

Name:  
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# Ch. 10 Career Checklist

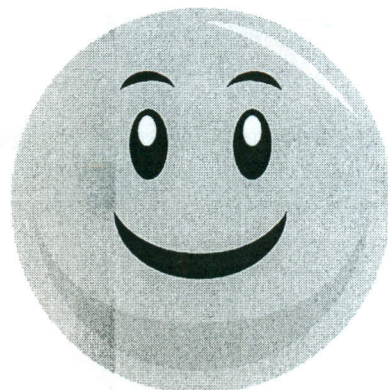
Notes	/10
Activity 10-1	/10
Activity 10-2	/4
Activity 10-4	/6
Bucket List	/5
Chapter Review	/5
Vocabulary in <i>original</i> sentences	
Recalling Key Concepts 2-6, page 210	
Problem Solving 7-9 page 210	
Current Event	/10

50 POINTS TOTAL // DUE DATE:

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## Chapter 10 Developing a Positive Attitude

- Understand how a positive attitude, high self-esteem, and enthusiasm lead to success on the job.
- Describe how to assert yourself at work.
- Handle criticism, workplace pressure, and gossip professionally.
- Control anger on the job.



# Ch. 10: Developing a Positive Attitude

NOTES

## SECTION 10.1: ATTITUDES FOR SUCCESS

- Define:
- Attitude:
  - Self-esteem:
  - Enthusiasm:
  - Assertiveness:
  - Arrogance:

What can positive thinking do for you? List the five ways positive thinking can lead to positive results.

- 1)
- 2)
- 3)
- 4)
- 5)



Describe a time when you were doubting yourself. Use 3-5 sentences to respond.

Now, give me two positive self-talk phrases that would have helped you overcome your anxiety.

- 1)
- 2)

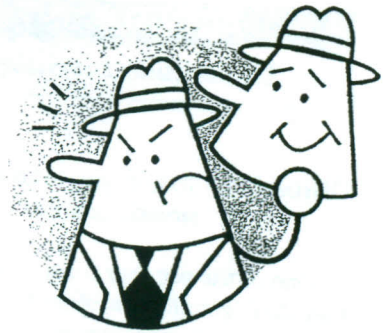
Out of the four techniques to help your self esteem, listed on pg. 198, which way do you see yourself doing most? None is not an answer!

Name ONE mistake you have made throughout the course of your *loooooong* lifetime:

Mistake:

Now, list the five steps that would have helped you deal with it:

- 1)
- 2)
- 3)
- 4)
- 5)



## SECTION 10.2: ACTING LIKE A PROFESSIONAL

Define:      Professionalism:  
                 Constructive criticism:  
                 Defensiveness:  
                 Gossip:

Employees need to handle criticism gracefully and to react maturely. These are important aspects of professionalism. But we all know this may be difficult to accomplish. Why is constructive criticism an important part of an employer's responsibilities? 2-4 sentences, please.

Before you gossip, what two questions should you ask yourself:

- 1)
- 2)

When you get angry, what method do you use to get over it?

Complete this sentence: "The personal traits or attitudes that will help me to succeed in my chosen career are..."

Name \_\_\_\_\_

Date \_\_\_\_\_

Class \_\_\_\_\_

Instructor \_\_\_\_\_

## CHAPTER 10 Developing a Positive Attitude

### ACTIVITY 10-1

#### *An Attitude Inventory*

#### Foundation Skills

*Personal Qualities:  
Sociability*

**Objective:** To help you evaluate your attitude toward other people and situations to see if you need to improve your attitude.

One of the primary reasons why young workers lose their jobs is because they don't get along well with others. In other words, they have a negative attitude. To see if your own attitude needs improvement, complete the attitude inventory that follows.

In the blank to the left of each statement below, write the number of what you believe is the most accurate answer according to the following scale.

