

Employment Unit

Blackline Masters

Business-Like Attitudes and Behaviours

✂ -----

Attendance

✂ -----

Consideration

✂ -----

Courtesy

✂ -----

Curiosity

✂ -----

Effort

✂ -----

Honesty

✂ -----

Initiative

✂ -----

Attentive Listening

✂ -----

Motivation

✂ -----

Organization

✂ -----

Punctuality

✂ -----

✂-----

Task Commitment

✂-----

Works Independently

✂-----

<h3>Definitions</h3>

✂-----

- Remains on task without interrupting others
- Able to tackle tasks unsupervised as much as possible without continually asking for assistance or clarification at every turn
- Able to discern when it is appropriate to ask questions
- Attempts to wisely and intelligently solve problems on independently before consulting another for assistance

✂-----

- Remains on task and does not distract others from their work
- Attempts each and every task with a commitment to complete the task

✂-----

- Is prompt and does not leave early

✂-----

- ✂-----
- Prepares for each day by having all of the necessary books and supplies organized prior to the
 - Brings all of the necessary supplies needed for the day
- ✂-----
- Committed to tasks at hand
 - Remains seated until the end of the day and does not stand at the door
 - Does not frequently take washroom or other breaks
- ✂-----
- Is attentive and listens closely when the supervisor or others are speaking
 - Listens attentively while someone else is speaking
 - Responds to instructions carefully and consistently
- ✂-----
- Takes responsibility to see that the job is done and doesn't wait to be told what to do or to get working
- ✂-----
- Completes assigned work without copying others
 - Is trustworthy
- ✂-----
- After an absence, asks what needs to be done
 - Makes arrangements to complete missed work
- ✂-----

- ✂-----
- Desires to find the correct answer or method of doing a task by researching
 - Seeks help or clarification only after own attempt to solve problems
- ✂-----
- Responds in a positive manner to others . Attempt to profit from constructive criticism
 - Diligently completes all tasks without complaining or arguing
 - Does not interrupt others
- ✂-----
- Cleans up work area and puts away supplies and personal belongings before leaving
- ✂-----
- Always comes to work on schedule.
- ✂-----

Business-Like Attitudes and Behaviours Answer Key

Attendance

- Always comes to work on schedule

Consideration

- Cleans up work area and puts away supplies and personal belongings before leaving

Courtesy

- Responds in a positive manner to others.
- Attempts to profit from constructive criticism
- Diligently completes all tasks without complaining or arguing
- Does not interrupt others

Curiosity

- Desires to find the correct answer or method of doing a task by researching
- Seeks help or clarification only after an attempt to solve the problem.

Effort

- After an absence, asks what needs to be done
- Makes arrangements to complete missed work

Honesty

- Completes assigned work without copying others
- Is trustworthy

Initiative

- Takes responsibility to see that the job is done and doesn't wait to be told what to do or to get working

Attentive Listening

- Is attentive when the supervisor or others are speaking
- Listens attentively while someone else is speaking
- Responds to instructions consistently

Motivation

- Committed to tasks at hand.
- Remains seated until the end of the day and does not stand at the door waiting to leave
- Does not frequently take washroom or other breaks

Organization

- Prepares for each day by having all of the necessary books and supplies organized prior to the beginning of the day
- Brings all of the necessary supplies needed for the day

Punctual

- Is prompt and does not leave early

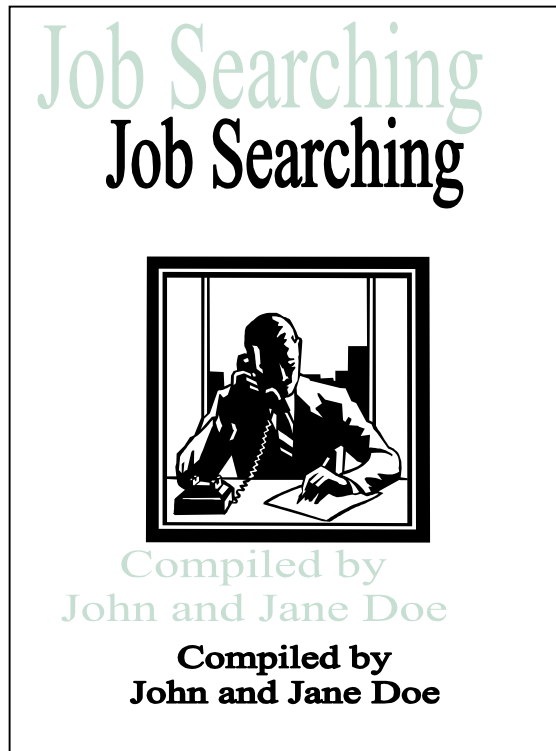
Task Commitment

- Remains on task and does not distract others from their work
- Attempts each and every task with a commitment to complete the task

