

*Developing Young People's*

# ATTITUDES

*for*

# WORK

accountable  
cautious  
decisive  
focused  
honest  
loyal  
respectful

adaptable  
compassionate  
dedicated  
generous  
humble  
open-minded  
responsible

altruistic  
considerate  
dependable  
gentle  
innovative  
patient  
self-confident

ambitious  
cooperative  
determined  
good citizen  
inquisitive  
polite  
sensitive

bold  
courageous  
dignified  
hard working  
joyful  
positive  
thorough

caring  
creative  
fair  
helpful  
leader  
resourceful  
tolerant

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## INTRODUCTION FOR TEACHERS AND TUTORS



This pack contains materials designed to help students understand which attitudes are valued in the work place and why. It covers 50 attitudes. By working through this information your students should develop a much better understanding of each attitude as it relates to the world of work.

Each attitude is described as follows:

- what it means, in general terms
- how that attitude manifests itself in practice
- how people benefit from adopting that attitude
- an example of that attitude being displayed at work
- careers where having such an attitude would be an asset
- the words sometimes used in work when talking about that attitude
- an example of that attitude being displayed in a non work situation
- suggested ways for students to begin to practice and use each attitude
- an exercise designed to get students to explore ways in which they have used or might use that attitude.

Each attitude is described over 4 pages. We envisage that these sheets would be photocopied back to back, resulting in the student getting one double sided sheet which explains the attitude in some detail and one double sided sheet which gets students to explore ways in which they have used or might use each attitude.

### ***Ideas for how the worksheets might be used:***

We think these worksheets can be used across the curriculum to help students understand the importance of developing good attitudes or positive ways of approaching things. These materials do not have to be confined to careers lessons. Below are some ideas on how to use them:

#### ***Name that attitude:***

Towards the end of any lesson, a teacher might point out 1 attitude that they have seen being demonstrated in that class - let's say being patient (if they were having to share things, take time over things, etc). They then give the students the attitude sheet on Patient and ask them to look at the example of that attitude being used at work.

They then ask the class to work in pairs or threes and come up with 3 other attitudes they have used in the lesson (you may want to show the list of all 50 attitudes on the board) that might be useful in work. They then ask them to come up with examples of how that attitude might be demonstrated in work (as if they were writing the 'Being ..... in work' section of the leaflet for that attitude). You may then want to share the example from the leaflet with them, when you have heard what they have come up with.

#### ***Fill in the gaps:***

The teacher could show the class the attitude description and the Careers where having that attitude would be an asset and then ask the class to work in small groups and come up with as many reasons as possible why having that attitude would be an asset in each of those careers. Take feedback and discuss.

Alternatively, the teacher could show the class the description, the example of that attitude being used at work and the Words used at work sections and then ask the groups to come up with as many job titles as they can where having that attitude would be an asset both for the person doing the job and, perhaps more importantly, for their clients or customers.

Another way to do this would be to read out the list of careers and the words used at work and then ask the class to guess the skill. There are several permutations of this that would work.

#### ***Try it yourself:***

After a brief discussion of the attitude and why it is important in work, the class could be given the 'Being ..... in practice' worksheet to complete. This might be done in class or as homework. Some of these activities can be done by pairs or small groups and some are better done by individuals so you need to check this first.

#### ***Do you do this?***

Students could be given a copy of the attitude description (the first 2 sheets) and then be asked to take it away and find 3 people who are in work and ask them if they

use this attitude or work with someone who has this attitude and what the benefits are of having that attitude in work. They then report back in a future lesson.

A variation on this would be to ask the students to take the attitudes sheet away and find another example from someone outside school - either using that attitude in work or in their home or non work life. They then report back in a future lesson.

**Picture that attitude:**

Students could be asked to produce a collage of images of people demonstrating that attitude. They could use magazines or newspaper pictures, or Google images or take photographs of people demonstrating that attitude (eg. caring). Clearly there are lots of ways these materials could be used. These are just a few suggestions, we hope you find many more uses.

**DEVELOPING YOUR ATTITUDES FOR WORK**

Ever since you were very young, you have probably heard statements like these:

“Do the right thing.”

“Treat others the way you want to be treated.”

“Tell the truth.”

But it is hard to do the right thing all the time. Sometimes you may not know what the right thing is. At other times, you may wonder why doing the right thing is so important. Having the right attitude or being of good character is about good choices and positive actions. It is about doing the right thing. Character shows itself in your behavior. Character involves your conscience. Character taps into your judgment, your heart, and your thinking. As these materials show, having the right attitude or being of good character can be easy and complex— all at the same time!

These materials are designed to help you get a much better understanding of what good or positive attitudes are and how they are demonstrated to the world. They describe 50 key “Attitudes” that many people consider important in school, at home, and in life. Through examples, checklists, and more, you explore attitudes, sometimes called character traits, and think about how they may affect your life, your future, other people, and the world. You learn how

others have made difficult choices related to character. You read suggestions that help you understand and learn to act with good character.

