

Fall Second Packet

Work Experience Students Homework

Name _____

This packet is due by December 1. Turning it in after that will result in losing half credit. Get it done early, turn it in early and relax. Turn it in Early. Late papers must be turned in to Mr. Riche' personally. It is impossible to pass this class without completing the entire packet and turning it in. Turn it in, you need the half credits to pass the class.

In the packet are assignments. Some of these assignments require more than just filling out the papers, they may require you to write a letter or find out information at work. Go through them thoroughly. Failure to complete every assignment will mean you get zero credits. Full packet must be completed!!!! If any assignments are missing, the entire packet is incomplete and will not be accepted.

Answers to the packet must be completed on a separate piece of paper and all answers must be completed in complete sentences.

Timesheets must be turned in every Friday. The timesheet should cover the week prior!!! Continue doing them even during the holidays.

- ✓ 45% of your grade is timesheets, 45% homework packet, 10% class participation
- ✓ Mr. Riche' is at MHS Mondays, Wednesday and Fridays. MSHS Tuesday and Thursday. Come see me at Break!!! I do not write passes to class. Best way of contacting me is timriche@maderausd.org or call 675-4469.

It is important you withdraw from Work Experience with a passing grade so do not get behind in your work. Any problems come see Mr. Riche' ASAP. Monday Wednesday are blue days. Tuesday Thursday are purple. Friday is split

Teamwork Skills

What is the definition of teamwork?

Teamwork is defined as the successful blending of the knowledge and skills of individuals working together towards a common goal. Each worker's interests, opinions, knowledge, and skills are blended together towards the success of the team (or company). Workers with different knowledge and skills working together can create better stores, products, or ways of doing things than just one worker working alone can do. Success equals TEAM — Together Everyone Achieves More!



What are the six steps in the teamwork process?

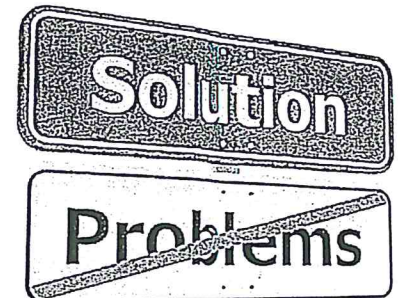
1. **Identify Project.** Team members discuss what is needed to solve the problem such as create a new product, increase customer sales, design a user-friendly store, improve the stockroom layout, or other project.
2. **Analyze Resources.** Team members think about: What do we now have? What do we need? How much money is in the budget? What are the skills of each team member?
3. **Brainstorm Solutions.** Team members think of ideas: How do we create a better product? What are advantages and disadvantages of each idea? What can each team member do to help? During this step, team members exchange ideas, listen, discuss, and blend ideas together.
4. **Select Goal & Objectives.** Decisions are made. Goal (or plan) is created. Objectives (steps to accomplish the goal) are listed. Team members form group working relationships.
5. **Respectfully Work Together.** Team members are assigned tasks to do according to their knowledge and skills. Time lines are set for finish dates. Team members respect and trust each other. Team members participate in positive discussions. Each team member does his or her task.
6. **Evaluate Outcome.** Team members evaluate the project: Did the idea and project succeed? Did the team succeed? Are adjustments needed? What is the next step?

The teamwork process is often described by the 4 words in bold:

- **Forming** — #1 Identify Project — #2 Analyze Resources
- **Storming** — #3 Brainstorm Solutions
- **Norming** — #4 Select Goal & Objectives
- **Performing** — #5 Work Together — #6 Evaluate Outcome

What are the different roles of team members?

- **Leader.** Plans meetings. Leads meetings. Checks team members' progress. Helps team members to perform to their best ability. Keeps team members focused on the tasks and goal.
- **Problem Solver.** Suggests new ideas and ways of doing things. Encourages team members to join in brainstorming solutions. Identifies action steps. Helps team members with problems.
- **Encourager.** Encourages each team member to try his or her best. Keeps enthusiasm (positive attitude) going during problems. Creates a supportive environment for workers to discuss ideas freely.
- **Mediator.** Figures out reason for conflict among team members. Thinks of solutions to keep harmony in the team. Can work well with different types of people. Sensitive to the feelings of others while resolving conflicts.