Works Independently

- Remains on task without interrupting others
- Able to tackle tasks on unsupervised as much as possible without continually asking for assistance or clarification
- Able to discern when it is appropriate to ask questions
- Attempts to wisely and intelligently solve problems before consulting another for assistance

Booklet Layout Example



Library Resources

Testing and Upgrading Yourself

- 1.
- 2.
- 3.

Researching Careers

- 1.
- 2.
- 3.

2

Looking for Job Openings

- 1.
- 2.
- 3.

Identifying Potential Employers

- 1.
- 2.
- 3.

3

Company Research

Company Researched: _____

<i>Prompt</i>	<i>Information</i>
Company Structure	
Products and Services Offered	
Main Offices	
Jobs Available	

Growth Rate in the Past Few Months	
Plans for Expansion	
Major Company Policies	
Tasks and Responsibilites of Offered Jobs	

Opportunities for Advancement	
Other Information	

Cover Letter Overview

Return Address or Personal Letterhead

Date

Company Address

Attention Line/Greeting

Opening Sentence and First Paragraph

- In the first sentence, state, you would like to be considered
- The first paragraph should only be one or two sentences

Second Paragraph

- Sell yourself
- Talk about the best work skill that you have that would be beneficial to the job for which you are applying
- At the beginning of the paragraph, refer the reader to your resume

Third Paragraph

- Talk about your second best work skill

Closing Paragraph

- Request an interview
- Be considerate of your reader's time
- To make it easy for the potential employer to reach you, (provide your phone number and times you are available provide a message number if you do not have a phone)

Salutation

- Use "Yours sincerely," or "Sincerely,"

Signature

- Sign your name above your typed name.

Application Forms: Compare and Contrast Frame

**C
O
M
P
A
R
E**

How were the application forms alike?

**C
O
N
T
R
A
S
T**

How did the application forms differ?

Application Form: Confusing Terms and Questions

[illegible]

Examples of General Interview Questions

1. Tell me something about yourself.
2. What have you done to prepare for this interview?
3. What do you know about this organization?
4. Why do you want to work here?
5. What are your strengths?
6. What are your weaknesses?
7. Why did you leave your last position?
8. What are your salary requirements?
9. How well do you react to children?
10. Why should we hire you instead of someone else?
11. What three words do you feel best describes you?
12. Do you feel yourself to be a team player? Give me an example.
13. What recreational and leisure activities interest you?
14. What did you like about your last position?
15. What did you least like about your last position?
16. Describe two accomplishments of which you are proud.
17. What special skills and abilities can you bring to this position?
18. What subjects did you enjoy at school/college/university?
19. Would you be able to work shifts and on weekends?
20. What would you like to improve about yourself?
21. What are the most important rewards you expect in your working career?
22. How long do you see yourself working in this organization?
23. Why didn't you finish school?
24. What has been one of your greatest challenges?

25. How would you rate your punctuality and attendance in past positions?
26. Why have you changed jobs so many times?
27. Where do you see yourself in five years?
28. What are your short-term goals?
29. What are your long-term goals?
30. What is your opinion of your last boss?
31. You appear to be overqualified for this position. Why are you applying?
32. How would your co-workers describe you?
33. How well do you perform in stressful situations? Give me an example.

List from: Tessier, Angela. The Job Seeker's Handbook: A Supporting Guide for Literacy Practitioners.
Winnipeg: Employment Projects for Women Inc., 1997.

