Mineral Resources Infrastructure Work

Level I

Based on Version 2

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Module Title: Demonstrating work values

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LG #20	LO #1 Define the purpose of work

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Company's values
- Identifying and defining working purpose
- Achieving personal mission

This guide will also assist you to attain the learning outcomes stated in the cover page.

Specifically, upon completion of this learning guide, you will be able to:

- List Company's values
- Identify and define working purpose
- Achieve personal mission

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below.

3. Read the information written in the "Information Sheets". Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.

4. Accomplish the "Self-checks" which are placed following all information sheets.

5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).

6. If your performance is satisfactory proceed to the next learning guide,

Information Sheet 1- Company's values

1.1. Introduction

Valueing mining campanies :- It covers various techniques used to value mining campanies and gives instruction on how to set up a portifolio and begin trading in this complex field.

1.2. campany values

Integrity: the quality of being honest and having strong moral principles.

Boldness: willingness to take risks and act innovatively; confidence or courage and the quality of having a strong, vivid, or clear appearance.

Honesty: is a facet of moral character that connotes positive and virtuous attributes such as integrity, truthfulness, straightforwardness, including straightforwardness of conduct, along with the absence of lying, cheating, theft, etc. **Honesty** also involves being trustworthy, loyal, fair, and sincere. **Honesty:** Employers value employees who maintain a sense of honesty and integrity above all else.

Good relationships are built on trust. when working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that "the customer is always right". It is the responsibility of each person to use their own individual sense of moral and ethical behavior when working with and serving others within the scope of their job.

- Trust
- Accountability
- Commitment to Customers
- Passion
- Fun

| Self-check 1 | Written test |

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I Short Answer Questions

1. List some of campany values?(2pts)
2. Difine Valueing campany?(2pts)

Note: **Satisfactory rating – 2 points**   **Unsatisfactory - below 2 points**

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

Information Sheet 2-Identifying and defining working purpose

Work is exertion of strength or faculties; physical or intellectual effort directed to an en d; industrial activity; toil; employment; sometimes specifically, Physically labor.

Work is to exert effort in order to make something, to achieve something, to produce a desired effect.

Work Specifically That which is produced by mental labor; a composition;

Work is a useful activity, determined by a definite purpose beyond the pleasure engendered by its performance.

1.1. **The difference between work and job**

Work is an activity in which you use effort or energy, normally to achieve a particular or

task, rather than for fun or enjoyment. It is essentially the opposite of play, and to wor k

means to do such an activity. Generally, we work in order to earn money, and this is oftehow we use the verb; to describe what we do to earn money. For exampleIn thes e examples, we do not know exactly what the person's duties or responsibilities are.D avid works in a café, but we do not know if he cleans the tables or cooks the food. So, in this sense, work has a very general meaning, whereas;-

Job is much more specific, and its most common meaning is the name for the work t hat you do to earn money.

Interestingly, all jobs involve work but doing work isn't always part of a job.

1.2. definition of working purpose

There are many advantages of helping people find purpose in a job. On an individual level, people who understand their job's wider purpose are happier, more engaged, and more creative. And, from an organizational perspective, when employees see how their roles fit with the company's goals, staff turnover goes down and productivity rises. People work harder, use their initiative, and make sensible decisions about their work. In turn, the company can operate more efficiently. Everyone, from the CEO to customers, feels the positive effects.

1.3. Helping team to find the work purpose

Most people want to know that their work has meaning – that it helps someone else or makes the world a better place. When people understand the deeper purpose behind their work, they are likely to be more satisfied and more productive.

Take the following steps to help your people find purpose in their work:

- Write a meaningful mission statement.
- Link personal drivers with team or organizational goals.
- Uncover strengths.
- Build a positive work environment.
- Use feedback to boost positivity.

Self-Check – 2	Written test

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I: Short Answer Questions

1. What is job?(3pts)
2. List the factors to be considered duringhelping team find their purpuse?(4pts)

Note: **Satisfactory rating – 9 points   Unsatisfactory - below 5 points**

You can ask you teacher for the copy of the correct answers.

| Score = _____ |
| Rating: _____ |

Information Sheet 3- Achieving personal mission

3.1. Mission,Vission and core Values

Mission mission can be defined as the core purpose of an organization or campany.it

VIssion the ablity to think about or plan the future with imagination or wisdom

Core value is the fundamental beliefs of a person or organization

what is personal mission :is an important assignment given to a person/group of people
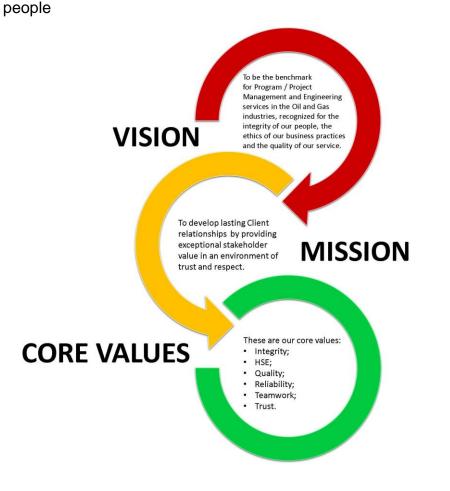

Fig Mission,Vission.

