

3

What Your Employer Expects

Key Terms

attitude
self-esteem
individual responsibility
initiative
self-management
sociability
ethics
integrity
confidential
work ethic
constructive criticism
job evaluation

Chapter Objectives

After studying this chapter, you will be able to

- **explain** what your employer expects of you as a worker.
- **identify** things you can do to promote good working relationships with your supervisor and coworkers.

Reading Advantage

Think of a movie you have seen that relates to this chapter. Sketch a scene from the movie or write a brief description. As you read the chapter, visualize the characters in the movie. How would the scene be different if the characters had read this chapter?



Key Concepts

- Personal qualities are important to your job success.
- Your personal qualities will affect how you relate to your supervisor and coworkers.
- Accepting constructive criticism will help you improve your job performance.

Your employer will make a major investment in time and money to help you become an effective employee. He or she will have certain expectations of you as a result. Chances are many of these expectations will not be unique to your employer. All employers appreciate good work habits, honesty, willingness to learn new skills, and the ability to get along well with others.

Personal Qualities Needed on the Job

Reflect Further

Give an example of an attitude you have observed at your place of work. Was it positive or negative? Do you enjoy working with someone with a bad attitude? Why or why not?

As an employee, there are certain guidelines your employer will expect you to follow. Your employer will expect you to have a positive attitude, attend work regularly, be on time for work, and perform well on the job. Your company or business will also expect you to be honest, show initiative, be loyal, and be cooperative. You are expected to be courteous and well groomed as well. Your ability to meet these expectations will depend partly on your health and fitness.

You may be thinking you have many responsibilities to meet as an employee. You are right! When you work for someone else, you will need to follow his or her rules. Employers expect the people they hire to use their attitudes, skills, and knowledge to help the business operate and make a profit. Your employer will expect you to do the same and to work to the best of your ability.

Positive Attitude

Your attitude will play a big part in your success on the job. An **attitude** is an outlook on life. It reflects how you feel and think about other people and situations.

What types of employee and employer attitudes have you observed on the job? If people have positive attitudes, they usually get along well with other people and enjoy sharing ideas. They tend to be friendly, cheerful, and treat others with respect. People with negative attitudes do not get along well with other people. They may complain, argue, or get angry easily. Some are unhappy and withdraw from others.

A positive attitude is beneficial to your employer and to you. Your employer expects you to have a good attitude while you are working, 3-1. When you take a positive approach to your work, you tend to be more productive. Your work performance improves. This makes you a more valuable employee and helps you get along well with other people.

To a great extent, your self-esteem determines your attitudes. **Self-esteem** is having confidence and satisfaction in yourself. It is a measure of how you see yourself. People who think they will fail have low self-esteem. People who think they will succeed have a positive outlook on life and high self-esteem.

In the Real World

What Bad Attitude?

Carlos started his morning discussing a recent order with a customer on the telephone. The customer ordered additional memory for her computer over a week ago and still had not received it. Carlos explained that he took the order correctly and sent it immediately to the shipping department. He told the customer it was not his fault she had not received her order.

The customer said she did not care whose fault it was. She had already paid for the memory and expected prompt delivery as promised. Carlos insisted it was not his problem and that the customer needed to call the receptionist and ask to talk with someone in

the shipping department. The customer became so angry she told Carlos to cancel her order and slammed down the receiver.

Carlos lost his temper. He called the customer back and said, "You had no right to hang up on me. I deserve to be treated with respect!" The customer hung up again without saying a word. Still angry, Carlos called the customer back, but she refused to answer.

Questions to Discuss

1. Who is responsible for the confrontation?
2. How could Carlos have handled the situation differently?
3. Is there ever a good reason for showing disrespect to a customer?



3-1

By having a positive attitude, this employee conveys that she enjoys her job.

A graphic with a blue and black patterned background and the text "Thinking It Through" in white.

Thinking It Through

Does your school have an absenteeism policy for your work-based learning program? Why do you think some schools require students to sign such a policy?

Good Attendance

Both the employer and the school will expect you to be at work every working day. When a person is absent, it causes extra work for others. Poor attendance also reduces the effectiveness of the work experience.