Example Acceptance of Offer

Return Address or Personal Letterhead

Date

Company Address including the person to whom you are writing

Salutation

Paragraph 1

State acceptance of job title and name of company
State the terms and conditions that were offered
State something about the duties to which you will be assigned

Paragraph 2

If having to relocate restate what was said in your interview regarding this process
If a physical exam is required, include this

Paragraph 3

State that you are looking forward to your future with the company name
State when and at what time you will be reporting for work

Complimentary Close

Written Signature

Your Name, Typed

Example Rejection of Offer

Return Address or Personal Letterhead

Date

Company Address including the person to whom you are writing

Salutation

Paragraph 1

State the position for which you are rejecting the offer
and the company name

Thank them for the employment offer

State that you are unable to accept the offer and why

Paragraph 2

Thank them for the interview to discuss career possibilities

State that it was a difficult decision

Closing

Written Signature

Your Name, Typed

Pay Stub Deductions

Deduction	What is it?	Why is it deducted?
CPP		
EI		
Vacation		
Income tax		
Union dues		
Charitable Donations		
Pension Contribution		
Benefits:		
Health		

Dental		
Eyes		
LTD		
STD		
Group Life		
Prescriptions		
RRSP		
RESP		

Telephone Scenario Outline

Call Scenario

The purpose of this call is to speak with a particular employee of an organization regarding some matter of importance. Call and give your name and the organization from where you are calling. Ask to speak to a particular person. The person will not be available at that time. Leave a message as to the nature of your call and say whether or not you will call again or if you would like the person to whom you wish to speak to return your call. If you would like the person to return your call, remember to leave your phone number.

Call Scenario

The purpose of this call is to obtain the name and correct title of the hiring authority. Call and give your name to the person who answers the phone. Ask for the department and name of the manager or hiring authority. The person on the other end may agree or disagree to give you the information you seek. If the person agrees, ask for the correct spelling of the name and title. Be sure to thank the person for his/her time and say goodbye.

Call Scenario

The purpose of this call is to make an appointment with someone. Call and give your name. Name the person with whom you would like to make an appointment. State the reason for the appointment and times you are available for the appointment. Thank the person for his/her time and say goodbye.

Call Scenario

The purpose of this call is to register a complaint. Call and give your name and, if relevant, the name of the organization you represent. Ask to speak to the department head of the offending company. The department head will not be available. Leave a message with the person who answers the phone as to the nature of your call and state how you may be reached.

Call Scenario

The purpose of this call is to make an order for supplies. Call and give your name and the organization from where you are calling. State the items and item numbers of the supplies you wish to order. State the method of payment (Visa, MasterCard, Purchase Order Number, etc.). If the person taking your order does not give you a possible delivery date, ask when the supplies could be delivered. Thank the person and say goodbye.

Message Frame

Date: _____ Time: _____

To: _____

WHILE YOU WERE OUT

Name: _____

From: _____

Telephone: _____

Telephone		Please Call	
Called to See You		Will Call Again	
Wants to See You		Returned Your Call	

Message: _____

Operator: _____ Urgent ☐

Weekly Schedule

Time	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
06:00							
06:15							
06:30							
06:45							
07:00							
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Professional Development and Training Opportunities

My Area of Interest: _____

Opportunity	Where Offered	When Offered	Cost

Listening and Following Directions

Instructions for the Teacher

- 1) Give each student a copy of the grid paper provided.
- 2) Read the following directions to the students and have them perform the tasks as you read.
- 3) Read each direction once only.
- 4) A copy of the completed assignment is included.

Directions:

- In the upper left-hand corner of the grid, using one cell for each letter, print your first name in upper case.
- Letter from left to right the columns across the top of the grid.
- Number the rows down the left-hand side of the grid.
- In cell (D, 18), print an upper case letter "L".
- Shade in cells (E, 5), (F, 5), and (G, 5), cells (I, 5), (J, 5), and (K, 5), and cells (P, 5), (Q, 5), and (R, 5).
- Print an upside-down upper case "G" in cell (M, 14).
- Draw a picture of your eye in cell (F, 19).
- Print an upside-down upper case "D" in cell (J, 14).
- Shade in cells (E, 9), (F, 9), and (G, 9), cells (I, 9), (J, 9), and (K, 9), and cell (P, 9) and (R, 9).
- Print an upper case "R" in cell (R, 25).
- Draw two circles, one in cell (K, 14) and one in cell (L, 14).
- Shade in cells (F, 6), (F, 7), and (F, 8).
- Print a lower case "e" in cells (P, 24) and (L, 22).
- Shade in cells (I, 7), (J, 7), and (K, 7).
- Shade in cells (P, 6), (P, 7), and (P, 8), and cells (R, 6), (R, 7), and (R, 8).
- Using the three horizontal parallel bars, shade in two more cells to make the letter "S".
- Draw an addition sign in cell (J, 21).
- Shade in cell (Q, 7).
- Print an upper case "S" in cell (H, 20).
- Print an upper case "N" in cell (N, 23).
- Draw a happy face in the cell in the bottom right-hand corner.
- Hand in the finished product to your teacher.