- **Clarifier.** Listens to team members' conversation and ideas. Asks questions to clarify anything that is confusing. Helps team members clearly see the goal and tasks. Encourages team members to use their knowledge and skills.
- **Organizer.** Keeps team organized and focused on tasks. Takes minutes of the meeting. Maintains any documents needed for the project. Keeps track of time lines for completion of each task. Organizers are the memory of the team.

What questions may an employer ask about my teamwork skills during an interview?

Q: Do you prefer working independently or on a team? Suggested Answer: I am comfortable working as a member of a team and independently. I have experience in completing projects both as a member of a team and as an individual.



Q: Give an example when you were part of a team. What was your role in the team?

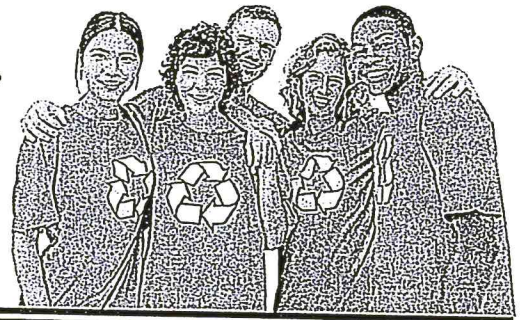
Suggested Answer: I worked as part of a team to help the Drama Department plan and produce the spring play. I also participate on the school's tennis team. My teamwork roles included problem solver, encourager, and clarifier. I enjoy thinking of solutions for the situation. I try to create a supportive, friendly environment for the team members to exchange ideas freely. And, I actively listen to team members, ask questions to clarify anything that is confusing, and help keep the team focused on tasks.

Q: What do you enjoy about teamwork?

Suggested answer: I enjoy working with different types of people and new ideas to reach a goal. I realize that today's work world requires many different people, ideas, skills, and talents pulling together to create the best product or solution

Q: Have you experienced disagreement among team members?

Q: What would you do if you did? Suggested Answer: There are usually some disagreements when working in teams. It is each person's responsibility to get along and perform their duties for the good of the team and goal. I try to respectfully talk to team members with sensitivity to reach a successful compromise.



QUICK CHECK:

1. Define teamwork.
2. Why is teamwork important in the work world?
3. List the 6 steps in the teamwork process with an example of what happens during each step.
4. a) What is another word for goal? b) Define the work "objectives."
5. The teamwork process is often described by what 4 words?
6. List 4 things a team leader will do.
7. List 3 things a team problem solver will do.
8. List 3 things a team encourager will do.
9. List 3 things a team mediator will do.
10. List 3 things a team clarifier will do.
11. List 3 things a team organizer will do.
12. Write down your answer to the following questions about your teamwork skills that you may be asked during a job interview:
 - a) Do you prefer working independently or on a team?
 - b) Give an example when you were part of a team, and what was your role in the team?
 - c) What do you enjoy about teamwork?
 - d) Have you experienced disagreement among team members? What would you do if you did?
13. Together what does Everyone Achieve?
14. a) Write down one team on which you are currently a member. b) How many members are on this team? c) What is the team's goal? d) Of the 6 roles, what is your role on this team?

Answering Phones At Work

How should I answer the phone at work?

Answer promptly — after no more than three rings. Use an introductory phrase (group of words) to identify your company, then yourself such as, “Good morning, ABC Company. This is Jason Jones.” The greeting should have no more than 12 words although some companies will direct you to use lengthy phrases when answering the telephone. For example, “ABC Company. We focus on quality and service. This is Jason Jones. May I help you?”

Answer with a clear, pleasant, friendly voice. Do not rush through the phrase when you answer the phone. Rushed voices sound rude, uninterested, unprofessional. Clear, pleasant voices sound friendly, helpful, relaxed, and professional. Say each word clearly. Do not use any slang words.



Stop your conversations with coworkers when answering the phone. Give the caller your complete attention. If you must complete the conversation with your coworker, answer the phone, introduce your company and yourself, then say to the caller, “One moment please. I’ll be right with you,” and place the caller on hold for no more than one minute. After one minute, check back with the caller and say, “I apologize for the delay. Do you wish to continue holding, or would you prefer that I call you back in a few minutes?” If the caller prefers to be called back, write down the caller’s name and phone number. Do not forget to return the call promptly.

What should I do if I have to answer the phone for a supervisor?

