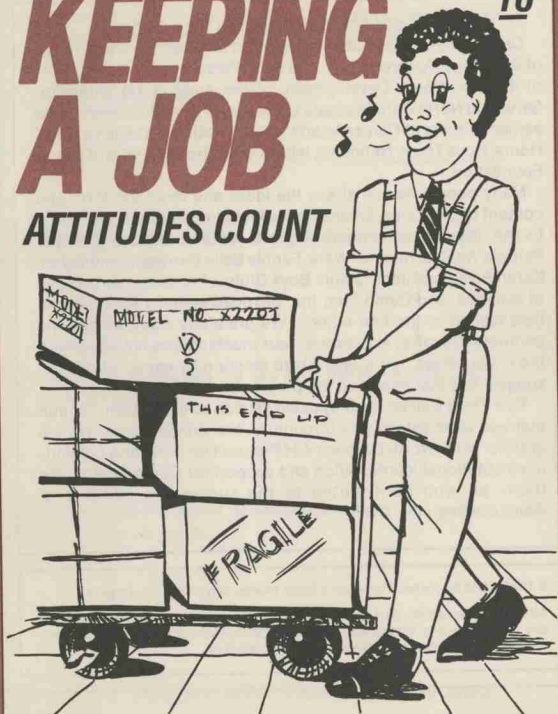


KEEPING A JOB

10

ATTITUDES COUNT



Luther B. Otto
Vaughn R. A. Call



CareerSmarts

Preface and Acknowledgments (Third Edition)

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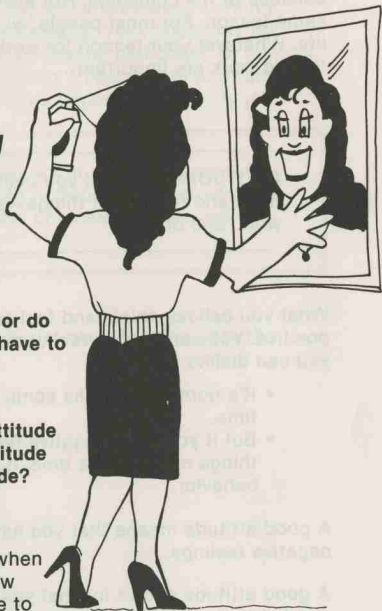
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KEEPING A JOB: ATTITUDES COUNT

So you're going to start work —

- Looking forward to it?
- Do you want to work? or do you just feel that you have to work?
- Do you have a good attitude about work? A bad attitude about work? No attitude?



There is much to learn when you start a new job—new things to do, new people to meet, and new rules to follow.

All of these can cause problems at first. How well you deal with your new job will depend a lot on your **ATTITUDE**.

This booklet helps you recognize good attitudes and avoid bad attitudes in the work place.

WORK AND ATTITUDES

There are good jobs and there are bad jobs. Most jobs are in between—a mixture of good and bad.

People work for a number of reasons—a career, money, to help other people, or to keep busy. Some work because of the challenge. Not everybody works for the same reason. For most people, work gives meaning to life. Whatever your reason for working, your attitudes toward work are important.

ATTITUDES are what you believe—the way you think and feel about things—about yourself, your work, and others.

What you believe, think, and feel can be negative or positive. You can like yourself, your work, and others, or you can dislike them.

- It's normal to dislike some things some of the time.
- But if you have negative feelings about many things much of the time, it will show in your behavior.

A good attitude means that you have more positive than negative feelings.

A good attitude shows in what you do. You may feel good about yourself and your work. You may know that you have to get to work on time. But if you are late to work, your boss begins to question your attitude about your job.

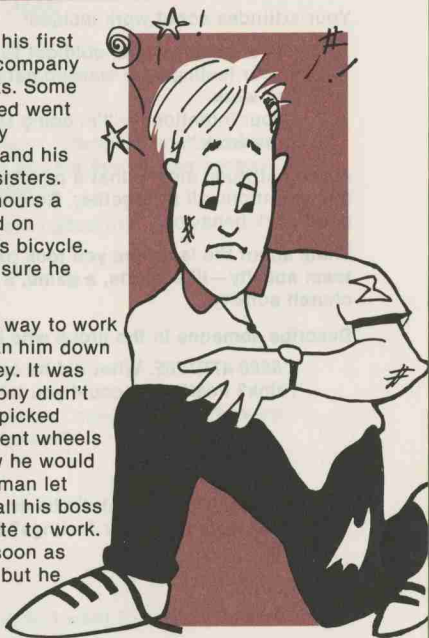
WHAT HAPPENED TO TONY

Tony was working on his first job. He worked for a company that made paper sacks. Some of the money he earned went to help his mother pay expenses for himself and his younger brother and sisters. Tony worked twenty hours a week after school and on weekends. He rode his bicycle. He left early to make sure he got to work on time.

