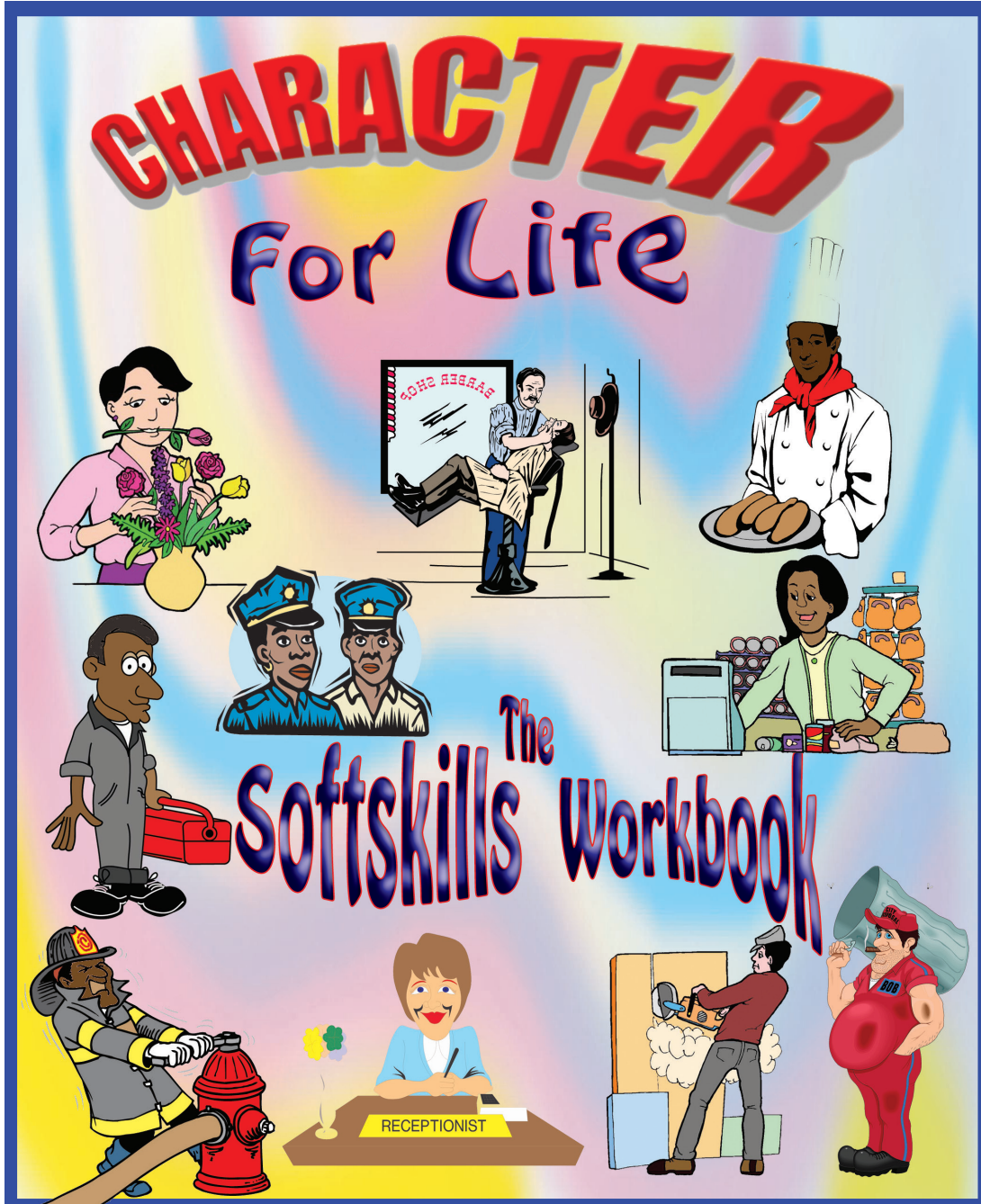




Work Ethics Workbook



Workbook

Student Name _____



Character For Life Definition

Attendance

The act of showing up or being present.

Character

The personal nature of something or the mental and moral qualities of an individual.

Teamwork

The act of working together or side by side.

Appearance

The way that someone or something looks or dresses.

Attitude

A way of thinking or feeling about someone or something.

Productivity

The ability to produce large amounts of goods, crops, or services.