In the work world, it is common for employees to answer supervisors’ phones, take messages, and screen calls (find out who is calling before putting the call through to the person). When answering the phone, use the phrase that the supervisor requests. For example, “Good morning. ABC Company, Shipping Department. Stacy Wright speaking.” Find out from your supervisor if you are to screen his or her calls. If the answer is yes, you must find out who is calling so that you can tell the supervisor before transferring the call to him or her.



To screen a call say, “Who is calling please?,” or “May I tell Mr. Smith who is calling?,” or “May I have your name please?” After you get the caller’s name, say “I’ll see if Mr. Smith is in his office.” **IMPORTANT:** Put the caller on hold, then tell Mr. Smith who is calling. If he wants to take the call, return to the caller and say, “I’ll transfer you to Mr. Smith now. Thank you for waiting.” If he cannot (or does not want to) take the call, return to the caller and say, “Mr. Smith is not in his office. May I take a message?” or “Mr. Smith is in a meeting. May I take a message?” or “Mr. Smith’s line is busy. May I take a message?”

Does that mean that I have to lie at times?

While no one can require you to lie, workers that answer phones need to answer in ways that protect and cover for the company, supervisor, and coworkers. Mr. Smith may be next door at a birthday party for a coworker and wants to spend a few minutes there before returning phone calls. You would not be lying by telling a caller that he is not in his office. The caller does not need to know that an office birthday party is more important than the phone call. Or, Mr. Smith may be preparing a report for his

supervisor. By telling a caller Mr. Smith is not available and taking a message, you are protecting Mr. Smith's time to help him complete the report. Or, if a coworker gets a phone call when taking extra time off for lunch, you should not tell the caller, "He should have been back from lunch 45 minutes ago," or "He never tells me anything so I don't know where he is." Show tact (saying difficult things in a nice way) by saying, "He's out of the office at the present time. May I take a message?"

What important information should I remember when taking messages?

Remember not to make promises since you cannot make your supervisor (or other people) return phone calls. After taking the message, say "I'll give Mr. Smith the message," or "I'll put this message on Mr. Smith's desk," or "I'll give this message to Mr. Smith as soon as he returns." When taking messages —

- Get the caller's name! A good thing to say is "Will you spell your last name for me?"
- Get the caller's phone number with area code! Read back the area code and phone number to verify (check) that you got it correct.
- Write down the date and time the caller called.
- Write down any other information you were able to get from the phone call such as "Mr. Jackson is returning your call," or "Sarah wants to order a different color," or "Tim says that it is important that you reach him as soon as possible. He's at the city hospital," or "Call Robert back by 3 p.m. today — or between 9 a.m. and 11:00 a.m. tomorrow," or "James is out of the office traveling and will return tomorrow morning."
- Write or print the message clearly and sign your name (or initials) to the message so the person who receives the message may ask you questions about the message if needed.



QUICK CHECK:

1. Within how many rings should you answer a telephone at work?
2. a) What 2 things should the introductory phrase identify? b) How many words should the phrase have? c) When might it have more words?
3. a) How do rushed voices sound? b) How do clear, pleasant voices sound?
4. a) What should you do if a phone rings while you are talking with a coworker? b) How long may you place the caller on hold? c) What should you do once the caller has been on hold for this long?
5. What is meant by "screening" calls?
6. a) To screen a call, what should you say? b) After getting the information, what should you do? c) If the call is accepted, what should you do and say? d) If the person cannot or does not want to take the call, what should you do and say?
7. When answering phone calls at work, in which ways will you have to answer?
8. a) What should you not say when answering the phone for a coworker who is late returning from lunch break? b) Do you think this is best for the company? c) Give a reason for your answer.
9. What is tact?
10. a) When taking messages, what should you remember? b) What should you say?
11. List 4 pieces of vital information that are needed on phone messages.
12. a) What should you say to get the name down correctly? b) What should you do after writing down the caller's number?
13. Why should you sign every message?
14. Do you think you would enjoy answering the phone at work? Give a reason for your answer.

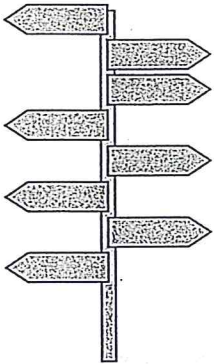
U.S. WORK WORLD CAREER MINI-LESSON



Dreaming Your Future

Directions: Use your own notebook paper as an answer sheet. Write three essays describing what your lifestyle at may be at the following three ages. Write 150 or more words for each essay.