Listening Grid

A full page of blank graph paper. The grid consists of small squares formed by thin black lines. There are 20 columns and 20 rows of squares, creating a total area of 400 small squares. The grid covers the entire page except for a narrow margin at the top.

Listening Grid (finished)

NOTE: Numbers have not been placed over the columns and beside the rows. This was also a part of the assignment.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
1	T	E	R	E	S	A														
2																				
3																				
4																				
5																				
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Reading and Following Directions

Can You Follow Directions?

3 Minute Time Test

1. Read everything before doing anything else.
2. Print your name in the upper right-hand corner of this paper.
3. Circle the word name in sentence two.
4. Draw five small squares in the upper left-hand corner of this paper.
5. Call your first name out loud.
6. Write your name under the title of this paper.
7. After the title write, "Yes", "Yes", "Yes".
8. Draw a circle around sentence number five.
9. Put an "X" in the lower left-hand corner of this paper.
10. Draw a triangle around the "X" you just put down.
11. Loudly call out your last name when you reach this point in the test.
12. On the margin of this paper, multiply 66 by 7.
13. Draw a rectangle around the word "paper" in sentence number 4.
14. If you think you have followed directions carefully to this point, call out "I HAVE".
15. On the margin of this paper, add 89 and 98.
16. Count in your normal speaking voice from 10 to 1 backwards.
17. Punch three holes in the top of this paper with your pencil point.
18. Underline all even numbers on the side of this page.
19. Say out loud, "I AM NEARLY FINISHED. I HAVE FOLLOWED DIRECTIONS."
20. Now that you have finished reading carefully as instructed in sentence number 1, do ONLY sentence number 2.

Reading and Following Directions on Computer

Can You Follow Directions? Three Minute Timed Test

1. Read everything before doing anything.
2. **Launch** Microsoft Word 97 (start the program).
3. **Type** your name in the upper right-hand corner of the new document.
4. On the document, **place** the date.
5. **Centre** your name as the title of the document.
6. **Type** two sentences regarding your feelings at this moment in time.
7. After this is complete, **shout** to your teacher, "I did it!"
8. **Underline** your name.
9. **Save** the document as Assignment #1.
10. **Copy** and **paste** your name to the bottom of your document.
11. Loudly **call out** to your classmates, "I've learned how to copy and paste."
12. **Change** the fonts and the size of the letters to your preference.
13. **Italicise** and **bold** both your name and address .
14. **Insert** three bullets in the centre of your document.
15. **Say** to your instructor, "I am nearly finished. I am almost ready for coffee break."
16. Now that you have finished reading carefully as instructed in sentence number 1, do only sentence number 2 and 3 and print it for your teacher.

Listening and Following Directions on Computer

Instructions for the Teacher:

1. Seat the students at the computers.
2. Read the following set of directions and have the students perform the tasks as you read.
3. Give time for the students to perform the tasks between each reading of the directions.

1. **Start** the Microsoft Word 97 program.
2. **Type** your name in the upper left-hand corner of the document.
3. **Type** the date in the upper right-hand corner of the document.
4. **Strike** the enter key twice.
5. **Type** the title "I Am A Good Listener."
6. **Strike** the enter key twice.
7. **Type** two reasons why you think you are a good listener, pressing the enter key after each reason.
8. Put **bullets** in front of each of the two reasons.
9. **Centre** the title.
10. **Underline** the title.
11. **Bold** the title.
12. Change the **font size** and **style** of the title to your preference.
13. **Italicize** your name.
14. **Print** your finished document.
15. **Submit** your document to the teacher.