Because absenteeism is a major concern of employers and teachers, many schools require students and parents to read and sign an absenteeism policy. This type of policy stresses the importance of regular attendance at school and at work. By signing the policy, students are saying they will attend school, work regularly, and notify their employer and coordinator if they must be absent. Violating this policy may cause the student to be dismissed from work and the school-to-work program.

Students with good attendance records avoid asking for time off from work to do personal errands. Scheduling doctor appointments, car repairs, and other personal needs outside work hours is best. In case of illness, death in the family, or an emergency, you should contact your employer and your coordinator to explain your absence from work.

Being dependable also means being reliable. A reliable person does not need to be watched because he or she always does what is expected. The important jobs in a company go to reliable workers.

Punctuality

Constantly arriving late to work is one employee practice that irritates employers. Being late may make your employer think you are not interested in your job. Frequent lateness indicates an "I don't care" attitude. Being late is inconsiderate and is not tolerated in the working world. You cannot make up being late one day by going in early the next day. You must be on time every day, 3-2.

Do not make the mistake of thinking that occasionally being a few minutes late will make little difference. It makes a big difference and you will be noticed. It is your responsibility to be at your job at starting time or earlier, never later. Plan your schedule so you will always be on time. If you take a bus to work and arrive late, you will need to catch an earlier one. If you drive, bicycle, or walk, allow plenty of time for delays caused by bad weather or heavy traffic. In other words, you should make it a policy to be five minutes early, not one minute late. Being late is a bad habit that can be costly to you and the company. Develop the good habit of being prompt.

Some companies require workers to check in and out by punching a time clock or starting a computer. These methods clearly show when employees arrive late or leave early. If you do not follow your work schedule, the company may subtract a percentage of your pay.

Performance

Although you will be learning new skills on the job, your employer will expect you to have some basic attitudes, knowledge, and skills in your area of employment. If you will be employed as an office assistant, you will need to have keyboarding skills. You cannot expect your employer to teach you the basics of a skill you should already possess.

You will be expected to possess **individual responsibility**, or a willingness to answer for your conduct and decisions. People without individual responsibility try to “pass the buck” rather than answer for their own failures. Even competent workers make mistakes, but they admit them and work to correct them.

Your employer will also expect you to put forth your best effort while on the job. As a beginner, you probably will not be expected to do as much as an experienced worker. However, you will be expected to have the same work standards. If you are a secretary, you will not be expected to create a business letter as fast as an employee with five years of experience. You will, however, be expected to complete a letter correctly and accurately. As you gain more experience, you will be expected to increase your speed. Working quickly and efficiently should be one of your goals at work.

Organizational Ability

The ability to organize your time and work assignments is another important skill. The difference between average and excellent workers is often not how hard they work, but how well they prioritize assignments. “Work smarter, not harder” is a phrase frequently quoted in business and industry.

Your work assignment may include a variety of tasks. In many cases you will need to work on several tasks at the same time. You will be expected to learn to determine the order in which the tasks need to be completed. For example, while you are sorting the mail, your supervisor may ask you to run some copies she needs for an important meeting. Then, before you get to the copier, the telephone rings with an urgent request to deliver an important message. How do you decide what needs to be done first?

Many factors can affect your decision. These may include important deadlines, your supervisor’s priorities, the importance of the assignments, and the time you have available. It is also important to develop time management skills such as those discussed in Chapter 28, “Managing Family, Work, and Citizenship Roles.” However, if you are uncertain as to what is most important, it is always best to consult your supervisors or mentor.



3-2

Being on time shows that you care about your job and are considerate of your coworkers.

Reflect Further

What affect will your ability to organize and prioritize assignments have on your overall job performance? How will it affect your supervisor’s performance?

Initiative

When at work, your supervisor and work-based mentor will tell you what your job is. When one project is done, you are expected to immediately start working on the next without someone reminding you. This quality is called **initiative**. It means making oneself do what is necessary.

Another term for initiative is **self-management**. Employers want employees with self-management for the obvious reason: they cannot afford employees who work only when reminded. They need independent thinkers who can recognize what needs to be done next.

Looking for new skills to learn on the job is another way to show initiative. Once you have gained some job experience, your employer will expect you to find tasks to do without being told. Use common sense, however, and do not try to do work that you are not qualified to do.

Cooperation

To be effective at your job, it is important for you to get along with your supervisor and coworkers. This is a sign of sociability. **Sociability** is interacting easily with people. On the job, you will need to be sociable with employees, customers, and everyone else you meet. Being sociable will make it easier for you to do your job well and get ahead.