At age 21 —



In an essay of 150 words or more, describe your lifestyle at age 21. What will you be doing — going to college, working, or other? What type of job will you have? How much money will you be earning? In what city will you be living? In what type of housing will you be living? Will you be married? Will you have children? What type of vehicle will you be driving? What type of clothes will you be wearing? What type of recreational activities will you do in your leisure time?

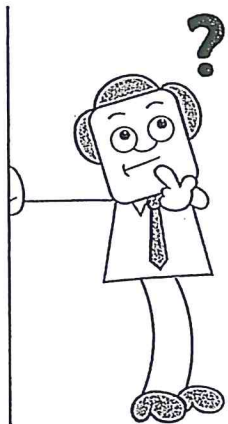
At age 30 —

In an essay of 150 words or more, describe your lifestyle at age 30. In what type of job will you be working? How much money will you be earning? In what city will you be living? In what type of housing will you be living? Will you be married? If so, what is your spouse like? Will you have children? What will your family be like at age 30? What type of vehicle will you be driving? What type of clothes will you wear? What type of recreational activities will you do in your leisure time?



At age 65 —

In an essay of 150 words or more, describe your lifestyle at age 65. Will you be working or will you be retired? How much money will you be earning? In what city will you be living? In what type of housing will you be living? What is your family like at age 65? What type of vehicle will you be driving? What type of clothes will you wear? What type of recreational activities will you do in your leisure time?



Bully At Your Job

What is workplace bullying?

Workplace bullying is **not** a temporary disagreement or conflict at work. Workplace bullying is **not** other kinds of harassment, such as sexual harassment or discrimination, which are focused on the target's race, gender, or disability. Workplace bullying is a long-term psychological mind game that focuses on destroying the target's (worker's) emotions, self-worth, and work abilities with repeated events. The Workplace Bully Institute defines workplace bullying as: Repeated health-harming treatments of a worker (known as the target) by perpetrators (bully who carries out a bad or illegal act) such as: 1) emotional abuse; 2) verbal abuse; 3) offensive behavior that is threatening, humiliating (embarrassing), or intimidating (frightening); 4) workplace sabotage (attempt to damage, ruin, undermine the target's work); or 5) work interference which prevents target from getting work done.



Why do workplace bullies bully? What are the characteristics of targets?

A workplace bully will bully for two reasons: 1) to target workers who are a threat to the bully's power or position; or 2) to further the bully's own agenda (what they want) at the expense of others. *Targets of bullies* tend to be independent workers that bullies want to make subservient (under bully's control). Targets usually have better work skills than bullies. Targets tend to be liked, have better social skills, and even feel sorry for the bully. Targets are honest workers who may try to correct a situation. Targets are usually nonaggressive (do not want to fight back).

How do workplace bullies behave?

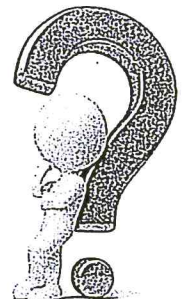
Bullies will: spread rumors or jokes about the target; steal credit for the target's work; withhold or give wrong information to the target that causes a mistake; unfairly blames the target for mistakes; insult or put down the target; block the target's request for training, time off, or promotion; emotionally abuse by blaming, scolding, criticizing the target's work ability usually in front of others; invade the target's privacy by spying or tampering with target's social media, personal belongings, or work equipment.

How can you tell you are a target of a bully?

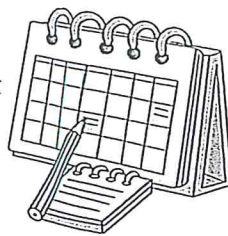
A strong supervisor treats all employees the same to try to get the work done and provides constructive feedback to each employee. Bullies use repeated aggressive behavior to humiliate (embarrass) one target worker. Bullies may: 1) make you feel like throwing up the night before work; 2) cause you high blood pressure, headaches, or depression; 3) make you feel ashamed to tell your friends what is happening at work; 4) make you feel exhausted on your days off with no desire to do anything fun; 4) make you begin to believe that you are responsible for the workplace cruelty. Questions to ask if you think you may be experiencing a bully at work: Would reasonable people consider the behavior unacceptable? Am I spending a lot of time defending my work actions and seeking support from coworkers? Talk to a trusted adult or teacher about the situation if your answers to the questions are "yes."

What Can You Do?