Organization

The structure or arrangement of related or connected items.

Communication

The imparting or exchanging of information.

Cooperation

The process of working together to the same end.

Respect

A feeling of deep admiration for someone or something.

Responsibility

An obligation to do something, or having control over or care for someone, as part of one's job or duty.

Initiative

The ability to do or perform without being directed to.

Dependability

Trustworthy and reliable.

Ambition

A strong desire to do or to achieve something.

Preface

I spend countless hours interviewing and working with managers, business owners, HR. directors, and businessmen and women throughout our communities. Most of their workplace challenges are people challenges born out of poor work habits or character. When in the past I received a call or an email from companies looking for potential employees, more times than I can count, most if not all of them stress the need for employees with good work ethics and character. Several years back industry and business leaders prompted us to take a serious look at the value and the importance of Soft Skills/Character Education and make it a part of our curriculum. The purpose of the stories found in this workbook are to help with a process by which the participant can clearly see and understand the societal impact of acceptable and unacceptable behaviors that will dramatically influence the degree of success or failure in his professional and social life. It is our hope that everyone will learn to recognize the value and impacting power of acceptable and unacceptable behaviors. Whether on the job, in the home, in the community or on the school campus, good character will make all of our lives and our communities a better place to live and do business.

The production of this workbook was a practical way to honor the request by industry and business leaders to make soft skills a part of the educational curriculum. This workbook not only prepares students for the workplace but provide keys to personal successful living as well. Readers and doers who learn from this workbook can expect reasonable success in their social and personal lives. In order for our society to develop healthy character traits and have the best possible chance for success, they must be instilled early in life by parents, guardians, grandparents, and other caretakers of our children. Many of these traits should be and must be taught early at home and encouraged before students enter our schools. They must then be reinforced through the educational system and community so that employees and employers can meet each other's reasonable and most basic social and workplace expectations.

This workbook is based on the Original Bloom's Taxonomy and Revised Bloom's (Level 1&2) Knowledge and Comprehension

Bob and the Progressive Company

Bob has just been hired by a growing company he felt held great possibilities for his future. In the coming weeks, Bob will have his work ethics challenged on his new job. He brings with him some very different ideas about his roles in the workplace. Bob has some serious character issues.



For the first several weeks, Bob does all the right things. However, at the beginning of the third week, signs of bad habits start to show up. He is forgetting that he was hired in good faith because the owner trusted and believed in him.



Bob began to barely make it to work on time. It was not long before he found himself often making excuses for getting to work late. Bob did not realize that his boss is paying close attention to all of his work habits.



Bob not only developed a bad habit of being late for work, but he was no longer doing his best job. He spent time snoozing and daydreaming about the weekends. His boss began to have regrets about hiring him.



As the days and weeks passed, Bob's slowly declining work ethics started to show in his grooming, his appearance, and his relationship with co-workers. He lost his desire to excel and do his best for the company, and it was evident to everyone. Who knows what Bob was into.



There were days when he did not work well with anyone. He shouted at co-workers and refused to cooperate. Bob had little consideration for others. He did not care that his actions could have harsh consequences. Bob was so out of touch with reality that he was walking around with no shoes.



One day Bob came to work looking downright frightening. Everyone stayed away from him, which made him angry. Something about Bob had changed, and his future with the company was in question. No one knew what Bob was into.



Bob was called into the boss's office and had to give an explanation for his behavior and why he was late getting there. This made his boss very unhappy. When he arrived, he had all kinds of excuses for both his behavior and for being late, but none were valid. He thought that because the boss had not said anything to him before, he was getting away with it all.

In the meeting with Bob, the boss discovered that he had some serious problems at home and they were making their way into the workplace. Bob had a difficult time separating home from his job. One day, while ignoring safety procedures at work, he slipped and injured himself. It was nothing serious, but the boss gave him a few days off to think about their meeting.



He remembered that the boss had shared with him that he could lose his job. Bob did some serious thinking. The boss was sympathetic, but he has a company to run and many employees depend upon the success of The Progressive Company. He explained to Bob that raises, bonuses, promotions, and other benefits are reserved for the best employees.



After being home for a few days and just thinking, Bob realized how close he came to losing his job. He knew he had better make some changes quickly. He could not afford to lose his job on top of his personal problems at home. He returned to work and with a new attitude and stellar work ethics. He apologized to the boss and co-workers.



