
On the Job



ASSESSMENT ONE:

- **Knowledge**

- T / F It is illegal for employers to require employees to wear a uniform.
- T / F There are federal and state laws that protect workers from unjust working conditions, and a specific section with special rules for working minors.
- T / F Employees are a reflection of the company they work for, so employers want to keep employees who look good.

- **Comprehension**

- After reading the *On the Job* teen guide, discuss in a brief paragraph the three most important aspects of workplace communication.
- Give at least three examples of why it is important to stay healthy in the work place.

- **Application**

- Write down a possible conflict that could happen on the job. Draw a comic strip of your favorite character responding to this conflict. If there is more than one way to respond, then draw another comic strip.

- **Analysis**

- After completing “My Behavior Assessment” in the *On the Job* teen guide, analyze your results by identifying your three strongest and your three weakest areas. How can your stronger behaviors help build your weak behaviors? Why is it important to improve the weak behaviors?

- **Synthesis**

- Create an informational poster for teens explaining what active listening is and why it is important in the work place. Give at least five tips on how to be an active listener.

- **Evaluation**

- What does professional job etiquette mean to you? Put yourself in the shoes of an employer and consider how you would want employees to behave while at work. Write a paragraph explaining your feelings.

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ANSWER KEY FOR ASSESSMENT ONE:

- **Knowledge**

- o FALSE As long as employers are not discriminating against race or sex, it is legal for employers to require employees wear a uniform.
- o TRUE There are federal and state laws that protect workers from unjust working conditions, and a specific section with special rules for working minors.
- o TRUE Employees are a reflection of the company they work for, so employers want to keep employees who look good.

- **Comprehension** (answers will vary, these are some possible answers)

- o The three most important aspects of workplace communication are probably good listening skills, positive body language, and appropriate subject. Listening carefully so that you understand what is being said can help you build relationships and be successful at your job. Body language says as much as, if not more than, words. The tone of your voice, look in your eyes, posture, and facial expressions are all good examples of nonverbal communication. When you are on the job, keep personal stuff to yourself, even if you work with your friends.
- o Health can affect:
 - ◆ Work quality
 - ◆ Job satisfaction
 - ◆ Energy levels
 - ◆ Feelings of self-confidence
 - ◆ Feelings of self-satisfaction

- **Application**

- o Problems that commonly arise in the workplace include:
 - ◆ incompatible work styles and/or personalities
 - ◆ extreme competitiveness
 - ◆ feeling unappreciated or undermined by supervisors
 - ◆ peer pressure
 - ◆ bullying
 - ◆ hostility
 - ◆ gossip
- o The key to quickly and peacefully solving a lot of conflict in the workplace is communication. An employee with a problem should first try to speak directly with

- **Application (continued)**

the person (people) involved. If nothing is resolved that way, the employee should then take the problem to his/her immediate supervisor. If the supervisor is unable to help, or if the conflict is with the supervisor, it is then appropriate to contact the organization's human resource department. Supervisors and coworkers respect employees who deal with conflict as discreetly and professionally as possible. No matter what the conflict is, an employee should never discuss it with coworkers who are not involved. Not only can this damage relationships with coworkers, it can also magnify a problem that may have started out as a small issue and turn it into a much bigger, uncomfortable situation.

- **Analysis**

- o Does the teen provide logical reasons and explanations for their response?
- o Does the teen provide a cohesive analyses of their three weakest and three strongest behaviors?

- **Synthesis**

- o A person can show someone they are actively listening by:
 - ◆ looking at them and not interrupting them while they are speaking.
 - ◆ ignoring outside distractions.
 - ◆ asking questions about, repeating, or rephrasing what was heard.
 - ◆ responding in an interested way to let the speaker know they were understood.
- o Additional active listening tips include:
 - ◆ trying to understand the meaning behind the words being spoken (“reading between the lines” and observing nonverbal cues).
 - ◆ not controlling the conversation and letting others speak without interruption.
 - ◆ not reacting to emotional words, and instead trying to understand their purpose.
 - ◆ understanding fully what is being said before passing judgment.
 - ◆ trying to be objective rather than getting defensive about what is said.

- **Evaluation**

- o Does the teen provide logical reasons and explanations for their response?

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ASSESSMENT TWO:

Things I picked up:

	Before doing the <i>On the Job Unit</i>			After doing the <i>On the Job Unit</i>		
	Not at All	A Little	Pretty Well	Not at All	A Little	Pretty Well
I know how to appropriately communicate at a workplace.						
I know most of the traits an employer looks for in a good employee.						
I understand what not to wear to a place of work.						

Fact or Fiction?

	Before doing the <i>On the Job Unit</i>			After doing the <i>On the Job Unit</i>		
	Fact	Fiction	Not Sure	Fact	Fiction	Not Sure
It is okay to text message while at work.						
If a store does not have a uniform for their employees, it means they can dress however they want.						
All employers must provide their workers with at least the federal minimum wage.						
Working teens can be hired to do any job an adult can do.						
Communication is more than just what you say.						



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1. These are some things I liked most about this Teen Guide and Activities:

2. The most important things I learned are:

3. I will use what I learned by:

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ANSWER KEY FOR ASSESSMENT TWO:

Fact or Fiction?

	Fact	Fiction
It is okay to text message while at work.		X
If a store does not have a uniform for their employees, it means they can dress however they want.		X
All employers must provide their workers with at least the federal minimum wage.		X
Working teens can be hired to do any job an adult can do.		X
Communication is more than just what you say.	X	