

CHAPTER 03

Developing Skills

Developing skills is important in life and in work, and it never ends. As we build our careers, we will need to develop new skills along the way. The following are lessons for developing skills.

Lesson One: Attitude Counts

Attitude is important in a work environment. Having a good attitude is a skill that can be developed over time and through reflection. The purpose of this lesson is to learn about positive and negative attitudes and examine their own attitudes.

STANDARDS ALIGNMENT

North Carolina Essential Standards Guidance

- P.CR.2 Understand the relationship among career goals and interests, personal interests, aptitudes, and abilities.

North Carolina Professional Career Development Coordinator Standards

- Standard IV: Element b. Career development coordinators help students develop employability skills. They assist all students with developing academic, career, and personal/social skills.

NC Community College System College and Career Readiness Adult Content Standards

- R.2 The student will develop and demonstrate knowledge of vocabulary skills that include analyzing word structure, determining the meaning of words from context, sorting words into groups by meaning and relationships among words, and applying vocabulary skills in order to understand a wide and varied vocabulary that enhances comprehension of literary, functional and informational text.
- S.1 The student will develop and apply skills to demonstrate comprehension and collaboration of oral and aural information.

Workforce Development Standards

- 20 CFR Parts 676, 677, and 678: Workforce Innovation and Opportunity Act is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. Programs are based on eligibility.

STUDENT OBJECTIVES

At the close of the lesson, learners will be able to say... I can

- Recognize the importance of maintaining a positive attitude
- Evaluate my own attitude and make adjustments as needed

MATERIALS NEEDED

- Handout – Attitude Quotient Survey
- Board or flip chart and writing utensil

DELIVERY SUGGESTIONS

The suggested time for the following lesson is 60 minutes depending on group size.

The following lesson is appropriate for:

- middle school students
- high school students
- adult learners

INSTRUCTIONS

1. Attitude is the way we think, feel, and act. In the world of work, employers not only look at your ability to apply your technical skills and knowledge effectively on the job, they also look at your attitude at work. Many times your values help to determine your attitude toward work. Write these on the board or flip chart and discuss pride, passion, and belief with participants.

Pride

“Pride” is taken to mean self-dignity. Pride prevents you from doing just enough to get by. If you know everything you do at work or school has your name and signature on it, then you will give it your best shot and nothing less.

Passion

Just a simple plain 'interest' in any work or career you choose isn't enough. However, a burning desire and intense enthusiasm for all things worth doing will pull you through the challenges of work.

Belief

In order to generate that passion, it is important to believe. You have to take personal responsibility for your success, believe that nothing is impossible, and that you can learn from your mistakes and move on. Know that you can achieve all that you set out to do for yourself. You only need to start believing in yourself.

2. Ask participants how they felt when they came to class today? Did you come with a "just another day" attitude or are you bursting with enthusiasm and positive energy? How can these attitudes impact your day?
3. Discuss negative attitudes. Examples such as: makes excuses for not completing work; poor time management, i.e. always late, misses deadlines; doesn't respect authority such as teacher or supervisor.
4. Ask participants to define work ethic. Work ethic is generally associated with people that work hard and do a good job. Many characteristics of work ethic can be summarized using three terms -- interpersonal skills, initiative, and being dependable. If you have a positive attitude toward school and work, you generally have a good work ethic.
5. Have the participants complete the Handout - Attitude Quotient Survey.
6. Have participants share their scores.
7. Additional activity – Read the following quotes from famous people and ask students to interpret the meaning:

"I don't like that man. I must get to know him better."

– ABRAHAM LINCOLN –

"It is your attitude, not your aptitude that determines your altitude."

– ZIG ZIGLAR –

"Your attitudes and the choices you make today will be your life tomorrow, build it wisely."

– AUTHOR UNKNOWN –

“The thing always happens that you really believe in; and the belief in a thing makes it happen.”

– FRANK LLOYD WRIGHT –

“Ability is what you’re capable of doing. Motivation determines what you do. Attitude determines how well you do it.”

– LOU HOLTZ –

“When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has been opened for us.”

– HELEN KELLER –

“If you aren’t fired with enthusiasm, you will be fired with enthusiasm.”

– VINCE LOMBARDI –

“If you don’t like something change it; if you can’t change it, change the way you think about it.”

– MARY ENGELBREIT –

“I am convinced that life is 10 percent what happens to me and 90 percent how I react to it. We are in charge of our attitudes.”

– DR. VIKTOR E. FRANKL –

8. Next Steps: Job Seekers can describe positive and negative attitudes and how they can impact success at school and work.

Adapted from: **Florida Department of Education website.**

RESOURCES

<http://www.fldoe.org/core/fileparse.php/7531/urlt/attitude-counts.pdf>

Attitude Quotient Survey

The following fourteen attitude traits are important to your ability to work. A high rating will help you win the approval of your co-workers and the applause of your boss. How do you measure up?

Rate yourself on the traits listed below with five being the highest rating and a one being the lowest rating.

Good grooming	1	2	3	4	5
Following Directions	1	2	3	4	5
Tactful	1	2	3	4	5
Courteous	1	2	3	4	5
Organized	1	2	3	4	5
Enthusiastic	1	2	3	4	5
Dependable	1	2	3	4	5
Cooperative	1	2	3	4	5
Dedicated	1	2	3	4	5
Willing to try new ways of doing things	1	2	3	4	5
Helpful	1	2	3	4	5
Ambitious	1	2	3	4	5
Showing initiative	1	2	3	4	5
Accept constructive criticism	1	2	3	4	5

TOTAL SCORE _____

Total all circled numbers and place the figure in the space provided for your total score.

Now see the explanation below to determine *your* "ATTITUDE QUOTIENT"

TOTAL SCORE

01-20
21-34
35-48
49-62
63-70

ATTITUDE QUOTIENT

You'll last one day
Remain on probation
Shows potential
Sure to please
Prepare for promotion