Unfortunately, it was too late. Someone else was hired for his job, and he was demoted. He understood, made some changes, worked hard, and before long, was working his way back to the top. He did so well for the company that he ended up with a job he enjoyed as well as the one he had lost.



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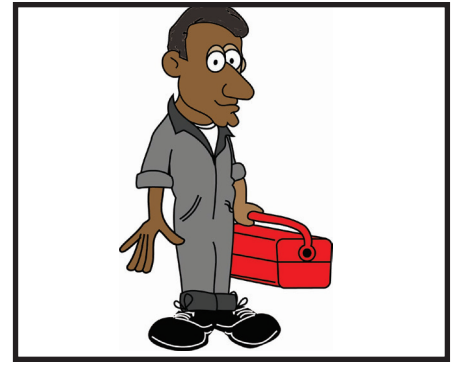
GOOD ATTENDANCE

What might Jack have forgotten to cause him to almost be late?

- _____
- _____
- _____

List 3 things you can do to make sure you're on time.

- _____
- _____
- _____



GOOD ATTENDANCE

Jack is on his way to work. He will be there no matter how late he gets up. Jack has worked at the Johnson company for 10 years and has not been late once. He's the company's most reliable employee.

POOR ATTENDANCE

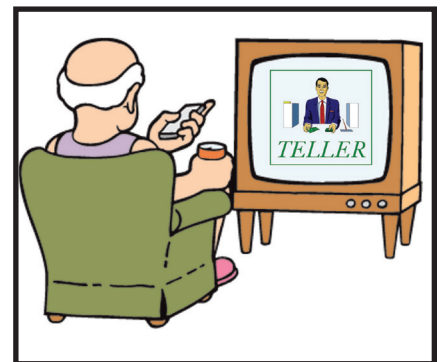
What should Ralph know about having poor attendance?

- _____
- _____

What should Ralph do to solve his TV addiction?

- _____

Write a short story showing Ralph correcting this problem.



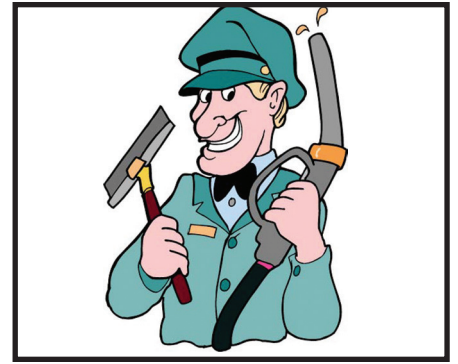
POOR ATTENDANCE

Ralph Doolittle is so addicted to TV, that he is often absent from his job. Ralph is up on time every morning, but because of his obsession with watching TV, he is late punching the clock even when he is not absent.

GOOD CHARACTER

How does having good character help Joe's career?

- _____
- _____
- _____



List 3 things you can do to develop good character.

- _____
- _____
- _____

Good Character

Joe is a good natured guy who can be counted on at all times.

He has a trusting demeanor and is easy to work with.

Joe cares about his work and takes pride in how he does it.

Joe is a valuable employee

POOR CHARACTER

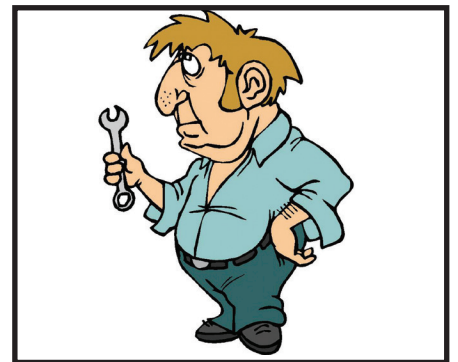
In what way can Sam's poor character hurt him?

- _____
- _____

Name something Sam needs to do to improve his poor character.

- _____

Write a short story showing Sam improving his character.



Poor Character

Sam is not the kind of person anyone enjoys being around.

Everyone has to be careful when he shows up. Sam does not care about himself, his work, or co-workers. Sam won't have his job for long.

TEAMWORK

Ben, Jerry, and Paul have probably agreed to do what?

- _____
- _____
- _____



List 3 things you can do to be a better team player.