3.2.How to achieve personal Mission

Companies often need mission statements to define their values, and ensure they're remaining focused on reaching their goals without getting side-tracked.

At its core, a good mission statement helps a company demonstrate who they are, and how they're different from other businesses.

It's obvious that a good mission statement doesn't just state what a company does -- it also represents what a company hopes to do, on a large scale.

An individual can reap similar benefits from creating a personal mission statement.

A personal mission statement allows you to define your values and what success looks like to you, and articulate what matters most to you professionally. Additionally, a mission

statement will help guide your professional decisions to ensure your career path aligns with your personal goals.

To ensure you're able to create a truly inspiring and accurate personal mission statement, we've created templates and cultivated examples to help get you started.

A personal mission statement is your chance to articulate your values, who you are, and

how you define success. You can use a personal mission statement to guide your decisions,and ensure your professional career path remains aligned with your personal goals.

Self-Check – 3	Written test

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I: Short Answer Questions

1. Define mission,vision and core valueus of your collage?(6pts)
2. List out out achieve your mission ?(2pts)
3. List your personal values(2pnts)

Note: **Satisfactory rating - 6 points   Unsatisfactory - below 5 points**

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

LG #21	LO #2- Apply work values/ethics

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Industrial work ethics, organizational policies and guidelines
- Classifying and reaffirming work values/ethics/concepts
- Undertaking work practices
- Maintaining ethical relationships with co-workers and/or clients
- Using company resources

 This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, **you will be able to**:

- identify Industrial work ethics, organizational policies and guidelines
- Classify and reaffirm work values/ethics/concepts
- Undertake work practices
- Maintaine ethical relationships with co-workers and/or clients
- Use company resources

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the "Information Sheets". Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the "Self-checks" which are placed following all information sheets.
5. If your performance is satisfactory proceed to the next learning guide,
6. If your performance is unsatisfactory, see your trainer for further instructions or go back to "information sheet"

Information Sheet 1- Industrial work ethics, organizational policies and guidelines

1.1. Definition of Industry

Industry ,group of productive enterprises or organizations that produce or supply goods,services,or source of income.

There are four type of industry:

- Primary,
- Secomnndary
- ,Tertiary and
- Quaternary.

1.2. Work Ethics Work

What Does Work Ethic Mean? Work ethics is a belief that work and diligence have amoral benefit and an enhererent ability,virtue or value to strengthen character and individual abilities. It is asset of value centered on importance of work and manifested by determination or desire to work hard.

Workers exhibiting a good work ethic in theory should be selected for better positions, more responsibility and ultimately promotion. Workers who fail to exhibit a good work ethic may be regarded as failing to provide fair value for the wage the employer is paying them and should not be promoted or placed in positions of greater responsibility. Work ethic is basically the belief that work is a good moral. Its also refers to a sets of values that are defined and characterized by diligence and hard work. Work ethic can as well be defined as the inherent ability of work to strengthen character.

1.3. The Importance of a Good Work Ethic

Work Ethics For Successful Careers Today's business environment is not only fast-paced, but also highly competitive. In order to keep pace and stay ahead, possession of several key work ethics is a plus for achieving a successful career. Holding key traits such as attendance, character, teamwork, appearance, and attitude add value to both you as a person and your company. Successful careers come in many flavors, but work ethics are a main ingredient in most recipes for success.

1.4. **Work Ethics for Development Professionals** Whether one is a student or an employee, attendance is mandatory to ensure success in your personal life. Attendance in the classroom is critical for learning new skills and techniques. Having this knowledge opens doors and presents opportunities for career minded people. As one enters the workplace, attendance is necessary to meet the timely obligations of this fast-paced environment. Whether attending classes or taking on the role of CEO, knowing one's schedule is very important. To ensure that a schedule is followed, adequate rest and reliable transportation should be top priorities. Absences from school or work should be reported as soon as possible. This gives authorities time to find another person to help perform your duties while you are away. Plan to return to the workplace as quickly as possible. Character is how others perceive someone. Much like an actor who plays a role, the character traits that one possesses portray an image in others' minds. One's character develops as actions become habits. These habits reveal one's character.

Eventually, this role determines the outcome of one's life. Being aware of your actions and habits plus improving on faults strengthens one's character. Common sense and barbers have long known that two heads are better than one. Teamwork is what gives strength to a working force. Prejudices and stereotyping have no home in teamwork. Respect evicted them. Learning to cooperate with your teammates as well as being assertive is important in keeping track of things.

Treat customers with genuine respect and manners. They are your friends. Team members should constantly stay up to date with new learning opportunities, but at

the same time, keep confidential information private. Your trust is assumed and expected.