To be cooperative, accept your share of the work and perform your job to the best of your ability. Make sure you follow directions carefully. Always ask questions when you do not understand how to do a certain task.

Be friendly, respectful, and considerate of other workers' feelings. A smile and a few minutes of friendly conversation are good ways to promote good working relationships. Also be enthusiastic about your job. Expressing enthusiasm will help you become a part of the working team, 3-3.

Thinking It Through

If a student intern leaves her boring job to help a coworker with a more interesting project, is this a sign of initiative?

3-3

Being cooperative and enthusiastic will help you get along well with your coworkers.



Being Part of a Team

Many employers now consider teamwork to be the key to competing successfully in the workplace. You may be asked to work as a member of a team to meet the demands of your employer. Being a team member of a company work group is similar to playing on a basketball or soccer team. Success is measured in terms of the team's success, not the individual's.

A company will ask you to join its team based on what you can contribute to its success. This chapter discusses some important characteristics of a good employee, such as a proper attitude, good attendance, punctuality, and cooperation. These characteristics become even more important as you work closely with coworkers. Failure to come to work, for example, not only affects your performance but also the team's. If you are absent, your coworkers must do their jobs plus yours to keep the team on target.

Every individual has certain strengths and weaknesses. Often the difference between a good team and a championship team is finding the right people to play the right positions. In the workplace you need to be honest about your strengths and weaknesses. You must be willing to play the position that helps the team most. As a beginning worker, your role may often be one of a support or bench player. Play the role effectively and be a member your team can rely on.

A key to working successfully on a team is getting to know and trust your fellow team members. You must be willing to admit when you have problems or make a mistake. You also must be able to share your feelings and ideas with others.

Finally, you must be willing to put the team's goals ahead of your personal goals. Ask questions concerning the purpose of the group. Be sure you can state the team's long-term and short-term goals. Understand why the team's goals are important and how they fit in the company's overall plan.

Working with Your Supervisor

Your supervisor has the role of seeing that work gets completed. The supervisor is also responsible for the quantity and quality of the product or service your department produces. When one or both is lacking, the supervisor must take the necessary steps to correct the problem. The supervisor may suggest a new way of getting the job done. The supervisor may also ask employees to work faster or change roles within the team.

You need to realize that your supervisor probably has a supervisor to whom he or she must report. Therefore, your performance on the job directly influences your supervisor's job performance. This, in turn, affects the progress of your employer.

A decorative icon for the 'Reflect Further' section, featuring a colorful, abstract, marbled pattern in shades of purple, blue, and green.

Reflect Further

Do you feel that members of a work team should vote on important matters? If so, do you believe that each member's vote should have equal weight?

Reflect Further

What should you say to your supervisor if you are assigned a task you do not want?

Reflect Further

Describe your idea of the perfect supervisor. Could your idea of the perfect supervisor differ from your coworkers'?

At times you may be assigned tasks that you would rather not do. Very few workers enjoy sweeping the floor or washing windows, but these are jobs that must be done. You must remember that you are a beginner. Beginners start with basic tasks and work their way up. Accept the tasks you are given with a pleasant attitude and perform them as well as you would any others.

Sometimes you may not mind the tasks you are assigned but dislike the way you are told to do them. Different supervisors have different ways of supervising. You may have the type of supervisor that shouts orders and gives no explanation. These people tend to be impersonal and strictly business-focused. This type of boss is likely to say, "Bob, clean up the storeroom before you leave work today and make sure you do a good job."

Other types of bosses make requests rather than give orders. They usually explain *what* they want done and *why*. This type of boss might say, "Bob, there will be an inspection at the plant tomorrow, and everything needs to look as nice and clean as possible. I would like you to be in charge of cleaning the storeroom today. I am sure you will do a good job."

Most of us prefer the second type of boss, but sometimes we get the type that shouts orders. No matter what type of boss you have, work *with* your supervisor, not *against* him or her, 3-4. Try to adapt to his or her style of management. You will find all types of people in the work world. Prepare yourself to get along with them all.

3-4

Make a special effort to work with your supervisor and to respect his or her decisions.



