

Behaviour and attitude in the workplace

Name

Centre

When you're at work you have to be ready to make the right impression:

- as an employee or colleague
- on your employer or your customers

Your behaviour and attitudes can make all the difference. Learn about the kinds of workplace behaviour that will help you get on, by thinking about the examples of **appropriate** and **inappropriate behaviour** in the lists below:

| + | - |
|---|---|
| having a positive attitude to your work | being negative about your work |
| being keen to learn | not being interested in learning |
| being punctual and attending regularly | not being on time and taking time off |
| dressing appropriately | not bothering about how you look |
| being a good team member, working cooperatively with others | not being a good team member, not cooperating with others |
| having self respect | discriminating against others |
| understanding and respecting the roles and | inappropriate use of language, not respecting the |
| considering other people's feelings | not caring about other people's feelings |
| being friendly and helpful to customers | being negative and unhelpful to customers |

Now identify **two** examples of **appropriate** behaviour, explain how they might affect your job and show how they might benefit you and your employer:

| Type of behaviour or attitude | the effect it could have on my job | benefits to me | benefits to my employer |
|-------------------------------|------------------------------------|----------------|-------------------------|
| | | | |
| | | | |

Now identify **two** examples of **inappropriate** behaviour, explain how they might affect your job and show the impact they might have:

| | |
|---|--|
| Type of behaviour or attitude | |
| the effect it could have on my job | |
| impact on me | |
| impact on my employer | |
| impact on my colleagues | |
| impact on customers | |

| | |
|---|--|
| Type of behaviour or attitude | |
| the effect it could have on my job | |
| impact on me | |
| impact on my employer | |
| impact on my colleagues | |
| impact on customers | |