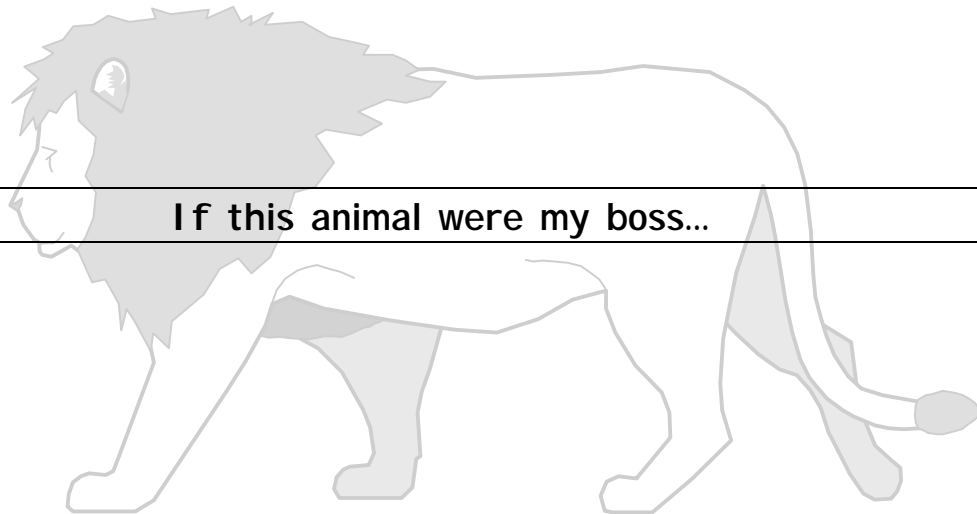
Note: Depending on the computer skills on which the class is working, these directions may be altered.

Animal Research Handout - Example

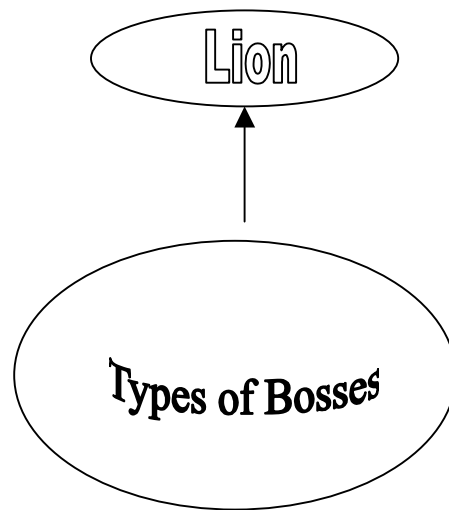
Predictions About Animal Habits/Behaviours/Characteristics

Animal Research Information

If this animal were my boss...



Mapping the Story



Bosses Compare and Contrast Frame

COMPARE

In researching _____, I found the research and the article to be alike....

CONTRAST

I found the research and the article to be different....

CONCLUDE

Therefore, our group concludes that....

More Bosses in Action

Situation:

You are working at a service desk in a large store. It is the store policy for the manager to sign the refund slip for any refund over \$50.00. A customer had just returned an item that was \$52.45. You had paged for the manager and called the manager's office with no response. The customer was getting agitated with the wait, so you decided to issue the refund. The manager walks by shortly thereafter. You explain the situation and ask the manager to sign the refund slip. The manager is not pleased.

Situation:

You are working as a construction worker for a large construction company. It is summertime, the busiest season in the construction industry. Your brother had called you the night before with the news that he was going to be married in three weeks time. The wedding was to be in Halifax and you live in Winnipeg. In order to get there in time for the Friday night wedding, you would have to leave on the Thursday prior. This would mean that you would have to miss three days of work during the busy season. You approach your boss about getting the time off, and your boss is not happy.

Situation:

You are working as an administrative assistant for a consulting firm. You have had a hectic day between answering the phone, looking after clients, filing, and preparing for a large promotional mailing that you are to have in the mail by 4:00 that afternoon. You feel you are running on schedule and everything is going well when you notice that you have stamped the firm's return address upside down on all of the envelopes. The firm for which you work is fairly new and runs on a tight budget. You know that your boss likes things to look very professional. You show your boss the mistake.

Situation:

You are a long-haul truck driver working for a very competitive trucking company. You have been running for the past 28 hours. It is the middle of a very black night, in the Rocky Mountains. Your head is bobbing, and your eyelids feel like lead weights are attached to them. You decide to pull over and take a short nap before an accident happens. You are late with your delivery by three hours. Your boss is extremely money conscious and three hours has just cost the company money.