Extend Your Knowledge

Customers and Courtesy

If you deal with customers on the job, being courteous to them is important. While on the job, you are the employer's representative. Consequently, you should treat customers with the courtesy your employer desires. "The customer is always right" is a motto many employers follow. Learning to be patient and considering others' rights and feelings will help you become a successful employee.

Courtesy

Being courteous means showing concern for other people and being mannerly with them. Courtesy can help you get along with your supervisor, coworkers, and customers. Showing respect for your employer is a form of courtesy. Being polite and considerate to your coworkers is another form of courtesy. Being polite instead of rude will also make your job more pleasant.

Personal Appearance

In many jobs, a worker's personal appearance has a great deal to do with his or her success. Your appearance is a reflection of you. While on the job, you should try to look your best. A neat, clean appearance starts with good grooming. Clean, neatly combed hair; clean hands; and trimmed nails show cleanliness.

Your clothes are also important to your personal appearance. Wearing clean, neat clothes that are appropriate for your job shows that you take pride in yourself. Before you go to work, think about your appearance. How do you look to your employer, coworkers, or customers?

Good Health and Fitness

Your employer expects you to be alert when you arrive on the job and remain so for the entire workday, no matter how long or short it is. Your alertness and job performance will depend on your health and fitness. To stay healthy and physically fit, you need to follow three basic guidelines:

- Eat well-balanced, nutritious meals.
- Get adequate sleep and rest.
- Stay physically active and exercise regularly. See 3-5.

Thinking It Through

What types of hairdo, jewelry, and clothing are very popular now, but are not appropriate for the workplace?



3-5

Regular exercise will help you stay healthy and physically fit.

Reflect Further

As an employer, would you keep an employee found loafing on the job, taking company supplies home, or stealing money from coworkers?

Looking and feeling your best is nearly impossible if you get five hours of sleep nightly, never exercise, skip breakfasts, and have soda and potato chips for lunch.

In addition to good physical health, you need to stay healthy and fit mentally. You may be in perfect physical health but appear pale and ill if you are unhappy. To keep mentally fit, remember to make time for play as well as work. Set aside time to spend with friends and to participate in new activities. Exercising your brain is just as important as exercising your body.

Ethics in the Workplace

A very important personal quality in the workplace involves ethics. **Ethics** is a guiding set of moral values. Long-term success for a business is due in a large part to the ethics practiced by its employees. People with ethical behavior use moral values to guide their actions. They do what society considers right and fair.

Outright lying, cheating, and stealing are clear examples of unethical behavior in the workplace, but some examples are not so obvious. Consider the employee who uses the company phone to make personal phone calls. This is unethical in two ways. The employee is wasting the company's money on a nonbusiness call and using work time for personal matters instead of doing the job.

Employers know that workers who disregard moral values will disregard company values, too. Consequently, they look for workers whose behavior reflects moral values. People who firmly follow moral values have **integrity**. The fact that employers consider this quality necessary for effective workers indicates how highly they value integrity in the workplace.

Behaving ethically is often a step above behaving legally. For example, it may not be against the law for you to speak badly about your boss behind her back, but it is unethical to do so. Ethical behavior involves such qualities as honesty, confidentiality, and loyalty. These personal qualities play a part in shaping a person's work ethic.

Honesty

Your employer expects you to do an honest day's work for an honest day's pay. That means doing the job you are assigned and not wasting time. An employee who loafs on the job is actually stealing time away from his or her employer. Employers cannot afford to pay employees for services not performed.

