

Educational and Career Interests

Activity 8: What Qualities Do Workers Need?

Objective

- Understand the traits and abilities that are required for success in the workplace

Materials

- "What Qualities Do Workers Need?" student worksheet
- Pencils

1. Have students think about the qualities an employer wants in the people they hire. Have students think about the talents they have in the classroom. Both sets of qualities match up to a good worker. Students should think about their own skills and how they can best meet an employer's needs. Ask the following questions and discuss with students the various qualities that will make a worker successful.
 - An employer wants employees who are hardworking. How have you shown that you are hardworking?
 - What is reliability, and why is it important in the workplace?
 - What is a positive attitude, and how do people show it?
 - Why is being on time so important at work? What might happen if someone arrived late or left early on most days?
 - What does it mean to be a responsible and trustworthy worker?
 - Everyone makes mistakes at work. What are the best ways to deal with mistakes?
 - Why is it important for a worker to know how to handle criticism? What is the best way to respond to criticism from a supervisor?

2. Have the students role-play work situations to illustrate Do's and Don'ts of being a successful worker. During the role-play, partners can take the roles of a worker and boss or a pair of co-workers. They may first show what not to do and then demonstrate the preferred alternative. Possible scenarios are listed below.
 - The manager of a clothing store talks to an employee about a customer who couldn't get any help and left the store. The employee blames a co-worker for the problem.
 - The employee at a bank calls in sick to the manager because they stayed up too late and are now tired.
 - Two workers are supposed to share the task of photocopying and collating papers. One of the workers is having a private cell phone conversation instead.

3. Distribute copies of the "What Qualities Do Workers Need to Perform Well on the Job?" student worksheet. Have the students explore their own qualities associated with workplace success. After completing the worksheet, students may share their thoughts in a small group or with partners.

Check for Understanding

- Can the student identify positive traits and qualities that employees should demonstrate in the workplace?
- Can the student give examples of behaviors shown by successful workers?

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DIRECTIONS: Each sentence tells about a positive quality that a worker should have. Circle the letter of the worker who shows the quality. Then write an example of how you have shown that quality at school or at work.

1. A worker should be **responsible**.

- A** needs reminders to do expected tasks
- B** knows what is expected and does it

I was responsible when: _____

2. Employers want a worker who shows a **positive attitude**.

- A** an employee who says, "That is too hard for me to do."
- B** an employee who says, "I'll try my best."

I had a positive attitude when: _____

3. A successful worker **contributes ideas**.

- A** thinks about how to reach a goal
- B** wants others to come up with answers

I contributed ideas when: _____

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4. A worker must be **trustworthy**.

- A** breaks the rules now and then
- B** can be counted on to do the right thing

I showed I was trustworthy when: _____

5. A worker should be **flexible**.

- A** makes a new plan when something goes wrong
- B** gives up when something does not turn out right

I demonstrated I was flexible when: _____