1.5. Positive Work Ethics

A work ethic of any kind not only includes how you feel about your place of employment or position but also how you perform the duties of your job. According to All About Philosophy's website, a work ethic includes your attitude, communication abilities, behavior toward coworkers, honesty and accountability. What sets a positive work ethic apart from a negative work ethic is the focus on confidence and encouraging interactions with coworkers. Your attitude toward your job and position in a positive work ethic is just that -- positive. You arrive at work with a smile on your face, focused on the task at hand and committed to performing your duties to the best of your ability.

1.6. Why Ethics Are Important

A work ethic, especially a positive work ethic, is important from a business perspective for the confidence it breeds in clients and consumers. Your positive attitude and dedication to a client's needs or creation of a product can boost your business' reputation as a company that deals honestly and fairly. Ethics also work to build a moral compass within a business and helps discourage attitudes and business models that seek to cut corners in the name of making a profit.

1.7. Impact for Employers

Employers who emphasize a positive work ethic must be absolute in maintaining the environment for it to thrive according to the Global Ethics University. This means a business can allow no room for moral ambiguity, rationalization or ego in its positive work ethics model. Otherwise the strategy may fail.

Just one rogue executive taking excessive privileges, such as private trips on a company plane, can ruin all the good will built by a positive work ethic.

1.8. Effects Around the Office

Ethics spring from within and are difficult to teach in the traditional sense according to All About Philosophy's website. That doesn't mean a positive work ethic can't be contagious. An employee who accepts each job with equal tenacity and dedication forces co-workers to follow suit or risk being left behind. A worker who does all this with a smile on his face can help others to enjoy the job a little more, thereby increasing productivity and worker morale.

1.9. Five Characteristics of Having Good Work Ethics

When you have a good work ethic, you are dedicated to job that you deem valuable. You hold yourself to high standards of responsibility. You also keep yourself accountable for getting work done right and on time, and for making good business decisions that help people and companies succeed. Having a solid work ethic means you understand that productivity, organizational skills, being reliable and possessing good character are all attributes that successful people share. Honest Stealing personal property, sabotaging a coworker's client presentation, or taking someone's idea and making it your own are all ways that dishonesty creeps into the workplace. Employees with strong ethics refrain from lying or cheating to make others look bad in the hopes of making themselves appear smarter. Instead, they take responsibility for mistakes, own up to failures and keep the lines of communication open with everyone involved.

1.Values Diversity People with a good work ethic understand the importance of a diverse workplace. When you value everybody's contributions -- regardless of ability, age, gender or race -- it allows for more creativity and better problem solving.

Diversity in the workplace contributes to successful client interactions. Overall, employee morale is higher.

2.Respects Others An employee with a strong work ethic is rarely late. You respect everyone's time, from coworkers to clients to interviewees. You're also polite, conscientious of people's feelings and considerate of workers in a shared workspace. In addition, someone with a strong work ethic uses time wisely so that deadlines are met. You'll keep personal phone conversations quiet and not disrupt others. Out of respect, you'll also hear and consider everyone's opinions.

3.Cooperative Having a good work ethic means you cooperate with others. While work may not always be satisfying or enjoyable, you see the bigger picture and do what is necessary for the team and company. Instead of debating every issue and finding reasons why things can't get done, you use strong conflict resolution skills to solve problems and manage the workload.

Self-Check – 1	Written test

Name……………………………………… ID……………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I: Short Answer Questions

1. List industrial work ethics?(3pts)

2. Define what industry mean? (2pts)

Test II:Write true if the statement is correct and false if the statement is incorrect

1.industry is a group of business man. (2pts)

2. There are five types of industry (2pts)

Note: Satisfactory rating - 9 points   Unsatisfactory - below 9 points

You can ask you teacher for the copy of the correct answers.

Score = _____
Rating: _____

Information Sheet 2- Classifying and reaffirming work values/ethics/concepts

2.1. Work values

Throughout your life you acquired a set of values,beliefs and ideas that are important to you. For example you may believe that one should always be honest or that one must always be a loyal friend. You live your life according to this set of

values. In order to have a happy, successful and fulfilling life, you must act upon your values, both in your personal life and at work.

In this context, the word "value" refers to what you feel about the work itself and the contribution it makes to society.

Most people who pursue work that is congruent with their values feel satisfied and successful in their careers. Work values can be divided into two functional categories:

a) **Intrinsic,** relating to the actual tasks involved in practicing a particular occupation or those that relate to a specific interest in the activities of the work itself, or to thebenefits that the work contributes to society

b) **Extrinsic**, relating to the by-products of an occupation. values relate to the favourable conditions that accompany an occupational choice, such as physical setting, earninpotential and other external features An intrinsic value might be helping others, while an example of an extrinsic value is earning a lot of money.

