

# PROGRAM RESOURCES

## INTRODUCTION

The LA Local Hire programs provide alternative pathways into civil service careers with the City of Los Angeles. LA Local Hire has compiled resources below for employees who are hired through the programs to help candidates succeed in their positions with the City of Los Angeles. If you have any questions, please contact your department's HR section for more information about available resources.

## BASIC EXPECTATIONS



**BE ON TIME TO WORK**



**EFFECTIVELY  
COMMUNICATE WITH  
OTHERS**



**DRESS APPROPRIATELY**



**ACCEPT AND APPLY  
FEEDBACK AND CRITICISM**



**REQUEST SPECIAL  
ACCOMMODATIONS,  
IF NECESSARY**



**FOLLOW INSTRUCTIONS**



**COMPLETE YOUR WORK  
TO THE BEST OF YOUR  
ABILITY**



**BE RESPECTFUL  
AND  
COURTEOUS**



**ASK QUESTIONS AS NEEDED**

## LINKS

- [Employee Resources Rules Policies](#)
- [City's Employee Handbook](#)
- [Online Cornerstone Trainings:](#)
  - [Developing an Interpersonal Communication Strategy](#)
  - [Customer Service/Communication Skills](#)
  - [Communication Skills](#)
  - [Communication Skills for Beginners](#)
  - [Customer Service 101: Steps for Success](#)
  - [Customer Relationships: Practicing Active Listening](#)
  - [10 Ways to Have a Better Conversation: Celeste Headlee](#)
  - [Teamwork](#)

## WORKSOURCE CENTER RESOURCES

Boyle Heights: job skills workshop, mock interview, resume workshops