One afternoon on the way to work some guys in a car ran him down and grabbed his money. It was three against one—Tony didn't have a chance. Tony picked himself up, saw the bent wheels on his bike, and knew he would be late to work. A woman let him use a phone to call his boss to say he would be late to work. Tony got to work as soon as he could. He hurried, but he was still 15 minutes late.

The boss liked Tony's attitude toward work. Tony's phone call showed that he cared about his job. Other workers liked Tony too. They realized that he left home early every Saturday morning to make sure he got to work by 8:00, even on rainy days. Tony was friendly, willing to learn, and he did his share of work.

That's why Tony got a full-time job with the company the next summer. Tony graduated from high school last year. Now he goes to tech school full-time and works part-time—same company. And he got a raise. A good attitude pays off.



ATTITUDES ABOUT WORK

Your attitudes about work include:

- your beliefs—"I should get to work on time."
- your feelings—"I want to get along with people at work."
- your intentions—"I'm going to do my share of the work."

A good attitude means that a person's beliefs, feelings, and intentions all fit together. Good attitudes show in good work behavior.

Think about the last time you took part in a group or team activity—like sports, a game, a class project, or a church activity.

Describe someone in the group who had:

A GOOD ATTITUDE. What did he or she believe?
Think? Feel? How could you tell?

A BAD ATTITUDE. What did he or she believe?
What were his or her feelings? How could you tell?

How does a person with a bad attitude make you feel?

How do you feel around a person with a good attitude?

GOOD ATTITUDES

What are good attitudes toward work? Good attitudes mean feeling good about yourself, feeling good about the work you do, and feeling good about the people you work with. And it means intentions and behaviors based on those positive beliefs and feelings.

Having good attitudes doesn't guarantee that you will like your job—or that you will do well—or that you will keep your job. But good attitudes help. Even if things don't go well, having good work attitudes is one way to help make things go your way.

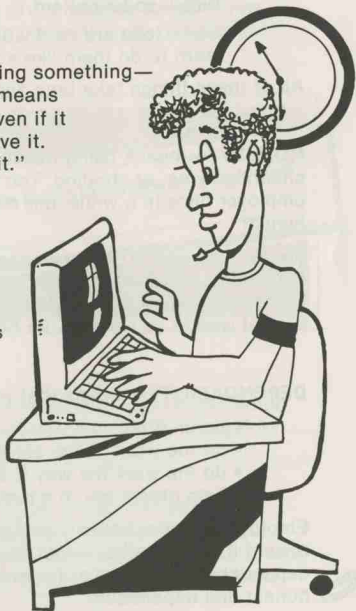
Here are some things that are part of a good attitude toward work.

PATIENCE—means finishing something—even if it is hard to do. It means working toward a goal—even if it takes a long time to achieve it. Patience means “stick-to-it.”

Patience does not mean:

- doing nothing
- always giving in
- being stepped on by others
- giving up your goals

But patience does mean hanging in there—even when the going gets tough.



Why PATIENCE? The schedule you follow at work isn't yours. It belongs to the company you work for. Your boss sets the schedule.

Examples:

- New workers start at the bottom. It takes time to work into the better jobs or assignments—patience.
- Part of every job is training, learning and getting to know the rules, the “ins” and “outs” of the job. Training also involves getting to know other workers. That takes time—a lot of patience.
- Pay raises and promotions come when a worker establishes a good record, after a worker shows how well he or she can do the job. That takes time—so be patient.
- Some jobs are hard work and very tiring—till you learn to do them like a pro—patience.

All of these things take time and PATIENCE.

HONESTY—means being truthful. Dishonesty means cheating, lying, or stealing. You may run into a dishonest employer once in a while, but most employers are honest.