These materials also reveal many interesting points about character. For example, some character traits may be more naturally strong in you than others so you will demonstrate those attitudes without really having to think about how you do that. Others will be more difficult for you and will require effort and understanding. However, everyone can demonstrate these attitudes if they really want to.

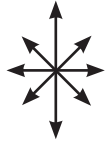
Also, some character traits have to work together. For example, being honest but insensitive can make you rude. Being generous but not hard working could make you very poor. People do not always act in one way 100% of the time. Sometimes people are self-disciplined about one thing, such as practicing the piano. However, they may be less self-disciplined about other things, such as not eating too many sweet things. Decisions related to character are not always clear and easy.

These materials are designed to help you understand and explore a wide variety of character traits or attitudes. This is important because your character, and the attitudes you adopt, affects your life, other people, and the world in many ways.

Understanding attitudes and how they can impact on your life and the lives of people around you is important because they can strongly affect your ability to engage positively with the world. Your attitudes affect your actions and, some would argue, determine how successful you are in life. It is not always possible to do the right thing without thinking and we all make mistakes and wish we had done things differently from time to time. The important thing is that you think about your actions, and the attitudes that drive them, and try to live in a way that you can respect.

We hope these materials make things clearer for you and help you to start understanding your own and others attitudes and how they might be managed to achieve greater success in your future life. Good luck.

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# Accountable

We all take actions in our lives. We go out and do things, behave in certain ways, act in certain ways. Most of our actions are good, and some are bad. When we do something wrong, bad or make a mistake and admit and take responsibility for our actions, it is called being accountable. People who do not admit when they have done something wrong, or made a mistake are not accountable. They are not willing to accept the consequences of their actions. They may even tell lies to blame others. People who do not admit, sometimes even to themselves, that they have made a mistake often do not learn from it.

People who are accountable own up to their mistakes, they accept responsibility for their actions. These people often learn from their mistakes. Are you accountable for your actions?

## What does it mean to be accountable?

We all do things every day. We make decisions and act in certain ways every day and should be accountable for these actions. If we make a promise to a friend and then let them down, or we make a mistake and cause a problem or difficulty for others, or our actions in some way upset or even harm others then we should be accountable for those actions. So how are we held accountable for our actions? In some cases we may find there are laws against certain actions and if we act that way and are caught we will be held accountable in law and the law will decide how we will pay for that mistake. It might be a fine, a warning or even a prison sentence. Other actions may result in fines, penalties or removal from a position or organisation.

In other cases, when we don't keep a promise to a friend, there is probably no law to punish us. Sometimes our conscience holds us accountable. It makes us feel bad when we don't take responsibility for our actions. Sometimes we will be asked to explain our actions and account for our behaviour. If we cannot, this may cost us a friendship or lose someone else's trust in us. Though we may find ourselves in

complicated situations, being accountable isn't complicated. Being accountable means admitting responsibility for your words or actions.

## How people benefit from being accountable

- People who are not accountable are rarely given responsibility in their lives or their work.
- Accountable people recognise and admit when they make mistakes and thereby often learn from them.
- People who are accountable are put in positions of trust. These positions often pay more money and earn more recognition and respect.

## Being accountable at work

The children's TV programme, Blue Peter, invited their viewers to phone in and try and guess the identity of someone famous from a photograph of their feet. However, there were some technical problems and none of the 14,000 children who rang in could be put through to the set. Each call cost 10p with 3.5p going to Unicef.

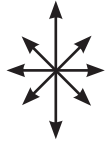
A member of the production team got a girl visiting the set to pretend she was 'calling from London' and told her the correct answer to win a toy. Another parent visiting the set later contacted the BBC to say that she thought this was wrong when so many children had paid for their telephone calls hoping for a chance to win.

The BBC admitted that one of their staff had made a mistake, and that what they had done was wrong and they broadcast an apology to all the children who had called in on the next programme.

The BBC were held accountable for their actions. They had to admit they had made a serious error of judgement and apologise to their young viewers.

What might have happened if they had not been held accountable for their actions? Do you agree that organisations like the BBC should be accountable to their viewers for their actions and decisions? Knowing that they might be held accountable for their actions, what could the member of the production team have done at the time, when the technical problems arose? Could that person's career be affected by that mistake in the future?

## Careers where being accountable would be an asset



- Accountants
- Police Officers
- Politicians
- Health and Safety Inspectors
- Maintenance Engineers
- Journalists
- Doctors
- Surgeons
- Architects
- Civil Engineers



## Words used at work



These words sometimes get used in work in relation to being accountable. Can you work out why?

- Answerable
- Liable
- Making amends
- Honest and direct
- Accurate
- Justify
- Obligated
- Irresponsible
- Let off the hook
- Responsible
- Owning up to
- Evasive
- Admitting
- Believable
- Open book
- Blameless
- Charged with
- Blameless