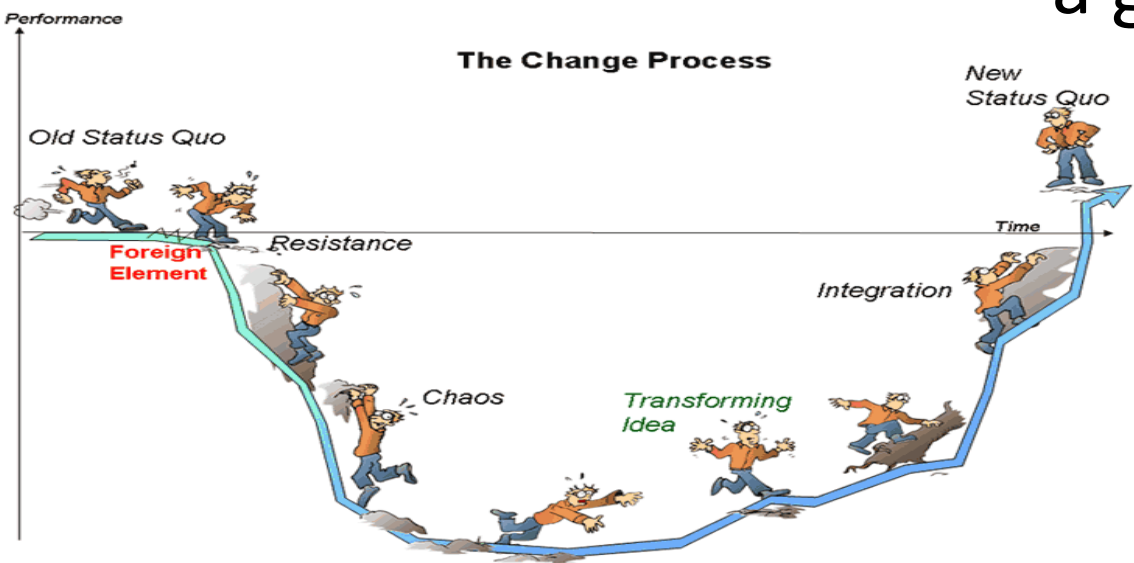
- Learn something new everyday wherever you can. Don't wait to be told or taught. Seek it out yourself.