1. **Start to a journal** to document (write down) facts about each bullying incident: date, time, what bully said and did, what you said and did, the result, and persons who witnessed the incident.
2. **Save all emails, written notes, and social media posts** from the bully that are about an incident.



3. **Stay friendly with your coworkers** and avoid being alone with the bully.
Warnings: 1) Do not confront the bully as a group with coworkers since your group might be accused of bullying. Deal with the bully as an individual. 2) Resist the urge to retaliate (attack in return) since it will make you look like a bully.
4. **After documenting seven incidents**, talk to the bully. Try to have a coworker or friend nearby to witness the talk. (1) Describe the offensive behavior and why it is unacceptable to you. (2) Focus on the problem, not the person. Do not say, "You always criticize me." Instead say "When you criticize me in front of customers, I feel that the customer loses confidence in my abilities." (3) Tell the bully that you want the behavior to stop. (4) Document what happened at this conversation: date, time, place, what you said and did; what the bully said and did; the result, and witness's name.
5. **If the bullying continues**, ask for a private meeting with your supervisor (or your supervisor's supervisor if the bully is your supervisor). Tell this person the meeting is about "a sensitive issue."
6. **Take your journal and evidence to the meeting. Important:** Use the bully's name in the meeting. Do not say the word "bully" or call the person a "bully" during the meeting.
7. **Explain the problem calmly and politely.** This supervisor needs to stay neutral (is not automatically on your side) and has not seen the bullying behavior. Keep your behavior professional: calm tone of voice, peaceful body language, and business-like words (no crying, screaming, or impolite words).
8. **Give this supervisor copies (not originals)** of your journal, evidence, and report of trying to talk to the bully. Remain calm and professional when asked questions. The supervisor needs to understand the situation, think over the situation, and decide on an action.



Note: A worker who shows business-like skills handling crisis situations is often selected in the future for a supervisor job. **The consequences of bullying behavior** are verbal warning, written warning, suspension, or termination (firing). If the bullying situation is not resolved, you may: ask a higher supervisor for a meeting to discuss the situation; ask for a job transfer; or start looking for a new job. Remember: 1) your physical and emotional health are more important than a job. 2) Bullies do not change; bullies can only be controlled by a strong supervisor. If there are no strong supervisors at your job, it is best for you to transfer to another department or find a new job with strong supervisors.

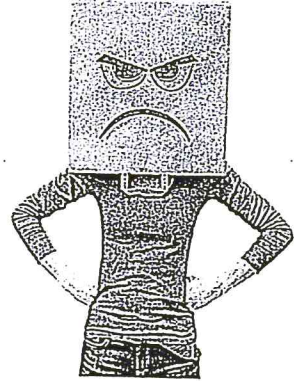
QUICK CHECK:

1. a) What 2 things are **not** workplace bullying?
b) What is workplace bullying? c) List 5 treatments of workers that are better than bullying.
2. For what 2 reasons will bullies bully?
3. List 5 characteristics of most targets.
4. List 5 behaviors of workplace bullies.
5. Explain the difference between a strong supervisor and a workplace bully.
6. a) List 3 ways you can tell if you are a target of a bully. b) List 2 questions you can ask.
7. List 6 facts for each incident to document.
8. What should you save about the incident?
9. List the "warnings" you should follow when dealing with a workplace bully.
10. a) When you talk to the bully, who should be nearby? b) List 4 things to do in the meeting.
11. What should you do if the bullying continues?
12. What do you take to the meeting?
13. What is "important"?
14. a) How should you explain the problem? b) How does your supervisor need to stay? c) List 3 ways to keep your behavior professional.
15. What 3 things should you give this supervisor?
16. How should you remain when asked questions?
17. What may happen to a worker who shows business-like skills in handling crisis situations?
18. List 4 consequences of bullying behavior.
19. What 3 things can you do if the bullying is not resolved?
20. What 2 things should you remember?

Late Again? Causes & Cures

Is lateness common?

Experts estimate that 15% to 20% of people develop habits of chronic (long-term or for years) lateness or tardiness. Chronic tardiness affects all types of people — male, female, wealthy, poor, young, and old, as well as all ethnic groups.



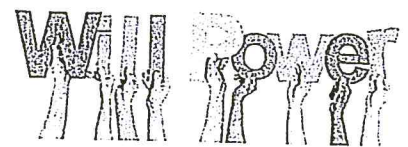
How does chronic tardiness affect a person?