- _____
- _____
- _____

TEAMWORK

Ben, Jerry, and Paul always disagreed but worked well with each other. They did a good job of planning for the company's future. Therefore, all of the employees were happy and gave 100% of their efforts to ensure the success of the company.

NO TEAMWORK

What do you think Shawn and Robert should agree to in order to make things better for themselves and the company?

- _____
- _____

What should they remember about their company?

- _____

Write a short story showing teamwork.



NO TEAMWORK

Shawn and Robert tried discussing their company's future, but they only argued. Because of their failure to work together, the company had to downsize, laying off half its employees. In order to keep their jobs, those remaining had to take a cut in pay.

GOOD APPEARANCE

What 3 things has Shirley done to make sure she dresses proper for her interview?

- _____
- _____
- _____

List 3 things you should consider when dressing for an interview.

- _____
- _____
- _____



GOOD APPEARANCE

Appearance has to do with more than the way you look. It has to do with the way you carry yourself. It is your body language, your energy, your disposition, and your facial expressions. It is the presentation you make every time you are in public. Shirley went to her job interview dressed very appropriately. She had a smile on her face and was well mannered. Shirley stands a good chance of getting the job she wants.

POOR APPEARANCE

What advice can Mary use to help her properly dress for interviews?

- _____
- _____

What 1 thing might you tell Mary to help her?

- _____

Write a story about how to dress proper for an interview.



POOR APPEARANCE

Mary needs some lessons in her personal presentation. She is on her way to an interview that requires semiformal dress, but hasn't a clue about how to dress properly. No doubt, Mary could be turned away at the door.

GOOD ATTITUDE

Joan demonstrates a good attitude by doing what?

- _____
- _____
- _____

List 3 things you can do to show a good attitude.

- _____
- _____
- _____



GOOD ATTITUDE

Joan comes to work very excited about the day. She enjoys the people she works with and the work she does. Everyone thinks well of her. They are exceedingly happy when they see her walk through the door.

POOR ATTITUDE

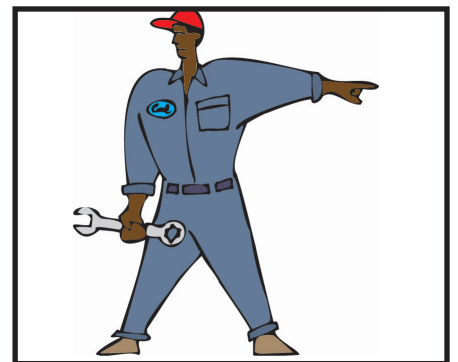
Because of Jimmy's poor attitude, what could happen to him?

- _____
- _____

What can Jimmy do to correct his poor attitude?

- _____

Write a short story showing jimmy with a good attitude.



POOR ATTITUDE

Jimmy has a bad attitude and personal problems at home. He brings his problems to work instead of leaving them at home. So Jimmy takes his anger out on his co-workers, which causes deadline issues and conflict.

PRODUCTIVE

How will Jenny benefit from being a very efficient worker?

- _____
- _____
- _____

List 3 things you can do to become more productive.

- _____
- _____
- _____



PRODUCTIVE

Jenny is the ideal worker. She uses her time wisely. Jenny works smart and she works at full capacity. Jenny is good at finishing her work before everyone else.

NOT PRODUCTIVE

How can Jim hurt himself and the company by his actions?

- _____
- _____

What can Jim do to make better use of his time every morning?

Write a short story showing Jim doing the right thing.



NOT PRODUCTIVE

Jim is a good employee, but every morning he spends an hour on the clock e-mailing buddies about games from the night before. Because Jim does not use his time wisely, he finishes half of the work his boss asked for.

ORGANIZED

Susan demonstrates her organizational skills by doing what?

- _____
- _____
- _____

List 3 things you can do to be better organized.

- _____
- _____
- _____



ORGANIZED

Susan is serious about her Job and very matter of fact. Everyone marvels at her work ethic and knack for getting things done. Asking her to find a letter, file, project, or report when needed is never a problem.

NOT ORGANIZED

What could be the benefits to Kent for being better organized?

- _____
- _____

What should Kent do to help solve this problem?