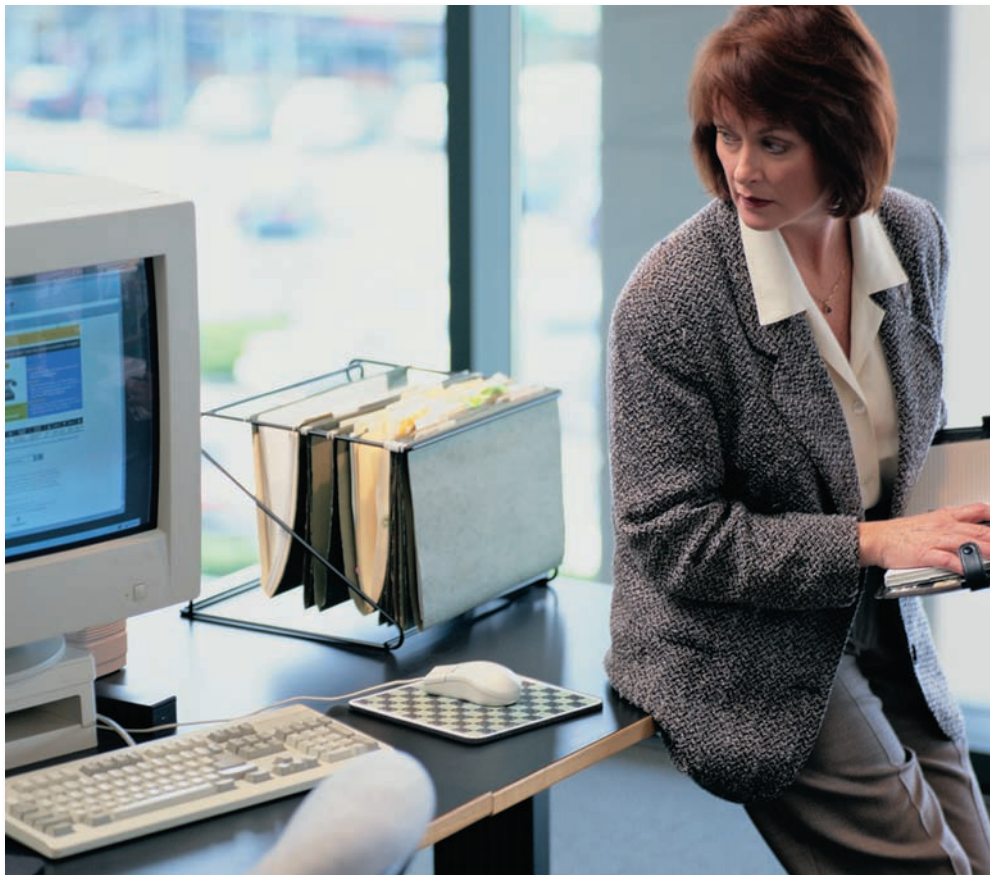
Being honest on the job also includes not taking your employer's supplies for personal use. If you work in a grocery store, this does not mean you can take groceries without paying for them. If you work in an office, this does not mean you are entitled to take home paper, pens, tape, and other supplies. Businesses have been known to go out of business due to the dishonesty of their employees.

Anyone caught stealing company supplies or property from coworkers can expect to be fired. Once a person has a reputation for being dishonest, it is difficult for that person to get hired anywhere else.

Honesty not only involves what you do; it may also involve what you *do not* do, but should. Knowing that someone is stealing from the company and failing to report it is another form of dishonesty. When you learn that a coworker is doing something illegal or against company policy, you have an obligation to report it to your supervisor. If the activity involves your supervisor, then report the matter to your program coordinator who will help decide what steps to take. Always keep your school-to-work coordinator informed of any unethical behavior you report or observe at work.

Confidentiality

There are many times on the job when employees have the opportunity to hear or see something that should be kept private, 3-6. Perhaps you will learn of new products the company will make, new employees it will hire, or old plants it will close. Such company matters



Reflect Further

Should you report unethical behavior you observe in the workplace?

3-6

In the workplace, treat the work done by others as confidential.

In the Real World

Michael Shares a Secret

Michael arrived at work early one morning for his job at a furniture distribution warehouse. When he entered the building, he saw his supervisor, Doug, in his office. The office door was open, so Michael stepped inside to say good morning. It was then that he noticed that Doug was checking out a dating Web site.

Doug looked startled when Michael entered and quickly shut down the computer. He laughed nervously and said that he had reached the site in error as he searched for the Web site of Love's Furniture Company. Michael said he could see how that could happen and left the office. He felt a little embarrassed since he knew Doug was married.

However, later that morning Michael decided to share what he had seen with a group of coworkers during their morning break. He embellished the story and made it seem like his supervisor was actively searching for a date. He conveniently left out how Doug said he had reached the site in error. All his coworkers had a good laugh. As Michael walked away, he saw Doug standing within earshot.

Questions to Discuss

1. How do you think Michael's supervisor felt?
2. How do you think Michael felt when he knew his supervisor had overheard his conversation?
3. What should Michael do next?
4. What should Doug do next?
5. How could Michael have avoided the situation?

are **confidential**, or private, and should not be shared with those who do not need to know. Discussing these matters with outsiders could harm the company's future and give its competition an unfair advantage.