Late-comers to appointments, meetings, and work shifts: 1) Face embarrassment when others, who show up on time, begin to think the person has a problem. 2) Are greeted with unfriendly glances, rolling of eyes, and sarcastic remarks such as, "We're glad you can *finally* join us." 3) Create anxiety (stress) inside themselves thinking of excuses for tardiness: "The traffic held me up." "I could not find my keys." Co-workers become tired of the late-comer's excuses and become tired of doing all the work until the late worker arrives. Psychologists found that people who are always late: a) Score lower on Tests of Empathy (ability to feel what others are feeling and ability to relate to others); Tests of Self-Esteem (feelings of positive self worth); and Tests of Self-Discipline (ability to control one's thoughts and actions). b) Score higher on Tests of Anxiety (feelings of worry, stress, nervousness) and Tests of Distractibility (attention jumps from topic to topic blocking skill of concentration). Tardiness affects the way others see you and the way you see yourself. Chronic tardiness will damage your future work world success.

What causes chronic tardiness?

1) Rationalizing (Fooling Yourself with Excuse Making for Your Lack of Social Skills): The tardy person may blame external events ("The traffic was terrible today"). The tardy person may blame other people ("Wow. I am only 15 minutes late. Why is the boss so angry? He must have an anger problem."). The tardy person may deny the problem ("Hey, we all need to learn how to be flexible"). Rationalization leads you to think that you are a good worker with good social skills when your actions show the opposite to others. **Cure:** Stop trying to fool yourself. Excuse making prevents you from seeing tardiness as your social skills problem and correcting it. People do not believe your frequent and creative excuses anyway. Improve your social skills. Think about what is causing you to be tardy and correct it. Employers fire workers who are frequently tardy. Employers do not give raises and promotions to workers who are frequently tardy.

2) No Self-Discipline: Another word for self-discipline is will power (or power within). Self-discipline gives you the skill to know what you should do, and to do it whether you feel like it or not. Life is a conflict between short-term wants ("I want to smoke" or "I want to party tonight" or "I want to call in sick today") and long-term goals ("My goal is to improve my health" or "My goal is to graduate from college" or "My goal is to get a raise"). **Cure:** Learn self-discipline as one of your work world skills. Self-discipline finds enjoyment in meeting long-term goals. Practice makes perfect. Practice daily acts that focus on goals: refuse to smoke that e-cigarette; get up early to eat a healthy breakfast; study on weekdays and limit parties to weekends; and get enough sleep tonight so that you are ready to work tomorrow. **The road you walk tomorrow will be set by the actions you take today!** Self-discipline helps create a smooth freeway for your work world life.



3) Thrill Seeking. Some people enjoy the rush of adrenaline (chemical the body produces when faced with a stressful situation). The adrenaline rush and stress from running late makes some people feel fully alive, able to think clearer, and super able to put forth energy needed to meet deadlines. Sometimes these people cannot motivate themselves to do a task until the deadline is near. Adrenaline rush and stress do not clear your thinking — they only make you think you are thinking clearer. Adrenaline rush and stress are harmful to a your health (blood pressure and heart) and create unhealthy environments as others feel your stress. **Cure:** A better way to create positive "feel-good" chemicals in your body is to participate in regular exercise programs, tennis, dance classes, yoga, swimming, or workouts. Unhealthy highs drain your emotional skills, mental skills, and your physical skills. Over time, unhealthy highs may create a medical illness or shorten your life.



4) Busy Bee. On the way out the door, you stop to do little jobs (check messages, feed dog, water plants) until you discover you are late to work again. Or, you think that arriving early is a waste of time so you try to squeeze in little jobs before leaving to make use of every minute. **Cure:** Think of idle time before a work shift as valuable time. Studies show that your body's biorhythms (patterns of physical, emotional, and mental activities) work best with short periods of rest before and during a busy day. When you arrive early, you have time to rest, gather your thoughts, plan, and focus so that you are your best self during the day. Also, set your alarm clock one hour earlier so that you can do all those little jobs with time to spare. Figure out what time you need to leave your home. Then at that time, just walk out the door.