- _____

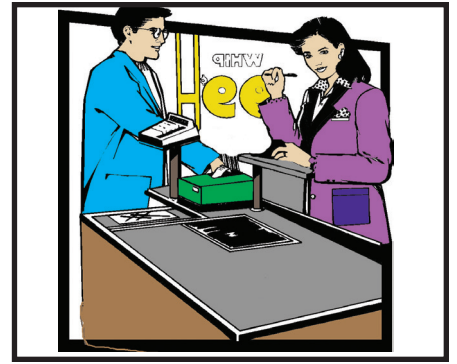
Write a short story showing an organized Kent.



NOT ORGANIZED

Kent has no system for getting his work done. It piles up day after day. He makes little effort to devise a system that works. Kent may not realize it, but this may affect his raise, bonus, or job security at the end of the year.

GOOD COMMUNICATION



Because Sam is a good listener, how might he benefit?

- _____
- _____
- _____

What 3 things might Sam be doing right when talking to his boss?

- _____
- _____
- _____

GOOD COMMUNICATION

Sam is a great listener, and his boss is also good at making sure that she is clear on the details. Sometimes she will ask him to repeat to her what she said so that she can clear up any misunderstandings.

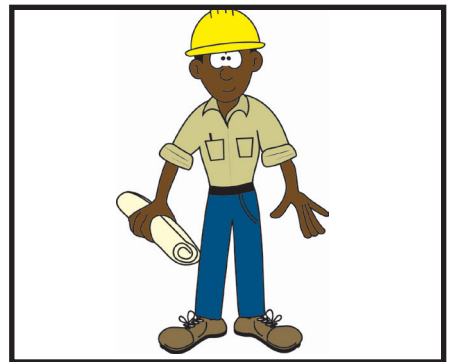
POOR COMMUNICATION

What might Bob be doing wrong when he is in the meetings?

- _____
- _____

What might Bob do to improve his communication problem?

- _____



Write a story helping Bob with his communication problem.

POOR COMMUNICATION

Bob has trouble understanding the manager in Monday morning meetings. The manager assumes that everyone is clear on the production schedule for the week because no one will ask questions.

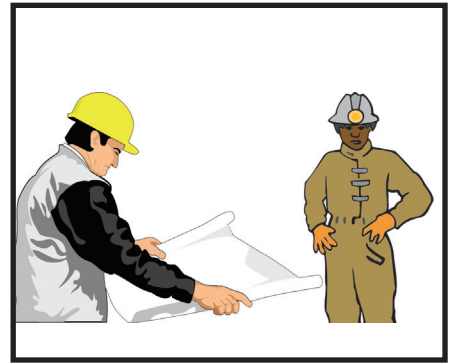
COOPERATION

What might Joe and Mike have that helps them work well together?

- _____
- _____
- _____

List 3 reasons Mike and Joe cooperate well together.

- _____
- _____
- _____



COOPERATION

Mike and Joe have a good working relationship. They listen to each other, and consult each other before making decisions. Sometimes they call each other on the weekends for suggestions.

NO COOPERATION

Jack, Brad, Ronald, Dave, Ren, Mike, and Rick are forgetting what?

- _____
- _____

What can they do to help solve their problem?

- _____

Write a short story showing them correcting their behavior.



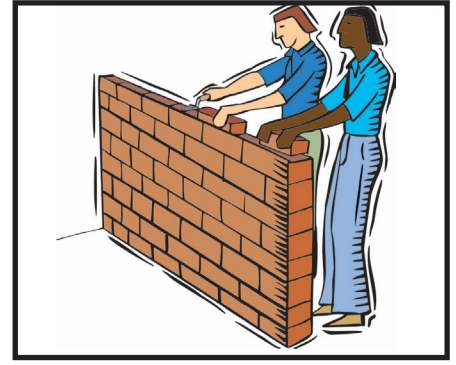
NO COOPERATION

Jack, Brad, Ronald, Dave, Ren, Mike, and Rick are fighting because everyone thinks his idea is better than the others.

RESPECT

How did Terry demonstrated respect for his co-workers?

- _____
- _____
- _____



List 3 things you can do to show people you respect them.

- _____
- _____
- _____

RESPECT

Terry appreciates the diversity of his co-workers. When they share a new or different way of getting production costs down, he listens and thanks them for their ideas.