Work values/ethics/ concepts May includes :

- ✓ Commitment/ Dedication
- ✓ Sense of urgency
- ✓ Sense of purpose

- ✓ Love for work
- ✓ High motivation
- ✓ Orderliness
- ✓ Reliability and Dependability Competence
- ✓ Goal-oriented
- ✓ Sense of responsibility
- ✓ Being knowledgeable
- ✓ Loyalty to work/company
- ✓ Sensitivity to others
- ✓ Compassion/Caring attitude
- ✓ Balancing between family and work
- ✓ Sense of nationalism

2.2. Elements of work value

2. 2.1.Strong Work Ethic

Employers value employees who understand and possess a willingness to work hard. In addition to working hard it is also important to work smart. This means learning the most efficient way to complete tasks and finding ways to save time while completing daily assignments. It's also important to care about your job and complete all projects while maintaining a positive attitude. Doing more than expected on the job is a good way to show management that you utilize good time management skills and don't waste valuable company time attending to personal issues not related to the job. Downsizing in today's job market is quite common so it's important to recognize the personal values and attributes employers want to improve your chances of job security should a layoff occur.

1.2.2. Dependability and Responsibility

Employers value employees who come to work on time, are there when they are supposed to be, and are responsible for their actions and behavior. It's important to keep supervisors

abreast of changes in your schedule or if you are going to be late for any reason. This also means keeping your supervisor informed on where you are on all projects you have been assigned. Being dependable and responsible as an employee shows your employer that you value your job and that you are responsible in keeping up with projects and keeping them informed of the things that they should know about.

3. Possessing a Positive Attitude.

Employers seek employees who take the initiative and have the motivation to get the job done in a reasonable period of time.

A positive attitude gets the work done and motivates others to do the same without dwelling on the challenges that inevitably come up in any job. It is the

enthusiastic employee who creates an environment of good will and who provides a positive role model for others.

A positive attitude is something that is most valued by supervisors and co-workers and that also makes the job more pleasant and fun to go to each day.

4. Adaptability

Employers seek employees who are adaptable and maintain flexibility in completing tasks in an ever changing workplace.

Being open to change and improvements provides an opportunity to complete work assignments in a more efficient manner while offering additional benefits to the corporation, the customer, and even the employee.

While oftentimes employees complain that changes in the workplace don't make sense or makes their work harder, oftentimes these complaints are due to a lack of flexibility.

Adaptability also means adapting to the personality and work habits of co-workers and

supervisors.

Each person possesses their own set or strengths and adapting personal behaviors to accommodate others is part of what it takes to work effectively as a team. By viewing

change as an opportunity to complete work assignments in a more efficient manner,adapting to change can be a positive experience.

New strategies, ideas, priorities, and work habits can foster a belief among workers that management and staff are both committed to making the workplace a better place to work.

5. Honesty and Integrity

Employers value employees who maintain a sense of honesty and integrity above all else.

Good relationships are built on trust. when working for an employer they want to know that they can trust what you say and what you do. Successful businesses work to gain the trust of customers and maintain the attitude that "the customer is always right". It is the responsibility of each person to use their own individual sense of

moral and ethical behavior when working with and serving others within the scope of their job.

6. Self – Motivated

Employers look for employees who require little supervision and direction to get the work done in a timely and professional manner.

Supervisors who hire self-motivated employees do themselves an immense favor. For self-motivated employees require very little direction from their supervisors.

Once a self-motivated employee understands his/her responsibility on the job, they will do it without any prodding from others. Employers can do their part by offering a safe, supportive,work environment that offers employees an opportunity to learn and grow.

Working in a supportive work environment and taking the initiative to be self-directive willprovide employees with a better sense of accomplishment and increased self-esteem.

7. Motivated to Grow & Learn

In an ever-changing workplace, employers seek employees who are interested in keeping up with new developments and knowledge in the field. It has been noted that one of the top

reasons employees leave their employers is the lack of opportunity for career development within the organization.

Learning new skills, techniques, methods, and/or theories through professional development helps keep the organization at the top of its field and makes the employee's job more interesting and exciting. Keeping up with current changes in the field is vital for success and increased job security.

2.3.Work ethics

The term **ethics** is used to describe codes or standards of behavior that are based on a shared understanding of what is right and wrong. Deals with moral issues and with right and wrong behavior. They are derived from values and belief systems and can vary from one culture to another or from one group to another

Work ethics are a set of standards and rules that are required by an individual for

satisfactory work performance.

Work ethics may be of two types:

    a) Personal

    b) Specific to a work situation

Some work ethics are personal, i.e. a person adopts them on her/his own will. These may be:

- ✓ Sincerity
- ✓ Respect for the job
- ✓ Regularity
- ✓ Punctuality
- ✓ Seriousness

Work ethics specific for the work are:

- ✓ Keeping certain information confidential
- ✓ Maintain cordial relationship with clients and agencies that the organization has
- ✓ Being prepared to take up new tasks

2.4. Code of work ethics

Most of the problems discussed in the previous section can be overcome in order to improve work performance.

A list that clearly states certain rules, standards and principles to guide work behavior is called a code of work ethics.

Following is a code of work ethics for all of us to understand and follow diligently:

- Be regular and punctual at work.
- Be available at your seat and do the work assigned to you.
- Be polite, patient, courteous and respectful to all.
- Acquire the knowledge and skill necessary to do job assigned to you.
- Be prepared to learn more and update yourself.
- Find more and more efficient ways of getting your work done.
- Manage and apply your resources efficiently.
- Follow the rules, policies and procedures of your work strictly and uniformly.

