Demonstrating a Positive Attitude

Lesson 450, Part One

Workforce Development

Workforce Development

Lesson 450 Demonstrating a Positive Attitude, Part One

WFD4450-1

Published by Pace Learning Systems, Inc., Tuscaloosa, Alabama. Copyright © 2024 by Pace Learning Systems, Inc. All Rights Reserved. Printed in the U.S.A. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise, without the prior written permission of the publisher.

To the Student

In Lesson 450, *Demonstrating a Positive Attitude,* you will learn how to show a positive attitude in the workplace. When you finish this lesson, you will be able to answer the following questions:

- Why is a positive attitude important in the workplace?
- How do I show a positive attitude at work?
- How does attitude at work affect my relationships with my supervisor or coworkers?
- How can a negative attitude contribute to problems at work?
- How can a positive attitude help me solve problems at work?

This lesson is divided into numbered parts called Frames. Within these Frames, you will answer many questions about demonstrating a positive attitude. Write your answers to these questions on a separate sheet of paper. Then look at the top of the next page in the lesson to check your answers.

Some answer blanks may be filled with more than one word. The wording of your answer may vary from the answer in the lesson. Be sure to answer each question. If you use the lesson in this way, you will learn how to demonstrate a positive attitude at work.

Some words in the lesson will be followed by this symbol: *. This symbol shows that the word is listed in the Glossary at the end of the lesson. The Glossary will show you how to pronounce the word and what the word means.

After certain Frames in the lesson, you will see this sign:

The information that follows will direct you to complete a lesson worksheet. You should finish the worksheet before continuing the lesson.

NOTE: This book contains Part One of Lesson 450. When you complete this part, you will continue to Part Two of Lesson 450. Part Two contains the Practice Test for Lesson 450.

If you do not understand how to use this lesson or if you need help with certain Frames, ask your Instructor.

Now turn the page and begin.

1. Shirley is part of a landscaping crew. She works well with the other people in her crew. They do a good job together. When Shirley finishes a job, she is proud of her good work.

   Shirley says, “Customers depend on us. My home is important to me. When people work there, I expect them to take time and care with their work. I treat my customers the way I want to be treated.”

---

2. Shirley is a successful employee*. She benefits the company she works for by demonstrating a positive* attitude*.

   Your attitude is the way you feel about or what you think about something. When you demonstrate a **positive attitude**, you show that you care. You show that what you care about is worth your time and attention.

Why is a positive attitude important in the workplace?

3. Shirley knows that customers depend on her to make their homes attractive*. She knows her work is important to her employer* and her coworkers*. Shirley has a positive _____ toward her job. Shirley cares about her job.

   Caring about your job is called **job commitment***.

answers to previous page

3. attitude

---

4. Shirley does her best work every day. She works well with other members of her crew. She follows the directions of her supervisor*. Her work pleases customers. She shows that the work she does is worth her time and _____. She does her part to complete tasks effectively*.

   When you complete a task effectively, you complete it properly and on time.

---

5. Shirley's behavior at work demonstrates her job _____ every day. Her behavior shows that she has a strong work ethic*.

   People with a **strong work ethic** believe that work is an important part of life. They value doing a good job for themselves and their employers.

   As part of her strong work ethic, Shirley has a positive _____ toward her job. She has a positive _____ toward everyone at work. She does her part to complete _____ effectively.

---

6. In the world of work, people have certain expectations*. As an employee, you expect pay for your work. Your employer, your coworkers, and customers expect you to meet your responsibilities* at work. They expect that you demonstrate a strong work _____. By meeting one another 's expectations at work, people build positive working relationships*.

answers to previous page

4. attention
5. commitment; attitude; attitude; tasks
6. ethic

---

7. Employees who demonstrate a positive attitude build and support positive working _____. They help work go smoothly. They help to create* a positive, pleasant work environment*.

   In the workplace, you must work with other employees to complete _____. Employees are a team, and each member of the team is expected to fulfill their _____. By having a _____ attitude at work, you help the team succeed. You demonstrate a strong _____. Your job _____ increases your value as an employee.

---

8. Emily has started a new job at a seafood market. She will work for a three-month training period.

   A **training**, or **probationary***, **period** is the length of time a new employee must work in a job before being hired as a permanent* employee.

   In her job, Emily has several responsibilities. She works with many people. Emily wants to do her job well. She says to her supervisor, “I am going to try hard to remember everything. I don’t want to make a mistake and make a customer angry. I don’t want to hinder* the other employees by working too slowly.”

