

Employability Skills:

#2 Enthusiasm and Attitude

Standard 1 Demonstrate employability skills required by business and industry.

Modified from "Enthusiasm and Attitude." Office of Disability Employment Policy, U.S. Department of Labor, www.dol.gov/odep/topics/youth/softskills/Enthusiasm.pdf.

Warm-Up:

- What is a positive attitude?
- What does a positive attitude "look" like to others?
- What is a negative attitude?
- What does a negative attitude "look" like to others?

Opening:

Scan the QR code to watch a video while responding to the following prompts:



1. At 1: 03- List 3 things that may be causing a NEGATIVE first impression on the woman as he enters the room:
2. At 2:03 -List three things that may be causing a POSITIVE first impression on the woman as he enters the room:
3. At 3:05 -What are some indicators of a positive attitude and enthusiasm?
 - Dress appropriately
 - Be on time
 - Smile
 - Make good eye contact
 - All of the above

While you read, highlight (at least 3) sentences that seem important or catch your attention.

Enthusiasm and Attitude

What is the difference between “You’re hired!” and “Thank you for your interest, but...”? In a word: enthusiasm. Enthusiasm can mean the difference in not just getting a job, but succeeding in a job and even advancing in your career. A positive and enthusiastic attitude is a critical component of workplace success.

Having a positive attitude in the workplace can help with potential promotions. Employers promote employees who not only produce, but also motivate others in the workplace.

Audio version



When employers look at prospective candidates, beyond skills, experience, and training, they look for those who demonstrate enthusiasm - those they believe will complete assigned tasks in an upbeat and cooperative manner. All other things being equal, a candidate who can demonstrate a positive attitude and eagerness to tackle the job will have an advantage over one who displays an attitude viewed by the employer as negative or disinterested. In fact, many employers would rather provide job skills training to an enthusiastic but inexperienced worker than hire someone with perfect qualifications but a less-than-positive attitude. Managers sometimes worry that this type of person will not get along with supervisors and co-workers, treat customers disrespectfully, and not put much effort into his or her work. On the other hand, employees who are viewed as enthusiastic are known to provide good customer service, resolve interpersonal conflict effectively, and work productively with others.

There are many ways in which an individual might demonstrate enthusiasm in the workplace. For example, in a job interview, he or she might smile, sit up straight, make eye contact, and discuss training and work experiences in an upbeat manner. Once hired into a position, an enthusiastic employee will typically show up on time, show interest in his or her job, and demonstrate a willingness to listen, learn, and try new things. In customer service settings, an enthusiastic employee will approach customers proactively and offer assistance or seek out tasks and projects when there is down time. This positive attitude helps employees go above and beyond to get along with co-workers and managers - even difficult ones - and respond to constructive criticism with maturity and willingness to improve. Overall, an employee with enthusiasm comes across as someone who wants to be at work and who is willing to do what it takes to get the job done.

Comprehension Questions:

1. What are some benefits to hiring employees with positive attitudes? How can an employee with a positive attitude be an asset to an employer?
2. What are some risks to hiring employees with negative attitudes?
3. What are some ways YOU can show enthusiasm in your workspaces?

Work Session:

Activity 1: PMA

“PMA, or Positive Mental Attitude, is one’s ability to maintain the belief that he or she can transform or change a tough situation into something better” (36).

“Developing a positive attitude starts from learning to believe in one’s self” (36).

Complete these prompts:

1. I am thankful for _____
2. Other people compliment me on my ability to _____
3. Something I would like other people to know about me is _____
4. I feel really good about myself when _____
5. I am proud of my ability to _____

Respond: How can the above statements help you maintain a positive attitude during difficult times?

Activity 2: Hard Knocks

Watch this video 



Respond: How/why can failure be your “best friend?” What can you learn from failure?

Activity 3: Features and Benefits

<p>“Marketing executives translate features to benefits...to sell products and services...” (53)</p> <p>The newest Iphone has a stronger battery (feature), which means the phone doesn’t have to be charged as frequently or as long (benefit).</p> <p>“Features tell...benefits sell” (53).</p>	<p><i>Factors in getting or losing a job.</i></p> <p>40% Attitude 25% Image and appearance 25% Communication skills 10% Job skills</p>
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Complete the chart below:

List some of your positive personality traits below:	How can each trait be a benefit to an employer?
Example: Honest	Can be counted on to do the right thing

Closing/Formative Assessment:

You are applying for a job. Write a paragraph (minimum of 5 sentences) to introduce yourself to the employer. Incorporate your features and how they can benefit the employer and be sure to convey a positive attitude.

Extension/Enrichment:

Read this article



According to the article, how can a person develop a positive attitude?