- Do not indulge in favoritism and discrimination while doing your duty. Treat everyone equally.
- Have respect for all kinds of work.
- Do not accept favors that may negatively influence the performance of your work.
- Be loyal to your work and to the organization to which you belong.
- Expose corruption wherever discovered.

Self-Check – 2	Written test

Name………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Demonstrate elements of work values (10points)
2. Write at least five codes of work ethics.(5 points)

Note: Satisfactory rating - 9 points   Unsatisfactory - below 9 points

Score = _____

Rating: _____

Information Sheet 3- Identifying Undertaking work practices

3.1. Undertaking ethical work practice

Act with honesty and integrity, avoiding actual or apparent conflicts of interest in personal and professional relationships.

Provide constituents with information that is accurate, complete, objective, relevant, timely, and understandable.

Comply with rules and regulations of federal, state, provincial, and local governments, and other appropriate private and public regulatory agencies.

Act in good faith, responsibly, with due care, competence, and diligence, without misrepresenting material facts or allowing one's independent judgment to be subordinated.

Respect the confidentiality of information acquired in the course of one's work except when authorized or otherwise legally obligated to disclose. Confidential information acquired in the course of one's work will not be used for personal advantage.

Proactively promote ethical behavior as a responsible partner among peers, in the work environment, and the community.

Achieve responsible use of and control over all assets and resources employed or entrusted.

Work practice May include but are not limited to:

- Quality of work
- Punctuality
- Efficiency
- Effectiveness
- Productivity
- Resourcefulness
- Innovativeness/Creativity
- Cost consciousness
- 3S

- Attention to details

Self-Check – 3	Written test

Name………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

1.Write the Work practice undertaken in compliance with industry work ethical standards.(6 points)

Score = _____

Rating: _____

Note: Satisfactory rating - 3 points   Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Information Sheet 4- Maintaining ethical relationships with co-workers and/or clients

4.1. Principles of conducting ethical relationship with clients

1) Answer your phone.

Get call forwarding or an answering service. Hire staff if you need to. But make sure that someone is picking up the phone when someone calls your business. (Notice I say"someone". People who call want to talk to a live person, not a fake "recorded robot".)

2) Don't make promises unless you will keep them.

Not plan to keep them. Will keep them. Reliability is one of the keys to any good relationship, and good customer service is no exception. If you say, "Your new bedroom furniture will be delivered on Tuesday", make sure it is delivered on Tuesday. Otherwise, don't say it. The same rule applies to client appointments, deadlines, etc.. Think before you give any promise - because nothing annoys customers more than a broken one.

3) Listen to your customers.

Is there anything more exasperating than telling someone what you want or what your problem is and then discovering that that person hasn't been paying attention and needs to have it explained again? From a customer's point of view, I doubt it. Can the sales pitches and the product babble. Let your customer talk and show him that you are listening by making the appropriate responses, such as suggesting how to solve the problem.

4) Deal with complaints.

No one likes hearing complaints, and many of us have developed a reflex shrug, saying,"You can't please all the people all the time".

Maybe not, but if you give the complaint your attention, you may be able to please this one person this one time - and position your business to reap the benefits of good customer service.

5) Be helpful - even if there's no immediate profit in it.

The other day I popped into a local watch shop because I had lost the small piece that clips

the pieces of my watch band together. When I explained the problem, the proprietor said

that he thought he might have one lying around. He found it, attached it to my watch band –

and charged me nothing! Where do you think I'll go when I need a new watch band or even

a new watch? And how many people do you think I've told this story to?

6) Train your staff (if you have any) to be always helpful, courteous, and knowledgeable.

Do it yourself or hire someone to train them. Talk to them about good customer service and what it is (and isn't) regularly. Most importantly, give every member of your staff enough information and power to make those small customer-pleasing decisions, so he never has to say, "I don't know, but so-and-so will be back at..."

7) Take the extra step.

For instance, if someone walks into your store and asks you to help them find something, don't just say, "It's in Aisle 3". Lead the customer to the item. Better yet, wait and see if he has questions about it, or further needs. Whatever the extra step may be, if you want to provide good customer service, take it. They may not say so to you, but people notice when people make an extra effort and will tell other people.

Self-Check – 4	Written test

Name……………………………………… ID………………………. Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I: Short Answer Questions

1. Write the Principles of conducting ethical relationship withclients.(8 points)

Note: Satisfactory rating - 5 points   Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

Information Sheet 5- Using company resources

The important ethical standards
The Committee has reflected before that high ethical standards are important for society as

a whole and that they are particularly important where public money is being spent on public
services or public functions. This is because:

- Outcomes for society are better when the decisions of public office holders are made fairly and on merit and not influenced by personal and private interests;
- Low levels of corruption and confidence in the integrity of the trading and operating environment are crucial factors in the functioning of advanced democracies;
- High standards benefit the economy through their effect on international confidence; Impartiality and objectivity increases predictability, which improves economic efficiency;
- Governments which are not perceived to uphold high standards have less legitimacy and basic public institutions such as tax and benefit systems rely on public trust to function effectively.
- High ethical standards are important to users of public services. Commissioning and procurement decisions can have a major impact on user's daily lives and their qualityof life.