5) Planning Fallacy (failure of reasoning skills to estimate time correctly): Some psychologists say that chronic lateness is just people under estimating how long a task (eat breakfast, get dressed, drive to work) will take. "Late-arrivers tend to judge time differently than their punctual (on-time) peers (friends)." says Dr. DeLonzor, author of *Never Be Late Again*. When people were asked to read for 90 seconds, "early birds" stopped before the 90 seconds, but "lateniks" put their book down well after the 90 seconds. In addition, Dr. Conte, psychology professor, found that punctual persons estimated one minute passed in 58 seconds, but relaxed persons estimated one minute passed in 77 seconds. If you have a gap each minute (between estimate and reality) that difference can add up over the day. Planning fallacy is one of the most difficult behavior patterns to change. Do you have planning fallacy? Use the following three exercise to test yourself.

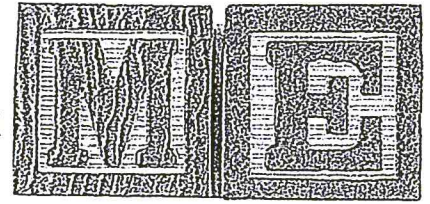
FIRST EXERCISE: a) **Estimate Time:** List the task you need to do during the day, and the time you think each task will take. b) **Actual Time:** Record the start time, finish time, and total time it took to do each task. c) **Your Score:** Write down the amount of time you under estimated or over estimated each task. How accurate are your time planning skills? d) **Practice Makes Perfect:** Do this exercise every day to improve your time planning skills.



SECOND EXERCISE: Psychologists find that it may help planning fallacy to: a) **List the detailed steps** in the task (called "unpacking the task") b) **Estimate the time it will take to do each step.** c) **Add the times together** to reach an accurate total estimate of the time it will take to do the entire task.

THIRD EXERCISE: A recent study found that asking people to mentally picture the task being done by another person caused more realistic estimates about how long the task might take. When estimating the time needed, you might ask yourself, "How long would it take another person to complete this task?"

6) I Don't Care Attitude. Most people are embarrassed by their tardiness and want to improve. A few people have an "I Don't Care" attitude because they: 1) Do not care about the feelings, thoughts, and lives of others, or 2) Like the attention of arriving late, or 3) Want to prove control and power over others by delaying the meeting until they arrive, or 4) Have narcissistic personalities (think they are better than others, and their social skills are self-centered rather than other-centered).



Cure: Workers with "I don't care" attitudes are the last to receive raises and promotions, and the first to be let go (or fired). The "I don't care" attitude will guarantee work world failure in the future. The cure is to care for yourself by doing for others. Understand that you only hurt yourself by an "I don't care" attitude. You hurt your work world future, family relations, friendships, your romances, and your social skills' reputation (opinion of you by others).

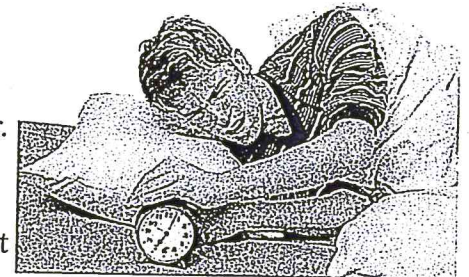
7) Home Situations that may cause tardiness: Young children who need care in the worker's home; Older persons who need care in the worker's home; Abusive situation in the worker's home.

Cure: 1) Talk to your family about the importance of you getting to work on time to make money so that the family has more money to spend. 2) Encourage all to work together to prepare some morning tasks the night before and organize so that there is less pressure to get things done in the morning. 3) Get up one hour early to take care of family responsibilities. Call your employer as soon as you know you will be late.

8) Emotional or Mental Conditions that may cause tardiness: a) Dislike of the job; b) Depression; c) Mental conditions such as ADHD (Attention Deficit Hyperactivity Disorder); d) Anxiety or fear of having anxiety attacks on the way to work; e) Self-Defeating Personality Disorder (person selects to do things to prevent their success). **Cure:** A professional therapist, school counselor, teacher, or parent can help clarify and think of solutions to emotional and mental conditions that cause chronic lateness.