NO RESPECT

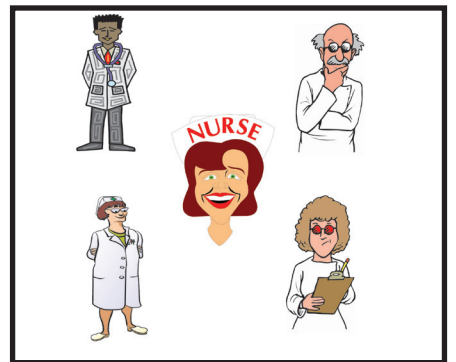
What might Jill be doing to cause co-workers to lose respect for her?

- _____
- _____

What can Jill do to fix this problem with her co-workers?

- _____

Write a short story showing Jill earning respect.



NO RESPECT

Jill doesn't realize it, but she has a way of making herself look bad by the things she says and does. Most of her co-workers go the other way when they see her coming.

RESPONSIBLE

Name at least 2 things Betty might know about responsibility.

- _____
- _____
- _____



List 3 things you might do to become more responsible.

- _____
- _____
- _____

RESPONSIBLE

Betty makes sure that she delivers all of her mail and packages five days a week. Whenever the boss needs a package delivered to meet deadline, he calls for Betty without hesitation

NOT RESPONSIBLE

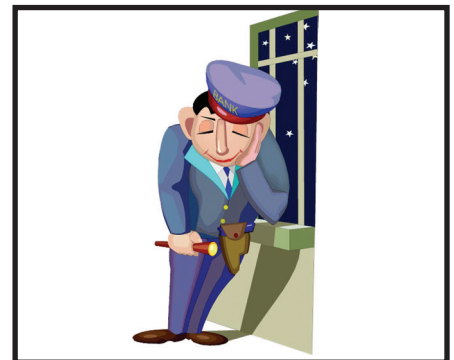
What is Gary doing to cause his company to distrust him?

- _____
- _____

What can Gary do to improve his reputation.

- _____

Write a short story showing Gary becoming more responsible.



NOT RESPONSIBLE

Gary showed up late to work. As soon as he got there, he went to sleep and ignored all of his duties and obligations.

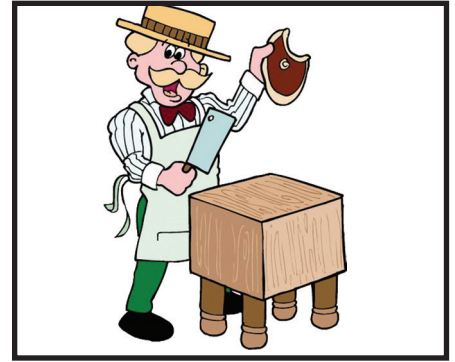
INITIATIVE

If you could ask Tim 3 questions about initiative, what would they be?

- _____
- _____
- _____

List 3 things you would tell a friend about initiative.

- _____
- _____
- _____



INITIATIVE

Tim gets to work early and stays late in order to stay ahead of his work schedule. No one ever has to ask him to do more because he is always thinking ahead.

Tim's boss says he is highly motivated.

NO INITIATIVE

George may not have been taught when he was young that....

- _____
- _____

What 1 thing can George do to work on this problem?

- _____

Write a short story showing George with more initiative.



NO INITIATIVE

George spends lots of time sitting around daydreaming. His supervisor has to speak to him daily.

George may not be with this company for long. He has no goals and is not motivated.

DEPENDABLE

What 3 things did Mitch learn in life about being dependable?

- _____
- _____
- _____

List 3 things you can do to make sure you're dependable.

- _____
- _____
- _____



DEPENDABLE

Mitch has always been a faithful employee. The manager that hired Mitch is proud of what he adds to the company. Mitch is the kind of employee that will create opportunities for himself because of his consistent work ethic.

NOT DEPENDABLE

What does the boss know about Barry that he didn't know before?

- _____
- _____

What should Barry do to become more dependable?

- _____

Write a short story showing a more dependable Barry.



NOT DEPENDABLE

Barry was hired a month ago to be the key man on his delivery route. The boss believed that he would be good for the company. But Barry is often late or absent. He cannot be counted on.

AMBITION

List 2 ways having ambition has helped Jill.

- _____
- _____

What might you do to become more ambitious.

- _____

Write a short story showing yourself to be ambitious.



Ambition

Jill has been raised to take pride in everything she does. She knows she has great possibilities with Days Inn, but wants to become a manager. Her work ethic demonstrates that she won't be satisfied until she achieves her goal.