ETHICS

The term "ethics" refers to the standards of conduct, which indicate how a person should behave, based on moral duties and virtues arising from the principles of right and wrong.

Ethics therefore involves two aspects:

      a) The ability to distinguish right from wrong; and

      b) The commitment to do what is right.

Company resources May includes:

- Consumable material
- Equipment/Machineries
- Human
- Time
- Financial resources

Consumable Materials

General The consumable or expendable supplies in the listing in this chapter are to be used only as indicated in the applicable maintenance manual. Many of these supplies are not compatible with one another. If used wrong or mixed improperly,

they could cause a volatile or undesirable reaction.Consumable Items Consumable items are those Items which generally fall into one or more of the following categories:

- One-time use
- Lose identity
- Inexpensive
- Disposable

Self-Check – 5	Written test

Name………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page

   . 1. Demonstrate the importance of ethical standards (6points)
   2. Write the two aspects of ethics (2 points)
   3. What is ethics? (2point)

You can ask you teacher for the copy of the correct answers.

| Score = _____ |
| Rating: _____ |

LG #22	**LO #3- Deal with ethical problems**
Instruction sheet	

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Accessing and applying prevention and reporting unethical conduct

- Reporting and/or resolving work incidents/situations

- Identifying ethical problems

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, **upon completion of this learning guide, you will be able to**:

- Access and apply prevention and reporting unethical conduct

- Report and/or resolve work incidents/situations

- Identify ethical problems

Learning Instructions:
1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the "Information Sheets". Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the "Self-checks" which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
6. If your performance is satisfactory proceed to the next learning guide,

Information Sheet 1- Accessing and applying prevention and reporting unethical conduct

1.Guidelines for reporting/responding unethical conduct

1.Determine whether reporting is mandatory or optional;

2.The authority to which, in the first instance, the misconduct is to be reported should be determined.

3.The authority to whom the conduct is to be reported in the event that the officer who should be contacted in the first instance is disqualified (because, for example, the officer is a party to the conspiracy);

4.The appointment of a system of confidential integrity counsellors;

5.An obligation for the competent authority within the organization to investigate the allegation and to report the results from the investigation to the informant within a reasonable period of time;

6.An opportunity for the employee to report the breach to an external and independent agency (ethic committee) in the event that the authorities process or assess the internal report in an incorrect manner according to the informant;

7.This agency / committee investigates the report and advices the responsible administrative body;Legal protection for civil servants who report a breach in good faith and inaccordance with the procedure, and for confidential counsellors who perform their

duties in accordance with the regulations.

Self-Check – 1	Written test

Name………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I short answer

    1. What are Guidelines for reporting/responding unethical conduct (6points)

    Note: Satisfactory rating – 5 points   Unsatisfactory - below 5 points

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

Information Sheet 2- Reporting and/or resolving work incidents/situations

2.1. Elements on report of work incidents/situations

Incident records should contain the following information:

- The date and time of the incident/situation.

- The full name and address of the person(s) involved in the incident/situation
- The person completing the entry (recording the incident|) if different from above.
- The occupation of the person(s) involved.
- The nature of the condition/situation
- The place where the incident occurred.
- A brief but clear description of the circumstances.

Self-Check – 2	Written test

Name…………………………………… ID……………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Test I short answer
1. Write the information used to record incidents 6 points)

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

Information Sheet 3- Identify ethical problems

3.1. Situations considered as unethical in work practice

So far we have learnt about work ethics and their importance. Now let us discus some of the problems commonly faced by us today in a work situation.

Ethical problems related to work:

- Rude impolite behavior
- Inadequate knowledge and skill
- Wastage of resources
- Disregard of rules and procedures
- Disrespect for the job

- Disloyalty to the organizations
- Irregularity and lack of punctuali

1. Irregularity and lack of punctuality

Irregularity and lack of punctuality are problems which you will encounter frequently in any work situation. Some people frequently absent themselves from work for valid or invalid reasons. Others like to come late and leave early, as a matter of habit or right. Some workers are never found to be at their seats during working hours. You may have witnessed the inconvenience caused to the public wanting to pay bills when counter clerks are either late or not found at their seats in banks, post, and telephone and electricity offices. Irresponsible behaviours of such people spoil the discipline of the work environment, set bad examples, cause inconveniences to the public and lowers the image of the organisation.

2. Rude and impolite behaviour

How would you react when the clerk at a post office counter does not listen to your request carefully, telling you that he is busy, and asks you to come late? Would you like to associate with a colleague in your office who refuses to do his part of the work, talks rudely, misbehaves with ladies and junior colleagues and is always in an aggressive mood? Rude and impolite behaviour of staff can be quite disturbing and embarrassing for and organisation.