Just as you keep company matters private, you should also keep personal matters about coworkers private. You would not want someone to reveal private facts about you, and you should never do this to others. Discussing the private matters of others may make you popular with those who spread office gossip, but your reputation with your supervisor will suffer. You will not be viewed as a person who can be trusted for important jobs.

Loyalty

Loyalty means being faithful to your coworkers and to your employer. Workers who are loyal to their employers are proud of their company and the products or services it provides. These workers speak well of their companies inside and outside the workplace. Therefore, you need to always display a positive attitude about your work and your employer.

If you disagree with policies or decisions your employer or supervisor makes, talk with your program coordinator about them. Do not criticize the decision of your supervisor, and never gossip with coworkers at your workstation. Most likely your coordinator will be able to help you understand why such policies and decisions were made. He or she can also help you decide how to deal with problem situations.

The Work Ethic

Closely related to ethical behavior is a person's work ethic. **Work ethic** is how you feel about your job and how much effort you put into it. People with a strong work ethic view their work as a vital part of their lives. They arrive at work early, take pride in their work, and always do their very best. How dedicated a person is to a job reflects the strength of his or her work ethic.

Accepting Criticism

One more responsibility your supervisor has is giving constructive criticism. **Constructive criticism** is pointing out a weakness to analyze it and cause improvement. The goal of constructive criticism is not to embarrass an employee, but to help that person do a better job. The term *constructive* indicates that a positive motive prompts this type of criticism. Graciously accepting constructive criticism is a mark of a person who wants to improve.

The only way you will know how to work better is by being told how or shown a better way. For example, being ordered to work faster is not very helpful, but hearing tips on how to gain speed is. Another way your supervisor may use constructive criticism is by asking you why you are not working as fast as your coworkers. This remark will inspire you to analyze the situation and find one or more answers.

Constructive criticism helps workers improve their skills so they can work more efficiently. This, too, is the purpose of a **job evaluation**, which is a written review of your work performance by your supervisor. During your work-based learning experience, your supervisor will be asked to evaluate your job performance and provide constructive criticism. A sample job evaluation form is shown in 3-7. Your supervisor's evaluation should help you and your program coordinator identify your strengths and weaknesses at work.

As an employee, it is your responsibility to accept criticism and improve your performance. Listen to what your supervisor says and follow his or her suggestions. Be thankful your supervisor takes an interest in your work and wants to help you do your best on the job.

Reflect Further

How do you think employers feel about employees with a weak work ethic? Does the average American have a strong work ethic? Would you prefer to work with someone having a weak or a strong work ethic?

Thinking It Through

What is the purpose of a job evaluation? When your supervisor discusses something you did wrong on the job and shows you the correct way to do it, how should you react?

Student Evaluation

Student: _____ Training Station: _____

Evaluation Period: _____ Evaluator: _____

Instructions: Please place a check mark on the line preceding the statement that most accurately describes your student-learner's attitude or performance. Evaluate each category without regard to the student's rating in any other category.

	Comments _____
<p>1. Cooperation _____</p> <p>_____ A Gets along well with others; is friendly with others. _____ B Cooperates willingly; gets along with others. _____ C Usually gets along with others. _____ D Does not work well with others. _____ E Is antagonistic; pulls against rather than works with others.</p>	
<p>2. Initiative _____</p> <p>_____ A Is resourceful; looks for tasks to learn and do. _____ B Is fairly resourceful; does well by himself/herself. _____ C Does routine work acceptably. _____ D Takes very little initiative; requires urging. _____ E Takes no initiative; has to be instructed repeatedly.</p>	
<p>3. Courtesy _____</p> <p>_____ A Is very courteous and very considerate of others. _____ B Is considerate and courteous. _____ C Usually is polite and considerate of others. _____ D Is not particularly courteous in action or speech. _____ E Has been discourteous to the public and staff.</p>	
<p>4. Attitude Toward Constructive Criticism _____</p> <p>_____ A Accepts criticism and improves greatly. _____ B Accepts criticism and improvement noted. _____ C Accepts criticism and tries to do better. _____ D Doesn't pay much attention to criticism. _____ E Doesn't profit by criticism; resents it.</p>	
<p>5. Knowledge of Job _____</p> <p>_____ A Knows job well and shows desire to learn more. _____ B Understands work; needs little supervision. _____ C Has learned necessary routine but needs supervision. _____ D Pays little attention to learning job. _____ E Has not tried to learn.</p>	
<p>6. Accuracy of Work _____</p> <p>_____ A Very seldom makes errors; does work of very good quality. _____ B Makes few errors; is careful, thorough, and neat. _____ C Makes errors; shows average care, thoroughness, and neatness. _____ D Is frequently inaccurate and careless. _____ E Is extremely careless.</p>	
<p>7. Work Accomplished _____</p> <p>_____ A Is fast and efficient; production is well above average. _____ B Works rapidly; output is above average. _____ C Works with ordinary speed; work is generally satisfactory. _____ D Is slower than average. _____ E Is very slow; output is unsatisfactory.</p>	