NO AMBITION

Simon has a laid back attitude. Name 2 things that might happen to him..

- _____
- _____

List 3 ways having no ambition can work against you.

- _____
- _____
- _____

List 2 things that might help you become more ambitious.

- _____
- _____



No Ambition

Simon really doesn't care about how he does his job. He is satisfied to do just enough to get by. Being everybody's helper is fine with him, and he has no plans to change anything.

Guidelines for a Successful Interview

- 1. BE PREPARED**
 - * Research- know something about the company before the interview. Check with the Chamber of Commerce or the Public Library
 - * Anticipate possible questions and practice answers to each of them.
 - * Prepare questions to ask in the interview
 - * Get a good night's sleep before the interview. Relax, review data, and avoid hangovers.
 - * Get up in time to shower, dress appropriately, and get your papers together.
 - * Leave for the interview with confidence. Prepare, practice, and be yourself

- 2. BE PUNCTUAL**
 - * Arrive 15-20 minutes ahead of schedule.
 - * Go into the interview alone.

- 3. LOOK GOOD**
 - * Go to the interview neat and clean.
 - * Dress conservatively and comfortable. Avoid trendy/Flashy Clothing and jewelry
 - * Avoid heavy make-up, cologne or perfume.
 - * Clean teeth and fingernails, and no gum chewing.
 - * Remove your hat if wearing one.

- 4. WATCH YOUR BODY LANGUAGE**
 - * Offer a firm handshake.
 - * Stand or sit up comfortably.
 - * Sit down only after being offered a chair.
 - * Slightly lean forward in your chair.
 - * Don't fidget or be distracted by anything else.
 - * Maintain eye contact, but don't stare.

- 5. CARRY A PORTFOLIO**
 - * Show the interviewer that you planned ahead
 - * Bring all necessary information:
 - Pad of paper and pen
 - Your resumes
 - Copy of your application
 - Letters of recommendation
 - Sample of work (if applicable)
 - Your written questions to ask the interviewer
 - Copy of certificates, licenses or awards
 - Copy of drivers license, social security card

- * Have an absolutely positive attitude in the interview. Don't be negative about anything.
- * Be friendly but not too familiar.
- * Sell yourself - the difference between bragging and self-confidence is enthusiasm.
- * Use eye contact and voice expression to your benefit.

SAY THANK YOU

- * At the end of the interview, thank the interviewer for their time.
- * Follow-up with a brief thank you note that;
 - Review points brought up in the interview
 - Adds points you forgot to mention

SMILE

- * Don't grin, but smile as you would in any conversation.

QUESTIONS TO ASK

NOTE – Questions regarding SALARY, BENEFITS, VACATIONS, HOLIDAYS WITH PAY, OR SICK LEAVE indicates what the employer can do for you. You are looking for a career, not a vacation. Your first questions should not be about salary or benefits.

1. Would you describe a typical work day and the things I would be doing?
2. What are the preferred duties/responsibilities of the job?
3. Which duties are most important for this job? Least important?
4. If hired, would I be filling a newly created position, or filling an unoccupied position?
5. Will there be overtime work? How much advance notice will there be regarding overtime?
6. What is the start date for the job?
7. Is there a dress code that I should be aware of?
8. What are the work hours?
9. Is there anything that I am required to provide.?
10. Who is the supervisor or manager that I will be reporting to?
11. What are some of the company's plans for the future?
12. Are there any educational benefits such as tuition reimbursement?
13. If hired, how would I get feedback on my job performance?
14. Could you give me a brief tour? I'd enjoy seeing where your people work.
15. When will a decision be made about this position?
16. Will I be notified once a decision has been made?

Exit Statements

- a. I would love to work for _____ company.
- b. I would love for you to consider hiring me for a _____ day trial to prove that I can be a valuable employee.

