

27. Professional Work Attitudes

JUST THE FACTS: As an employee, your attitude at work contributes to your work environment and how you get along with your co-workers and supervisors. A positive attitude can improve morale and increase productivity for all. The purpose of this activity is to generate a discussion about workplace attitudes (of both supervisors and co-workers) and how these attitudes impact those around us.



Time

30 minutes



Materials

- Flip chart/markers
- Activity 27



Directions

Imagine it is your first day on a new job. Discuss what you would do to make a good impression on your co-workers and supervisors [make a list for all to see]. Why might it be important to make a good impression on your first day?

Divide the larger group into smaller groups. Each group will work together to offer advice on an issue related to Justin, a stock clerk at the grocery store (see Activity 27). As the facilitator, read the story aloud, one section at a time. Pause after each section and ask each group to confer and share their collective answer/solution to the question at hand. Each group should be given the opportunity offer their advice first, followed by any additional and new advice from any of the other groups. You may choose to continue the discussion around the room



Conclusion

Ask the group to describe Justin's work attitude. What do you think would be the most difficult part of being Justin's supervisor? How can a supervisor or boss affect your job performance? How can co-worker attitudes affect your job performance?



Journaling Activity

Imagine you are a supervisor on the job. What type of supervisor would you be? How would you deal with an employee who had a bad attitude? What are some of the skills you would like to develop so, one day, you can be a GREAT supervisor?



Extension Activity

Using the situation in Activity 27, have participants work in small groups to create a series of short skits or role-plays about both co-worker and supervisor attitudes - and how those attitudes can affect the job performance of others.

Activity 27. Examining Work Attitudes

1. Justin is a stock clerk at the local grocery store. Justin does only what he is told to do, no more and no less.

Question: *Does Justin have a good attitude toward work? Why or why not?*

2. One day, one of Justin's co-workers knocked over a product display. Boxes were scattered all over the floor. At the time, Justin was working close by. He ignored the scattered boxes and left his workstation to tell others what had happened.

Question: *If you were the co-worker who knocked over the display, what would you have said to Justin?*

3. Later the same day, Justin was stocking shelves. The item he was stocking belonged in another part of the store. A co-worker trying to help Justin told him he was making a mistake. Justin insisted he was right and started an argument.

Question: *Was it right for Justin to argue with his co-worker? What could Justin have done differently?*

4. Before Justin went home that night, he overheard a personal conversation between two co-workers and the supervisor. The next morning, Justin told everyone what he had heard. The entire grocery store was soon talking about what Justin told them.

Question: *Was Justin correct in discussing what he had overheard? Explain.*

5. When Justin's supervisor found out what had happened, she called Justin into her office for a conference.

Question: *What do you think was said to Justin?*

Question: *If you were one of Justin's co-workers, what advice would you give to him?*

Question: *If you were Justin's supervisor, what could you do to help him become a better employee?*