Life Skill

12. Accept change – it's a good thing

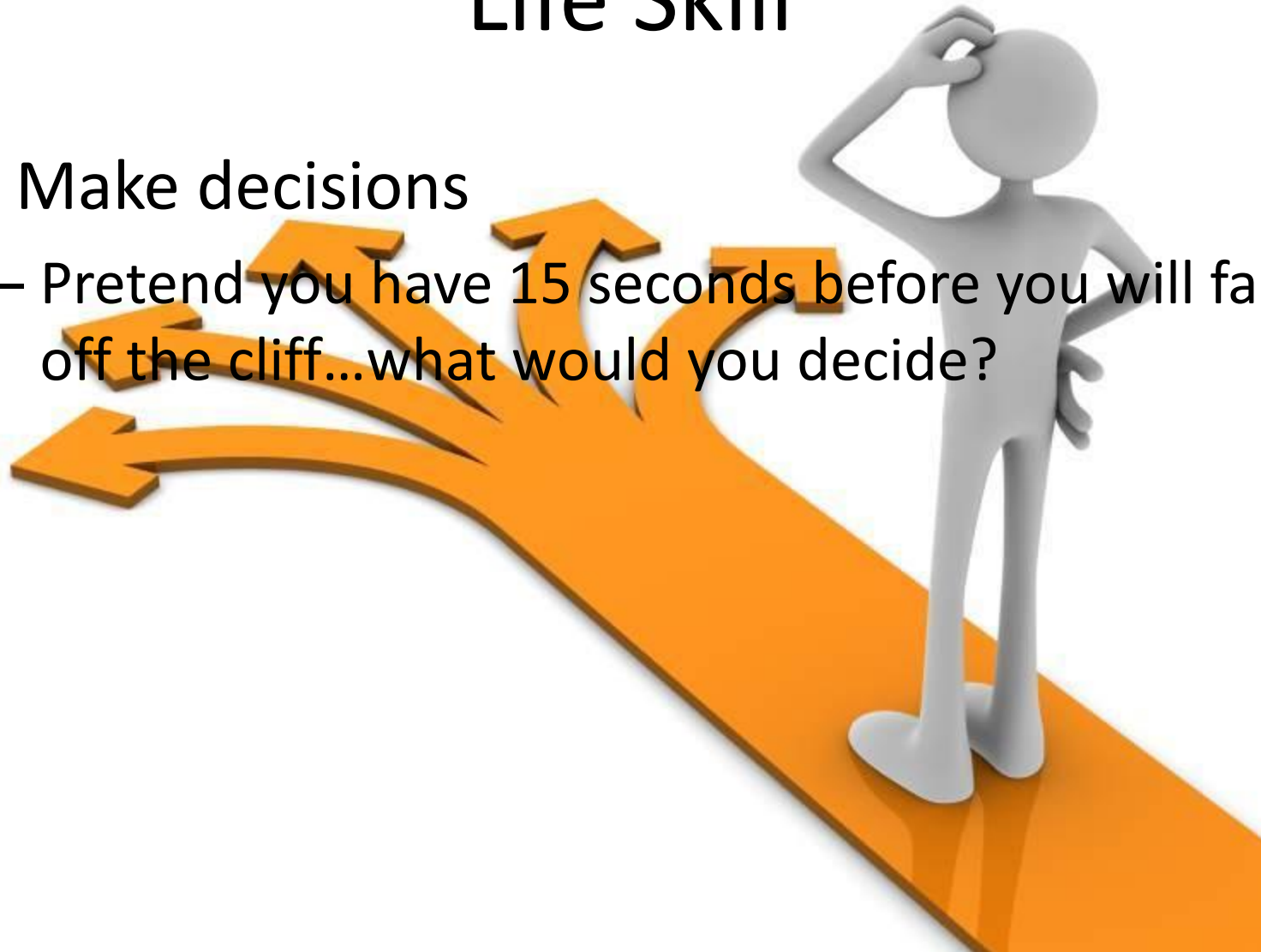
– You never know where opportunities will come from, say yes to every good offer, follow your life path.



Life Skill

13. Make decisions

- Pretend you have 15 seconds before you will fall off the cliff...what would you decide?



Life Skill

14. Promote yourself

- Why should we hire you? What do you bring to the team? How are you unique? List three things right now...

AT THE HEART OF
PROMOTING YOURSELF IS
TELLING YOUR STORY

Life Skill

15. Negotiate

- The best tip is to begin with a positive, “yes” answer question. “Our goal is patient satisfaction, right?”



Life Skill



16. Listen without speaking

- The single best piece of advice you will ever get...is shut up and listen!

Life Skill

17. Answer the phone well

- What do you want to sound like to a patient?
Friendly? Knowledgeable?
Helpful? Harried? Bored?
Incompetent? Only you
can control your behavior.

Life Skill

18. Replace a screw in a frame

- This takes some practice but everyone can put in a screw. Now finding the right one....see patience.



Life Skill



19. Schedule a patient for an appointment

- This is more complicated than you might expect, if everyone knows the details we can better support each other and our patients.

Life Skill

20. Insert and remove a soft contact lens
– If you fear it so will your patient.



Life Skill



21. Basic patient prep

- Understanding your profession is key to patient satisfaction. Knowing what each patient experiences will make you better in your career.

Life Skill

22. Connect with a patient

- This will make your day so much better. Have an impact on people's lives for the better.



Life Skill

23. Patience

- Good things don't happen overnight, they take work and perseverance. What can you learn along the way? It's the journey not the destination

