One of the most important factors towards a successful work term will be your attitude. Your attitude says a lot about you, from your outlook on life and the manner in which you deal with the people around you. People that have positive attitudes tend to be more optimistic, cheerful and outgoing. Displaying a positive attitude will definitely leave an impression on your supervisor(s) and colleagues. Take on new challenges and daily routines with confidence and excitement and you will be sure to impress those around you.

WILLINGNESS TO LEARN
Your co-op work term is bound to involve a lot of learning, including the development of skills and learning which directly relate to your area of study. The development of these skills within your industry increases your employability and will help you gain jobs in the future.

FLEXIBILITY
It is important to remain flexible during your co-op work term as many companies are experiencing rapid growth and restructuring which makes change constant and unpredictable. Remember to be prepared for changes in working conditions, project deadlines and even task requirements. Learn to adapt and discuss any questions or concerns you may have with your supervisor(s) first before seeking help from co-op advisors.

INITIATIVE
During your co-op work term you may complete your assigned tasks and duties before the deadlines and as a result are left with very little to do. If this happens it is important that you make an effort to stay busy and productive. Try asking your co-workers if they would like some assistance or even talk to your supervisor(s) about any additional projects they may have for you to work on. This shows you are interested and will take initiative whenever possible.

MAKING CALLS
• Prepare what you are going to say ahead of time
• Identify yourself and state the reason for your call
• Speak clearly and concisely

ANSWERING CALLS
• State your name and the name of the organization
• If passing on a message, ensure you have the correct spelling of the caller’s name and repeat back to them their phone number

EMAIL AND INTERNET
When you first begin your co-op work term make sure you familiarize yourself with company policies regarding email and internet use. Try to keep the company’s email and internet strictly for business use.

• Include a subject on all outgoing messages
• Remain clear, concise, correct and check spelling and grammar
• Look over the email before you send it to make sure it carries the meaning and tone you intended
• Once a message is sent, it becomes the property of the receiver and they may use it at their discretion