- 5 = positively yes
- 4 = mostly yes
- 3 = undecided
- 2 = mostly no
- 1 = positively no

After you have answered all the questions, total your score. Then rate your attitude according to the scale at the end of the activity.

- \_\_\_ 1. Do you make new friends easily?
- \_\_\_ 2. Do you try hard not to be a complainer?
- \_\_\_ 3. Are you careful never to interrupt when another person is speaking?
- \_\_\_ 4. Can you be optimistic when others around you are depressed?
- \_\_\_ 5. Do you try not to boast or brag?
- \_\_\_ 6. Do you control your temper?
- \_\_\_ 7. Are you genuinely interested in the other person's point of view?
- \_\_\_ 8. Do you speak well of your employer?
- \_\_\_ 9. Do you keep the same friends for years?
- \_\_\_ 10. Do you feel well most of the time?
- \_\_\_ 11. Do you refrain from swearing?
- \_\_\_ 12. Do you keep promises?
- \_\_\_ 13. Are you at ease with the opposite sex?
- \_\_\_ 14. Do you try to be helpful to others?
- \_\_\_ 15. Do you organize your work and keep up with it?

*(Continued on next page)*

Name \_\_\_\_\_

Date \_\_\_\_\_

Class \_\_\_\_\_

Instructor \_\_\_\_\_

- \_\_\_ 16. Do you get along well with your parents?
- \_\_\_ 17. Do you readily admit your mistakes?
- \_\_\_ 18. Can you be a leader without being bossy?
- \_\_\_ 19. Is it easy for you to like nearly everyone?
- \_\_\_ 20. Can you stick to a tiresome task without being constantly urged along?
- \_\_\_ 21. Do you realize your weaknesses and attempt to correct them?
- \_\_\_ 22. Can you take being teased?
- \_\_\_ 23. Do you avoid feeling sorry for yourself?
- \_\_\_ 24. Are you courteous to your fellow workers?
- \_\_\_ 25. Are you usually well-groomed and neatly dressed?
- \_\_\_ 26. Are you a good loser?
- \_\_\_ 27. Do you enjoy a joke even when it is on you?
- \_\_\_ 28. Do you like children?
- \_\_\_ 29. Do you keep your own room in good order?
- \_\_\_ 30. Are you aware of the rules of etiquette?
- \_\_\_ 31. Are you tolerant of other people's beliefs?
- \_\_\_ 32. Do you respect the opinions of your parents?
- \_\_\_ 33. Do you know how to make introductions easily and correctly?
- \_\_\_ 34. Do you avoid sulking when things do not go as you would like?
- \_\_\_ 35. Are you a good listener?
- \_\_\_ 36. Do you like to attend parties?
- \_\_\_ 37. Are you the kind of friend you expect others to be?
- \_\_\_ 38. Do you accept compliments or gifts graciously?
- \_\_\_ 39. Can you disagree without being disagreeable?
- \_\_\_ 40. Do you like to give parties?
- \_\_\_ 41. Can you speak before a group without feeling self-conscious?
- \_\_\_ 42. Are you usually on time for social engagements?
- \_\_\_ 43. Do you drive carefully?
- \_\_\_ 44. Do you generally speak well of other people?
- \_\_\_ 45. Do you smile easily?
- \_\_\_ 46. Can you take criticism without being resentful or feeling hurt?
- \_\_\_ 47. Are you careful to pay back all loans, however small?
- \_\_\_ 48. Does your voice usually sound cheerful?
- \_\_\_ 49. Can you work well with those you dislike?



Name \_\_\_\_\_

Date \_\_\_\_\_

Class \_\_\_\_\_

Instructor \_\_\_\_\_

# CHAPTER 10 Developing a Positive Attitude

## ACTIVITY 10-2

### Rating Your Personal Traits

### Foundation Skills

Personal Qualities:  
Self-Management

**Objective:** To help you consider which of your personal traits may need improvement.

One of the ways you can increase your effectiveness in relating to others is to improve your personal traits. First, though, you need to become aware of the strengths and weaknesses in your personality.

