

LINX EDUCATIONAL INSTRUCTOR'S GUIDE

AN INTRODUCTION TO THE RULES OF WORK: HOW TO SUCCEED ON THE JOB

***Activity 1: TEAM WORK**

After viewing the video, divide viewers into teams of 4-6. Have each team select a leader to keep the discussion moving. Ask each team to select a recorder/reporter who will take notes on the discussion and report back to the entire class. Have teams discuss the following:

1. Give examples of how you (team members) have observed someone with a poor attitude (at school or work); then have the group describe how to change the response to show a positive attitude.
2. Have team members share how they ensure they are on time (for work, school, appointments, meetings, etc.)
3. Ask the team to brainstorm reasons for being late for work. Then have them discuss these to determine which are legitimate reasons and which ones are not and why.
4. Have team members discuss how they would respond if they saw someone stealing from their employer. What do they consider "stealing" in the workplace? For example, using the copy machine for personal use may be considered a "benefit" of working there even if it is done without approval or permission of the supervisor/boss; for others, it may be a type of stealing.

***Activity 2: ROLE PLAY**

This can be done as a class or team activity. Have viewer's role play the following situations in the workplace:

1. Employee with a bad attitude talking to supervisor who asked him/her why she was 20 minutes late returning from lunch; the same situation with a positive attitude.
2. Both positive and negative ways to teach a new employee about your job (you both have the same job.)
3. Your boss has just informed employees in your department that some of you will be laid off. Respond in a way that will convince the boss that you are a valuable employee. (Class can determine the type of business that the company does.)
4. Both positive and negative ways to handle a customer complaining about a product that isn't operating as it should. (Role players can determine the product.)

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***Activity 3: PROBLEM SOLVING**

Use the steps in the problem solving process to solve a personal or work-related or school-related problem.

1. Define the problem.
2. Determine the alternatives (List all the options.)
3. Gather information about each option.
4. Make a decision/choose a solution.
5. Take action.

***Activity 4: IMPROVE READING, SPEAKING AND LISTENING SKILLS**

Have viewers work with a partner or in small teams (of 3-4.) Have a supply of newspapers and magazines. Members of each team will select any article from the newspaper or magazine and read it. Each person should read a different article. They should make a few notes of important facts and information; then share what they have learned with their teammates. Team members may ask questions for more information. Then have team members switch roles until all persons have shared their stories and asked questions.

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ANSWER KEY

TEAM WORK Activity:

1. These will be individual responses, but should show definite differences between the positive and negative attitude.
2. Some suggestions may be calendar; alarm clock; parent, spouse, or sibling reminds them/gets them up; alarm on wrist watch; reminder lists/sticky notes; have a friend call you.
3. Brainstorming requires just "shouting out" and listing all responses. Then take each one and discuss whether or not it is a legitimate excuse and what makes it legitimate or not. For example, "the car broke down" is NOT a reason to miss an entire day's work; however it IS a legitimate reason for being late. Employee should have a "back-up" plan in case there is a transportation problem.
4. Appropriate dress MAY differ according to area of the country, but generally should be tasteful, clean, neat and well-groomed.
Receptionist- slacks, skirt or trousers with blouse, shirt, or polo; comfortable shoes; skirts appropriate length (may discuss proper length); males may wear tie
Warehouse- jeans, hard-toe shoes, t-shirt, possible hardhat and gloves
Waitress- uniform or slacks and possibly polo-style shirt; hair back from face; skirts not too short
Computer technician in an office setting- slacks or skirt, blouse or shirt
Working from home- whatever he/she wants (unless being visited by clients)
5. Individual responses vary.