You will also get to know dishonest workers sometimes. Eventually, the dishonest worker gets caught and fired. Dishonesty doesn't pay. What you have to decide is what kind of worker you will be. Be honest.

DEPENDABILITY—means that you can be counted on to:

- be on time
- do the work you're assigned
- do the work the way it should be done
- help others out in a pinch

Employers expect honesty and dependability and often reward it. But whether or not they reward honesty and dependability, it is easier for everyone when people are honest and dependable.

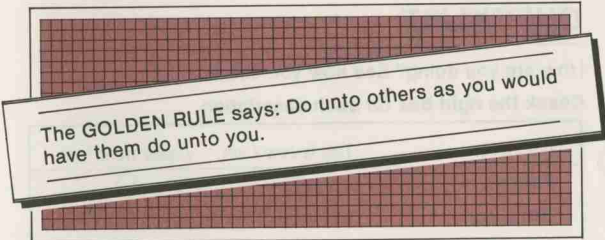


LEARN AND DO UNTO OTHERS—Sometimes people act as if they have learned all they need to know about life. Or they act as though they know all there is to know about a job. That's a bad attitude.

When you watch great athletes, scientists, and leaders, notice that:

- They don't act like they know everything.
- They treat their jobs as a way to grow and learn.
- They don't stop learning, even when they are old.

Most jobs offer a chance to learn things. But if you have the bad attitude—that you already know everything—or you do not want to learn, then you will have trouble with your job. Take advantage of the chance to learn new things at work—you're the one with everything to gain!



The GOLDEN RULE says: Do unto others as you would have them do unto you.

Don't do something to someone else unless you would like them to treat you the same way. Try it. The golden rule works.

The golden rule is an attitude—a way of thinking, believing, feeling, and behaving. It helps at work too. Apply the golden rule to your friends, other workers, and your boss. Treat them the way you want them to treat you.

GIVE WORK YOUR BEST SHOT—People have different abilities. You probably learned that a long time ago. You can do some things better than others—maybe math or volleyball. And someone else may be able to do other things better than you—maybe artwork or spelling. But whatever abilities you have, put your best effort into your work.

Doing your best at work is important:

- You learn more when you do a good job.
- Your boss may notice and reward your effort.
- Experience pays off—if not in your present job, then in the next one.
- How you feel about yourself depends on how hard you try.

People who don't try very hard and fail don't feel very good about themselves. You will be more confident and think better of yourself if you give it your best shot.

CHECKLIST

How are you doing? See how you score.

Check the right box for each description.

<i>Description</i>	<i>This is how I am</i>	<i>I need work here</i>
Patient	<input type="checkbox"/>	<input type="checkbox"/>
Honest	<input type="checkbox"/>	<input type="checkbox"/>
Dependable	<input type="checkbox"/>	<input type="checkbox"/>
Follow golden rule	<input type="checkbox"/>	<input type="checkbox"/>
Give it my best	<input type="checkbox"/>	<input type="checkbox"/>

What areas do you need to work on?



“KNOWING” HELPS FORM A GOOD ATTITUDE

There are a number of things to know about—if you want to have a good attitude about your work.

KNOW YOURSELF—your strengths, your weaknesses, and your goals. Write down a few of your personal strengths and weaknesses.

My strengths—what am I good at?

My weaknesses—what do I need help with? In what areas do I need to improve?

My main goals—what do I want to accomplish with my life?

KNOW YOUR BOSS AND YOUR CO-WORKERS—Who are they? What is important to them? What is it like to be in their shoes? Who are your real friends at work?

KNOW YOUR JOB—What are you supposed to do? How? When? And where? What are the “written” and “unwritten” rules?

For example:

Some jobs let you talk to other workers. In other jobs you have to be quiet. If you talk a lot while you work, others may think you are lazy—or a goof off. Learn the written and unwritten rules—and follow them.