3. Inadequate knowledge and skill

Many people pose of having special skills and knowledge to impress others and enhance

their job prospects. Suppose you have access to a computer but do not know how to operate, yet, you insist on operating it, who would be responsible if it gets messed up or

damaged, many persons claim to be qualified doctors and treat patients for illnesses that they know nothing about. As a result they spoil the case. Many times people claim to be electricians without and knowledge about electricity or machines and cause heavy losses to the machine and public. Knowing the job is very important.

One should not only be skilled but also ready to learn more and update ones knowledge and skills from time to time.

4. Wastage of resources

Lights and fans running in offices without anybody using them are a common sight in many offices. Items of office stationery being misused and thrown around are also common sight. Misuse of office telephones and vehicles for personal work is a common occurrence. You may noticed that people do not close taps after drinking water and leave them running. Such habits cause tremendous wastage for any organisation

5. Disregard of rules and procedures

In many work situations one finds that the rules and procedures laid for maintain discipline, good employer-employee relationship and team sprit are disregarded.

This is usually observed when promotions are give out of turn, or the management shows favouritism or when lower level employee and daily wagers are no given their due. In some work places you may find that people are discriminated against because of their caste, sex or physical handicap. In many cases women and children are paid less than men for the same job.

Employing children in hazardous industries like manufacture of fire crackers, chalks, etc., despite strict government regulations against it is also unethical.

Disregard of rules and procedures often leads to serious situations in the organization.

There may be an accident causing the heavy loss to property or to human lives.

6. Disrespect for the job

Have you come across anyone who feels ashamed about the job he is doing? You must

have wondered why he feels ashamed.

In our society it is a common practice to consider some jobs respectful and others

disrespectful; some jobs high and others low and cheap. As a result, many people, despite enjoying their work, do not feel proud to tell others about it for fear of being

looked down upon. For example, a man selling drinking water on the roadside should feel proud of doing so; neither should the passers-by feel that supplying drinking water on the road side is a lowboys job. In fact, everybody, including him, should feel proud that he is supplying one of the most essential items for life the thirsty and tired passer-by. He should respect his job and strive to supply clean and fresh drinking water.

7. Disloyalty to the organization

Some staff members indulge in activities that are harmful for the success of the organization they are working in. For instance, a chemical engineer may quietly sell-off the secret formula of a new product to a rival company for some quick extra money. A corrupt union leader may call for a strike of mill workers thereby stopping production at the mill leading to heavy loss. Taking bribes to grant special favours to certain companies and people at the cost of ones own organisation is a common occurrence today. Cheating one's employees and working for someone else while being in the employment of another are other examples of disloyalty.

Self-Check – 3	Written test

Name……………………………………… ID……………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Explain

1. Demonstrate the Ethical problems related to work:(6points)

Note: Satisfactory rating - 3 points   Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

LG #23	**LO #4- Maintain integrity of conduct in the workplace**

Instruction sheet

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics:

- Demonstrating personal work practices and values consistently

- Providing instructions to co-workers

- Sharing company values/practices

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, **upon completion of this learning guide, you will be able to**:

- Demonstrate personal work practices and values consistently

- Provide instructions to co-workers

- Share company values/practices

Learning Instructions:

1.Read the specific objectives of this Learning Guide.

2.Follow the instructions described below.

3.Read the information written in the "Information Sheets". Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.

4,Accomplish the "Self-checks" which are placed following all information sheets.

5.Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).

6.If your performance is satisfactory proceed to the next learning guide,

Information Sheet 1- Demonstrating personal work practices and values consistently

Employees can better focus on work and personal priorities when they have first clarified their own values. values and priorities may change overtime.

Fig ways to demonstrate work ethic

1.1. Understanding the Requirements of Job

Your job has many aspects. To perform at your full potential, you need to clearly understand the requirements and objectives of your position.

This can be accomplished by using the following procedure:

1. Read through previous job descriptions or objectives for your position to get a feel for the required responsibilities and how they have changed over the years.

2. Describe the purpose of your current role in the organization.

a)Why does your position exist?

b)What would be the effect if it didn't exist?

c)How do you see your position's role or mission changing over the next?

3. Detail the three to seven key result areas in which effective performance is critical. Focus on these critical few areas, rather than on the trivial many.

4. Identify indicators for measuring performance in each key result area. For example, in repair and maintenance it might be the average time required to overhaul an engine.

5. Set specific objectives for each indicator.

6. Meet with your manager to get his or her input into your objectives. Get your manager's assurance that your objectives cover the key areas of your job, and get his or her agreement on the level of performance your objectives represent.

7. Share your objectives with employees and others in the organization with whom you work closely.

8. Periodically review your performance against your objectives, and update your objectives when necessary.

4.3 Increasing Knowledge of Functional Areas

Many positions are part of a broad functional area. Operations may include engineering,

design, assembly, material distribution, production planning, and plant management.

Employees advance in their careers as they move from specialized positions to jobs in broader functional areas.