(continued on next page)

Summary

Meeting your employer's expectations will help you be successful on the job. Your employer expects you to keep a good attitude, attend work regularly, be on time, perform well on the job, and show initiative.

As an employee, you are expected to use your skills and training to the best of your ability. Learning to cooperate and show courtesy is important. A neat, clean personal appearance shows that you take pride in yourself. Keeping yourself healthy and physically fit will help you meet your employer's expectations. Displaying high ethical standards such as honesty, confidentiality, loyalty, and a strong work ethic is essential. Learning to accept criticism will help you continue to improve your job performance.

Facts in Review

1. What personal quality is linked to a person's attitudes on the job?
2. Why is it important to be at work every working day?
3. What should a student do if unable to attend school and work?
4. Although a beginning worker probably will not be expected to do as much as an experienced worker, the new worker will be expected to have the same work _____.
5. Describe how to show initiative to an employer.
6. What can a student worker do to show a desire to cooperate with his or her supervisor and coworkers?
7. Why is courtesy to others important to success on the job?
8. How can an employee look his or her best at work?
9. What three basic guidelines should be followed to stay healthy and physically fit?
10. Why is loafing on the job a form of dishonesty?
11. When workers keep private matters private, they are exercising _____.
12. When student workers find it difficult to be loyal to their employer because of a disagreement with policies and decisions, what should be done?
13. What does it mean when someone has a strong work ethic?

Developing Your Academic Skills

1. **Social Studies.** Research changes in acceptable attire in the last century. Write a report answering the following questions: How has the dress code for the workplace changed? Why are these differences apparent? What is considered proper attire for the workplace today? Why are certain types of clothing unacceptable in the workplace?
2. **English.** Write a paper on a subject being studied in the English class. Trade papers with another student and critique each other's work. Make sure to use only constructive criticism. Return the paper and look over the critiques you received. Discuss how the corrections make you feel. Also evaluate whether making the recommended changes would improve your paper.

Information Technology Applications

1. Evaluate yourself using the criteria in Figure 3-7. Use graphing software to make a graph showing areas in which your work is satisfactory and areas in which you could improve.
2. Using presentation software, prepare a report on the personal qualities needed for success on the job. Discuss why each is important. Also address how developing skills and good habits now will affect your career later in life. Present your report to the class.

Applying Your Knowledge and Skills

1. **Problem Solving and Critical Thinking.** Write a brief description of a positive example of how an employee handled a sensitive situation with a customer. Analyze what factors contributed to the outcome. Repeat the activity for a negative example.
2. **Ethics and Legal Responsibilities.** A student intern decided to leave his workstation early one Friday although the supervisor had not given the student permission to do so. Discuss in class what, if anything, the supervisor and the program coordinator should do about this student's behavior.
3. **Employability and Career Development.** List the actions that might cause a student to be fired from his or her work experience. Discuss in class why each behavior might deserve this action.
4. **Communications.** Conduct interviews with at least two employers to determine the importance of dependability, promptness, honesty, and getting along with others. Report your findings to the class.

Developing Workplace Skills

Divide into groups to research workplace ethics and make a group report to the class. Use a variety of sources including the library, Internet, and personal interviews. Explain the importance of having high ethical standards in the workplace. Find some case studies to provide examples of negative effects caused by the unethical behavior of some companies and/or employees. What were the results of this unethical behavior for the company and/or the employee? What, if anything, did the company do to counteract the negative image created by the unethical behavior?