Listed below are 19 personal traits. Place a check mark in the column that best describes you with regard to each trait. Be honest with yourself.

Personality Rating

Trait	Excellent	Good	Fair	Poor	Very Poor
Attitude					
Common sense					
Courtesy					
Dependability					
Enthusiasm					
Foresight					
Friendliness					
Health					
Honesty					
Initiative					
Loyalty					
Motivation					
Neatness					
Open-mindedness					
Punctuality					
Self-control					
Sense of humor					
Tact					
Voice					

## CHAPTER 10 Developing a Positive Attitude

### ACTIVITY 10-4

#### *The Importance of Attitude*

### Workplace Competencies

*Information:  
Interpreting and Communicating Information*

**Objective:** To help you see how a poor attitude can affect your relationships with your employer and your coworkers.

Lila arrived at her part-time job at the supermarket 20 minutes late. It wasn't the first time. Jan had to cover for Lila and missed her break. "Thanks very much," Jan said, barely concealing her anger when Lila finally relieved her.

"What's wrong with her?" Lila asked Bob. "She should know by now that I don't relate to clocks. That's just the way I am."

"Well," answered Bob, "she was at that checkout for four hours straight. She wasn't too happy about working even longer."

"That's right, Bob, stick up for Jan. Why don't you tell the manager while you're at it? I know how jealous you've been of me ever since I got a better grade than you in geometry."

"Lila, I don't know what you're talking about. All I know is that you were 20 minutes late."

"I can't *believe* how picky some people are! Anyway, I have a good excuse today. I had to talk with Ted. Last night I spent two hours telling him how to improve his personality, and now he says he doesn't think he wants to go out with me anymore! I only told him for his own good! Some guys are just too weak to deal with an honest person like me."

Later Lila joined some of the other cashiers on break in the back of the store. "Sharon has been showing us the sweater she bought to wear to the dance this weekend," Carol told Lila.

"You're going to wear *that* to the dance?" Lila said. Sharon put the sweater back in its bag. The other workers bit their lips and stared uncomfortably at their fingernails for some time.

Finally Carol said, "Speaking of this weekend, Lila, would you consider working for me on Saturday afternoon? Gerry's invited me to go to the beach."

"Gerry Johnson? So he finally found a girl who'd go out with him, eh? What a loser!"

Carol's face turned red with anger and embarrassment. She turned away from Lila and hurried back to work at the front of the store.

"Another person who can't stand to hear the truth! I don't know *why* I bother to try to help some people! Do they appreciate it? No! You think I *enjoy* telling them these things? It's for their own good! Why is everyone so sensitive? Do I have to be a phony like the rest of you, tip-toeing around so I won't step on anyone's poor little toes?"

As Lila was speaking, her audience gradually moved away and went back to work. Looking around and seeing that she was alone, Lila shrugged and helped herself to a soft drink.

*(Continued on next page)*



Name \_\_\_\_\_

Date \_\_\_\_\_

Class \_\_\_\_\_

Instructor \_\_\_\_\_

Later in the day one of the baggers became ill and had to go home before the end of her shift. Ms. Walters, the manager, asked Lila to close her checkout lane and help out with bagging.

"I don't know why I always get picked on," Lila complained. "It's not my problem and it's not my responsibility."

"For now you'd best do as you're asked, Lila," Ms. Walters said. "And stop by to see me before you leave tonight. We need to talk."

1. Have you ever known anyone like Lila? How did this person make you feel?

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2. What do you think caused Lila to behave as she did?

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3. How could others help Lila improve her attitude?

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4. Do you think it's too late for Lila to change her attitude? Why or why not?

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5. Think about your own behavior. Have you ever been in a situation where you acted like Lila? Describe the situation. YES

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6. If you answered yes to question 5, what would you do to change your attitude and behavior?

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