Tips to Prevent Tardiness

- **Reframe Your Thoughts:** Write down all the positives that come with being on time, and how each benefits your social life and career.
- **Snooze and Lose:** Get up when the alarm goes off. Do not hit the "snooze" button. You will need those extra minutes. To wake up: stretch; turn on lights; and splash your face with water. If you cannot wake up, you are going to bed too late.
- **Measure Your Mornings:** How long does it take you to: Shower? Brush teeth? Arrange hair? Prepare lunch? Get dressed? Drive to work? 1) Time each morning task. You may think a shower takes 15 minutes but discover that the real shower time is 30 minutes. 2) Add measured time for each morning task to get the *total time* it takes you to prepare for work. 3) Add 30 extra minutes to *total time* to allow for delays in getting dressed and driving to work. 4) Use this *total time* to figure out the exact time to get up in the morning, and exact time you must walk out the door for work.
- **Post Notes:** Keep notes around to remind you of time. "6:30 Shower Time!" "6:50 Finish breakfast!" "7:35 Leave for work!"
- **Organize:** Get everything ready the night before — position breakfast (and lunch) food for easy reach and prepare, lay out the clothes you will wear, pack your purse or bag with everything you will need, complete tasks that you normally leave for mornings.
- **Create a Launch Pad:** As you go about your daily activities at home, think of items you need to take to work and place them on a table (launch pad) near the door. In addition, as you get ready in the morning, put your phone, wallet, lunch and other items on the launch pad. Then, when you are ready to leave for work, visit the launch pad to pick up everything that you need to take with you.



- **Create a Landing Pad:** When you return home from work, do not leave your phone in one room, your purse or wallet in another room, empty your pockets in another room, and drop your keys somewhere else. Create a landing pad (such as a large bowl on a table) to place all personal items when you arrive home from work.
- **Fill Sinkholes:** Think of what activity eats up time in your morning routine. Is it when you stop to check messages? Is it when you step outside to go for a short walk? Is it your hair care? When you discover a sinkhole, take steps to avoid or fix that time-wasting activity such as; 1) Ignore messages until you arrive at work early; 2) Bring a watch on your walk so that you return on time; 3) Visit a hairstylist for an attractive and easy-care hair style.
- **Enjoy Idle Time:** Reward yourself for arriving early. Bring an e-reader to enjoy. Read your mail. Visit on social media. Or, enjoy a tea (or other beverage) and chit-chat with others who arrive early.
- **See Success.** Imagine you as a punctual (on-time) person. Visualize yourself arriving early and taking time to relax and talk to others before work. Visualize your supervisor and coworkers smiling at you for getting to work early. Imagine others thinking of you as a reliable person who can be trusted. Visualize yourself earning a raise and promotion because of your excellent social and work skills.



QUICK CHECK:

1. a) What percent of people develop habits of chronic lateness? b) Define chronic.
2. List 3 ways that tardiness affects late-comers?
3. Of what 2 things do coworkers tire?
4. People who are always late: a) Score lower on what 3 tests. b) Define empathy. c) Define self-esteem. d) Define self-discipline.
5. Tardy people: a) Score higher on what 2 tests? b) Define anxiety. c) Define distractibility.
6. Define rationalizing.
7. What 3 things may tardy people blame or deny?
8. What does excuse making prevent?
9. What may employers do to tardy workers?
10. What is another word for self-discipline?
11. What skill does self-discipline give to you?
12. a) Life is a conflict between what? b) Give one example of short-term want and long-term goal.
13. By what is the road you walk tomorrow set?
14. a) Define adrenaline. b) What 3 things does running late make some people feel? c) What may stress/adrenaline rushes make you think? d) List 5 examples of healthy highs. e) What 2 things may unhealthy highs create?
15. Describe what a busy bee stops to do.
16. a) What do studies show? b) When you arrive early, what 4 things do you have time to do?
17. a) Define planning fallacy. b) What do some psychologists say?
18. When asked to read: a) When did early birds stop? b) When did lateniks stop? c) What is the most difficult behavior pattern to change?
19. FIRST EXERCISE: Describe the 4 steps.
20. SECOND EXERCISE: Describe the 3 steps.
21. THIRD EXERCISE: What might you ask?
22. List 4 reasons for an "I Don't Care" attitude.
23. Define "narcissistic" personality.
24. What is the cure for an "I Don't Care" attitude?
25. List 5 things you hurt by "I Don't Care" attitude.
26. List 3 cures for home situations that may cause tardiness.
27. How do you Reframe Your Thoughts?
28. Do not hit what button?
29. List the 4 steps to Measure Your Mornings.
30. What is meant by Create a Launch Pad?
31. What is meant by Create a Landing Pad?
32. What is meant by Fill Sinkholes?
33. List 5 things to imagine or visualize.
34. List the 3 cures or tips that you think are the most valuable to help a person end tardiness.
35. Pretend that you are a grocery store manager. In an essay of 50 words or more, describe what you would do to help tardy workers improve.

