

Your 1st 90 days:

**Setting yourself up for
success in your new job!**

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Great! Congratulations! You've scored an interview. You've done it! Or have you? You're in! Or are you?

The reality is, this is just the beginning, you have the opportunity to do well and build a solid career here, or it can be a job that takes you to the next level, or helps you pay for school. But there are no guarantees at this point.

40% of employers won't even look at hiring a Gen Z applicant today because of their experience with your generation in the past. You can see this as either something that works against you OR as an opportunity to prove yourself - that you are different, that you're a good bet for them to take a chance on.

But before we go any further, I want to tell you this - Good Job! You put your resume or application in and got an interview - that's more than a number of your peers are willing to do. So you've already started to set yourself apart from the people who will not be able to succeed in the workforce.

If you're still in high school, just out of high school, or in a post-secondary institution, there might be some things about your generation that you aren't aware of. You might not agree with what I'm about to tell you, and what I'm going to say might actually be just people's perception of your generation, but here's the reality - many times perception IS reality because this is how others see you and will determine how they treat you.

If you had teachers, friends, pastors, or even parents teach you that you're a victim, that you're owed success in the workforce because you are special.... they were wrong. Nobody owes you anything, not even a job.

BUT before you think I'm against you, you need to know that I believe you and your generation have immense potential and great value! You can create a satisfying and high paying career. The opportunities are huge for you right now, if you have the right tools, skills and approach that you'll need to step out from the group and bring real value to a team, organization or crew.

That's why we're here today. I want to pass on how you can start now, right from the interview to set yourself up to succeed in this job and any other job or business you will work at in the future.

At times I might sound like a coach, like an employer or like a dad. The reason is because I'm all 3 of these things. I'm a leadership coach, an employer, and a dad to 3 adult Gen Z's. How I want to approach our time together here is to talk with you like a dad and bring in what I've learned from being a coach and employer for a number of years. I want to pass on to you some key insights that will help you set yourself up to succeed now and in the future.

Many people are cynical about your generation in the workforce – and many times rightfully so. Here are some words I hear used to describe Gen Z in the workplace:

- Late, demanding, low value, needy, insecure, poor communicators, addicted to phones, poor work ethic, entitled, frustrating, undesirable.

Are these descriptions accurate? Yes and no. They are true for some people, but not necessarily for everyone. That's why I put this short handbook together – so you don't have to be one of those people that employers, coworkers and customers try to avoid.

I want you to succeed! And you can. The principles and tools in the rest of this book will help you as you go from the interview, to the orientation, to your first week at work, through the first 90 days and finally into being a valuable part of a team, crew, or office staff.

The rest of this handbook is divided into 4 sections and each section contains hints and tools that can help you succeed at that stage of a job: Interview. Orientation. First Week. First 90 days.

It's going to be laid out in point form so it'll be easier to pick out the tools you need, without reading a lot of filler or fluff words. We'll get straight to the point!

All right then, let's get going and dive right into Part 1 - Your interview.

PART 1 - The Interview

Here's the purpose of a job interview: It's the opportunity for a potential employer to evaluate you - to see if you might be a fit for the job and the team. Yes, you will be evaluated, you will be judged to be either a good fit or not a fit at all. You might not feel like you're treated fairly, but that's not the point.

The point is, you want to be prepared to do well, to show that you are a fit, that you'd be a good choice. If you are. What I mean by this is, an interview is also an opportunity for you to find out whether you actually want to work for and with these people, in this company or organization.

They aren't just making a judgement about you, you also need to be making one about them. You need to determine whether you want to work there or not. Ok then, let's get into what you can do to set yourself up to succeed in an interview.

1. Prepare:

Do some research into the company - what do they do, what are their values, the things that really matter to them. Are there any reviews from past employees? Check out sites like "Glass Door". Granted at least some of the reviews will be from people who were fired and maybe justifiably. But you can still find out how to approach the interview from some of the reviews - or if you even want the interview.

Dress appropriately - take a look at how employees in the role you're applying for dress and then dress similarly. It's not about you and your "right to be you", it's about the company culture at this point.

Bring a paper and pen. Write down key items that come up and also questions that pop into your mind during the interview.

Turn your phone off. Literally. Turn. It. Off. Period. And do not have it lying on the table beside you, keep it in your pocket.

2. Be early. Simple but absolutely critical.
3. Language matters. Do not talk like you're talking with a friend. They aren't your friend. Be respectful, no swearing, use complete sentences, and don't slander anyone - especially your previous job or employer.
4. Sit straight. Conduct yourself like you respect yourself and the person interviewing you. Don't put your feet up or "spread yourself out" physically.
5. If they offer you a drink, take it and either throw the cup away after the interview or wash it if it's not disposable.
6. If they don't tell you, ask about work hours, salary range, responsibilities of the job, is it going to include out of town work, what items/tools will you need to supply for yourself? This isn't your chance to tell them that you think they should pay more or cover more expenses, it's your opportunity to find out what they do pay and cover. You don't have any input into that, at least not at this point.
7. Manners matter - say please and thank you. Say "yes" instead of "yeah" and "no" instead of "nope". In other words use more formal language.
8. This is your opportunity to tell them a bit about yourself and show them that you are wanting to learn from them and the

other staff if you get the job. Don't brag yourself up, instead be honest about your skills, experience, and capabilities.

9. Stay calm. Breathe deeper, speak slower than you're tempted to. Choose your words carefully.

There are more hints you can find for an interview, but these will already help you set yourself apart from the vast majority of other applicants being interviewed. I've been on the interviewer end of things and I've also been the one being interviewed and I've used and seen these tools used effectively. They work. You've just got to use them.