   Emily’s supervisor replies, “Your positive attitude helps a lot. You sometimes serve customers slowly, but you always apologize when they must wait. You are polite and friendly. And, you are getting faster. I can tell that you are working to learn this job. Your coworkers notice, too.”

answers to previous page

7. relationships; tasks; responsibilities; positive; work ethic; commitment

---

9. Emily shows her _____ attitude in several ways. First, she tries to serve _____ well. She is polite and _____ toward them. Because Emily is new to her job, she sometimes works slowly. However, she _____ when customers must wait.

---

10. Emily shows a positive _____ toward coworkers. She tries to learn her tasks quickly so that she will not hinder her coworkers. Emily's coworkers notice that she works hard to do a good job. They notice when she learns to complete _____ more quickly.

    Emily does her part to help work go _____. She does her part to create a positive, pleasant work _____.

---

11. Emily shows a positive attitude toward her supervisor. She talks with him about her progress at her new job. She expresses concern about areas in which she must improve.

    Emily's _____ sees that she cares about her job. He encourages Emily. He tells her that a positive _____ is important. He considers Emily a valuable _____ because she has a strong work _____.

    Emily's positive attitude will help her succeed in her job. She is likely to be hired permanently at the end of her _____ period.

answers to previous page

9. positive; customers; friendly; apologizes
10. attitude; tasks; smoothly; environment
11. supervisor; attitude; employee; ethic; training **or** probationary

---

12. Demonstrating a positive attitude is an important part of an employee's job performance*. Your supervisor will consider your attitude when completing your performance review or performance evaluation*.

    A **performance evaluation** or **performance review** is the employer's examination and judgment* of an employee's work. It is usually presented officially in writing. It is usually discussed in a meeting between the employee and his or her supervisor.

    Showing a positive attitude will help you to receive a good performance evaluation. A good evaluation may result in a promotion* or in a pay raise.

---

13. Your supervisor may put a copy of your performance _____ in your personnel* file, or employee record.

    A **personnel file**, or **employee record**, contains information about an employee's work performance and work habits.

    The information in your personnel file is evidence of your value as an employee. If you are regularly at work when you are scheduled*, this information may appear in your personnel _____. If you do work of high quality, your supervisor may make a note of this fact in your _____ file.

    Other ways in which you show a positive attitude may also be included in your _____.

answers to previous page

13. evaluation **or** review; file; personnel; personnel file **or** employee record

---

14. In your personnel file, information about how you show a positive attitude is evidence of your _____ as an employee.

If you fail to show a positive attitude, it decreases your _____ as an employee. Your supervisor may give you a formal* warning if you show a negative attitude.

A **formal warning** is a notice to an employee, usually in writing. The notice advises the employee to improve a certain work habit or stop a certain behavior. The employer will take action if the employee fails to improve the work habit or stop the behavior.

Formal warnings can result in a poor performance evaluation. If you do receive a formal _____, talk with your supervisor. Ask your supervisor for feedback.

Feedback is a person's response to your question or comment. When you ask your supervisor for feedback, you ask for his or her opinions and suggestions about your work.

Show that you care about your job by doing what your supervisor advises. Show that you care about your job by demonstrating a _____ attitude.

answers to previous page

14. value; value; warning; positive

---

15. Your employer expects you to show a strong _____. Your employer expects you to show that you have _____ commitment. Your employer expects you to demonstrate a positive _____ toward your work and toward everyone at work. When you meet these expectations, you increase your _____ as an employee. You are likely to succeed at your job.

You are now ready to complete Worksheet 450A, "The Importance of a Positive Attitude." When you finish the worksheet, go to Frame 16 and continue this lesson.

How do I show a positive attitude at work?

16. Having a positive attitude will help work go smoothly. Having a positive attitude will help to establish a pleasant work environment. It will help you maintain* a positive working _____ with others.

Employees who demonstrate a positive attitude are:

- Respectful*
- Friendly
- Cooperative*
- Accepting of criticism*
- Dependable
- Ready to take initiative*

Pace Learning Systems

Nothing Teaches Like Success®

End of Lesson Sample

We appreciate your interest!

Contact Pace Learning Systems for more information or to request a phyiscal sample of the complete lesson booklet.

For more information on the curriculum that contains this lesson, visit us online or contact us any time.

800-826-7223
info@pacelearning.com