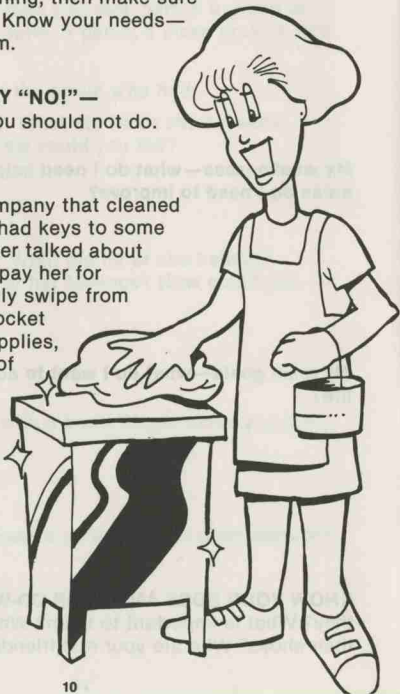
KNOW HOW TO MEET YOUR NEEDS—If you have trouble getting up in the morning, then make sure you get to bed early. Know your needs—and how to meet them.

KNOW WHEN TO SAY “NO!”—

Say “no” to things you should not do.

Lisa’s Story

Lisa worked for a company that cleaned office buildings. She had keys to some offices. Another worker talked about someone who would pay her for things she could easily swipe from the offices: radios, pocket calculators, office supplies, even small amounts of money. She told Lisa that everyone was taking stuff—making some money on the side.

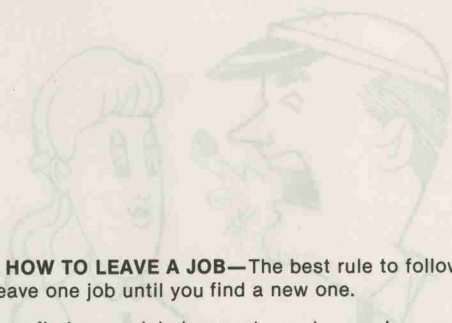


Lisa had to make a decision: Would she start taking things? Or would she keep her hands off? She made a decision—the right decision—not to walk off with what didn't belong to her. That was a personal rule, and she wouldn't break it.

Lisa said “no” to stealing. Situations in life develop where you will have to say “no” too. Someone may ask you to lie to your boss—say you know they were working when actually they left work early. Your boss may tell you to do something that is unsafe, dishonest, or against your moral principles. Say “no.” Your safety and feeling good about yourself are more important than any job.

If you haven't thought about your personal rules, then take time and do it. Sooner or later you are going to have to make choices like Lisa did.

What are some other personal rules to think about?



KNOW HOW TO LEAVE A JOB—The best rule to follow is don't leave one job until you find a new one.

When you find a new job, be courteous to your boss and people with whom you work. Learn the formal rules for leaving. Tell your boss two weeks before you plan to leave.



WORK ISN'T ALWAYS EASY OR FAIR

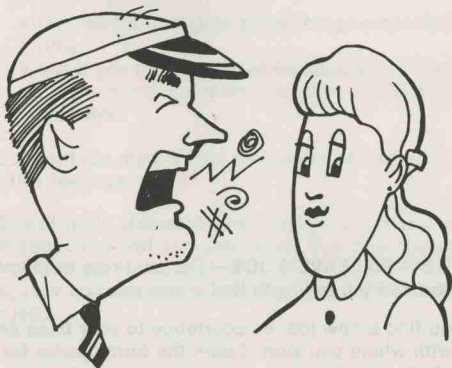
The road ahead in the work world may not be easy, but it's not impossible either. There will be good days and bad days, easy times and hard times. You can count on both.

A good attitude toward work won't turn a bad job into a good one. It won't turn an unfair employer into a fair one. And it doesn't automatically lead to a pay raise or a promotion. But your good attitude can help you live with a bad job—till you find a better one.

Your good attitude will help you keep your job. It will help you get along with other workers and the boss. Bosses often reward good attitudes—though it may take time.

A good attitude is a necessary step toward feeling good about yourself and reaching your goals. Attitudes affect your behavior.

Keep in mind that your attitudes are learned. That means your attitudes can change. You can change bad attitudes by learning good attitudes. Do it!



HERE'S SOMETHING TO THINK ABOUT

What kind of job do you want to do when you finish high school? —drive a truck? work with computers? be an auto mechanic? keep records and files for a small company?

Name the job you want.

**What do you think will be the good parts of this job?
Name two things:**

**What do you think will be the bad parts of this job?
Name two things:**

**Name two ways a good attitude can help you put up with
the bad parts of a job.**

Keep up the good attitudes! Change the bad ones!

BE CAREERSMART!



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