Part 2 - Your Orientation

Congratulations! You got the job! Now it's time for your orientation or onboarding process. This is where your new employer tells you more about their expectations, what you need to know about the organization and what you need to do to succeed there. At least in theory. Some employers do a fantastic job at this, some not as much. The tools in this section are important whether your employer does a good job of onboarding or not, so let's get into the tools.

1. Bring a pad of paper and pen. Again, write down key items and questions you have.
2. Turn the ringer on your phone off. Do not have it sitting on the desk or table, keep it in your pocket. Let your family and friends know you're at work and can't use your phone. If there's an emergency, they can call the office and they will find you. It's worked this way for all of time up until 20 years ago. You will be OK without your phone for a few hours. Trust me, the world will not end and you won't miss anything truly amazing.
3. Listen carefully. Pay attention. Take notes, ask questions for clarification. Listen to find out what does the company/organization value? Hard work, attention to detail, customer service, safety? What matters most to the people employing you? You'll gain some good insight for the future by paying attention here.
4. Read over your notes. Don't just throw them away or on your desk when you get home....read them over, they're meant to remind you of the most important parts of the orientation.

5. Be humble - you don't have to tell people all you know on your first day. Even if they're teaching you something you already know, don't say it out loud, just listen and learn more. Three of the worst words to use today and from this point forward are "I know that". People will stop trying to help you if you give them the impression that you don't value what they're saying or think you know more than you do.
6. Remember that this is where you start to build your reputation. You always want to learn as much as you possibly can from the people who have been there for a long time, they have the experience that you don't.
7. Ask questions about days off, vacation, coffee breaks, lunch, start times and end times for your days. Do they expect you to be there 10 minutes early so that if you start at 8:00, you're ready to go at 8:00 and not just walking in the door? Clarify what they expect from you and what you can expect from them.

Part 3 - Your First Week on the Job

This is where you meet the people you'll be working with and start building the relationships that will be important to your success. You are building a reputation with these people, so here are some hints to doing that well.

1. Be early. Don't just show up on time. If something goes wrong on your way to work - traffic or weather for example - you'll be late if you don't give yourself a "buffer". Leave so that you'll be at work 10 minutes early. Every day.
2. Listen more than you talk. You have a lot to learn from these people. But, you also need to figure out who the best people are to learn from. The best thing you can learn from some people is what not to do.
3. Keep your hands out of your pockets - in other words stay busy. If you don't know what to do, clean up, or ask someone what you can do.
4. Stay off your phone. Only use it during breaks and lunch. Even during those times, you might not want to be on your phone the entire time, because breaks can be a great time to get to know the people you work with. Remember: the richest companies have hired the smartest people and pay them huge money to figure out how to addict you to their products and steal your time. Be deliberate with your phone.
5. Understand that you don't know as much as you think you do. Take opportunities to learn from those you work with. If they teach you something you already know, thank them and DO NOT say you already know it. You could make sure they never invest in you again by using those words. I've seen it over and over.
6. Watch and listen. You'll need to figure out who you need to listen to and who you don't. Who you can trust and who you

can't. Who knows what they're talking about and who's just blowing smoke.

7. Not everyone will like you and that's OK. Your goal is not to be popular. Your goal is to be trusted and trustworthy. You want to be someone valuable. If you are, most people will like you and will work well with you.
8. Always work at increasing the value that you bring to your role. Keep learning. Ask good questions. Work hard. Treat people with respect and dignity. Provide great service to customers.
9. Manners matter. Manners matter all the time, not only during the interview. Be respectful of others.

Part 4 - The First 90 Days

The first 90 days (and up to 180 in some places) is referred to as your probationary period. This time is when the employer, supervisors, managers or foremen are evaluating you to confirm they made the right decision in hiring you. They are watching for consistency, whether what they've seen in the first few weeks is actually how you are or if you were just faking it.

In some cases you can be fired without a reason within these 90 days. These 90 days are really a test and here's how you can pass:

1. Stay consistent - be early, leave your phone alone, don't stand around with nothing to do, listen more than talk, ask good questions, stay humble (you're still a "rookie")
2. Build relationships - listen when people talk about their personal lives.
3. But stay out of people's drama - I'm referring to workplace drama. Some people are always involved in, or starting, workplace drama with coworkers. Be polite and respectful, but you might not want to become best friends with the drama queens and kings.
4. Don't criticize. You still don't have a ton of credibility. If you see something that could be done better, ask "What would happen if we tried this...". Often, you'll find that what seems like a no-brainer idea to you has already been tried and found to not work well. Be careful when you make suggestions. You still have much to learn.
5. Choose to not be offended. Some people have a way of saying the wrong thing in the wrong way and offending the people around them. When this happens to you, choose to not "own the offense". You can't afford to let petty things annoy you. Focus on becoming as valuable as possible.

6. Don't see yourself as a victim – in other words, nobody owes you success. Do what it takes to increase your value to your team, crew or staff.
7. Ask your supervisor what they see that you can do better. Then take these suggestions and put them into practice. Never stop doing this. If you end up owning your own business, ask your customers how you can serve them better. It's the same super valuable principle.

After the First 90

2 words here: "Keep Going". Keep doing what you've been doing. You will continually bring more value to your role and to your team. The people who do this are generally the ones who get the pay raises and promotions. Keep being the person that surprises coworkers and supervisors with the level of value you bring.

For more long term insights, pick up my book "Fill the GAP: How Gen Z can Enter the Workforce with Competence and Confidence". This will take you further from this point on.

It's up to you whether you succeed or fail, so keep growing and getting better every day.

You have tremendous potential! Whether you reach that potential or not is up to you. Do what it takes. The effort it takes to reach your potential weighs far less than the regret of never becoming who you could have been.

I believe in you. Now believe in yourself, do what it takes, and go make a difference in this world!