20 REASONS WHY PEOPLE DON'T GET HIRED

1. Arrives late to the interview
2. Poor personal appearance
3. Sloppy or dirty application
4. Fail to look interviewer in the eye
5. Lack of tact and courtesy
6. Over aggressiveness
7. Vague responses to questions
8. Fail to ask questions about the job
9. Overemphasis on money
10. Inability to express information clearly
11. Lack of interest and enthusiasm
12. Lack of planning for career – purpose and/or goals
13. Nervous, lack of confidence and poise
14. Unwillingness to start at the bottom
15. Sharing too much information
16. Lack of maturity
17. Condemning past employers
18. No genuine interest in company or job
19. Little sense of humor
20. Fails to express appreciation for interviewer's time

Job Fair Interviews

I've attended many job fairs as an observer and other times as a vendor. I have been in awe of the lack of preparedness of the prospective job seekers attending. Vendors talk about the reasons they don't take a serious look at many of the job seekers who are there looking for opportunities. Either the job seekers are not thinking, don't know any better or don't care about the way they present themselves. Let me share a list of things people are guilty of when attending a Job Fair.

- * Wearing flip-flops
- * Dressing too casual
- * Poor grooming
- * Sagging pants
- * Revealing tattoos
- * No resumes
- * Cigarette breath
- * Poorly done resumes
- * Not prepared to complete an application
- * Unprepared for an on-the-spot interview
- * Not realizing this is an informal interview
- * Using profanity
- * Nothing to write on or write with
- * Bringing babies and small needy children
- * Continuously talking on their cell phones

Telephone Call Script

Directions: fill in the appropriate spaces below

Introduce yourself and state the purpose of your call

My name is _____

- I am responding to the ad or (job announcement) listed in the _____ for the _____ position.

- I was referred to you by _____ for the position of _____

Promote Yourself - Describe your qualifications:

I _____
I _____
I _____

Talk About Your Experiences:

I _____
I _____
I _____

Mention One or Two Accomplishments:

Ask for an interview or a meeting and confirm your appointment:

Date _____ Time _____ Location _____

Ask questions about location and directions _____

Thank the Person: Thanks you for _____

Your 30 Second Interview Speech

Appearance

appearance: /n. the way someone or something looks or seems to other people.

appropriately: /adv. correct or right for a particular time, situation, or purpose.

semiformal: /adj. moderately formal; requiring a dinner jacket; "he wore semiformal attire"; "a black-tie dinner"

My Definition _____

Attitude

attitude: /n. the way you behave toward someone or in a particular situation, especially when this shows how you feel.

excited: /adj. feeling very happy, interested, or eager because of something good..

My Definition _____

Productive

productive: /adj. producing or achieving a lot.

capacity: /n. someone's ability to get something done.

My Definition _____

Attendance

attendance: /n. the act of going to a meeting, class, etc. that is held regularly.

reliable: /adj. someone who can be trusted or depended on.

My Definition _____

Character

character: /n. the particular combination of qualities that makes someone a particular kind of person.

good-natured: /adj. kind and helpful and not easily made angry.

demeanor: /n. the way someone behaves, dresses, speaks, etc. that shows what their character is like.

My Definition _____

Teamwork

teamwork: /n. the ability of a group of people to work well together.

to listen to and be ok with a different opinion from someone else.

My Definition _____

Responsible

responsible: /adj. having a duty to be in charge of or take care of someone or something.

My Definition _____

Initiative

initiative: /n. the ability to make decisions and take action without waiting for someone to tell you what to do.

motivated: /v. adj. very eager to do or achieve something, especially because you find it interesting/exciting.

My Definition _____

Dependable

dependable: /adj. able to be trusted to do what you need to do.

faithful: /adj. remaining loyal to a person, organization, etc.

work ethic: /n. a belief in working hard, or the willingness to work hard.

My Definition _____

Ambition

ambition: /n. determination to be successful, rich, powerful, etc. **devise:** /v. to plan or create (invent) a way of doing something.

My Definition _____

Organized

organized: /v. to arrange things in a particular way, especially so that they have a clear structure and are easy to use or understand.

My Definition _____

Communication

communication: /n. the process of speaking, writing, etc. by which people exchange information.

misunderstandings: /n. a problem caused by someone not understanding a question, situation, or instruction correctly.

My Definition _____

Cooperation

cooperation: /n. the act of working with someone else to achieve something that you both want.

consult: /v. to discuss something with someone so that you can make a decision together.

My Definition _____

Respect

respect: /n. admiration for someone, especially because of their personal qualities, knowledge, or skill.

My Definition _____

Social Personal Professional Character For Life

Ambition

Appearance

Attendance

Attitude

Character

Cooperation

Communication

Dependability

Initiative

Organization

Productivity

Responsibility

Respect

Teamwork

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