The following guidelines for professional development within a functional area are similar to those for increasing one's technical knowledge; they simply take a broader view.

Instead of focusing on your specific position, concentrate on the functional area.

- Observe the actions and practices of those in positions similar or related to yours within your functional area. You may want to ask them if you can work with them on tasks,
- interview them formally or informally to learn their secrets for success, or associate with them more often to develop a relationship.
- Request job assignments that increase your breadth of experience.
- Talk with individuals, both inside and outside your organization, who have expertise in particular areas. Look upon committees, task forces, and department
- meetings as chances to increase your understanding of functional areas
- Read reports and documents that describe procedures, practices, and other information related to your functional area.
- Attend courses and seminars that can give you a broader perspective of how your position fits into the functional area.
- Join professional organizations.

If you are uncomfortable relying on your expertise at times, you may turn to others for

help in areas where they expect you to be knowledgeable.

This behavior could indicate a need to further develop your skills in some areas.

The following procedure can help you determine where you may lack the skills you need to perform more independently:

1. For one month, keep a log of problems related to lack of expertise that you encounter on the job.

2. After one month, study your log, paying attention to:

- The types of problems you most frequently have

- The people to whom you go most often for help or advice

3. Determine what knowledge or skills these people possess that you may lack.

4. Prepare a development plan to address these weaker areas, particularly those that cause you to seek help most frequently.

Self-Check – 1	Written test

Name………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Short answer

1. Write the process to help you define your values and align your priorities.(6points)

2. Demonstrate the procedures to understand the requirements of your job.(4 points)

Note: Satisfactory rating - 6 points   Unsatisfactory - below 6 points

You can ask you teacher for the copy of the correct answers.

Score = _____

Rating: _____

Information Sheet 2- Providing instructions to co-workers

2.1.Communication at work place

The following suggestions will help you communicate technical information clearly.

Identify your audience. If it consists primarily of people with relevant technical expertise, your use of technical terms and concepts is appropriate, even desirable.

Themore diverse the group, however, the fewer such terms you should use.

Consider how much detail you need to communicate. If you can't avoid using technical

terms in a document intended for wide distribution, you may want to:

2.2.Developing Interpersonal Skills

You may be accustomed to doing things on your own, but sometimes "two heads are better than one." Considering the ideas of co-workers, even if they are different from yours, leads to creative and effective approaches to solving problems and getting work done.

Employers appreciate employees who get along with people at all levels; therefore, they seek employees who have good interpersonal skills, such as communication, problem solving, and teamwork abilities. Interpersonal skills enable you to work with others harmoniously and efficiently.

Working well with others involves understanding and appreciating individual differences. It also means using those differences to your best advantage.

2.3 Building Relationships

1. Treating people with respect and fairness

   - Accept people as they are

   - Be objective and no evaluative in your dealings with people.

   - Be open and trustful.

2. Develop effective working relationship with peers

   - Show sincere interest in colleagues

   - Respect all including those with whom you may disagree

3. Communicate with colleagues in other departments.
4. Minimize defensiveness in interactions
5. Accept feedback from managers and peers
6. Provide constructive feedback to managers and peers.

2.4.Managing Conflict

Conflict is generally accepted as an inevitable part of organizational life. Constructive conflict can introduce new solutions to a problem while destructive conflict can result in a loss of the main objectives.

Conflicts of various types are natural part of the team process. Although we often view

conflict as negative, there are many benefits to conflict if it is managed appropriately.

People handle conflict in their teams in a variety of ways, depending on the importance their desire to maintain good social relations and develop high-quality solutions

The benefits of conflicts are that it encourages the team to explore new approaches,motivates people to understand issues better, and encourage new ideas.

Conflict also can have negative effects on the team by creating strong negative emotions and stress, interfering with communication and coordination, and diverting attention away from the task and goal

Sources of conflict in organizations:

- Interpersonal differences
- Misunderstandings
- Differences in values and beliefs
- Differences in interest

There are several ways in which people and teams can try to resolve conflicts.

The five different approaches to conflict resolution are enumerated below:

Avoidance: This approach tries to ignore the issues or deny that there is a

problem. By not confronting the conflict, team members hope that it will go away by itself.

Accommodation: Some team members may decide to give up their position so as to be agreeable.

They are being cooperative, but it costs the team the value of their opinions and ideas.

Confrontation: Acting aggressively and trying to win is one way in which to deal with a conflict. However, winning can become important than making a good decision.

Compromise: One way in which to balance the goals of each participant and the relations among the teams is for everyone to "give in" a little.

Collaboration: When both sides of a conflict have important concerns, the team

needs to search for solutions that satisfy everyone. This requires both cooperativeness and respect for each other's position.

To improve the effectiveness of your conflict management style, take the following steps:

1. Separate the people from the problem

2. Focus on the shared interest of all the parties.

3. Develop many options that can be used to solve the problem.

4. Evaluate the options using objective criteria.

Work towards win/win solutions

Developing and maintaining a professional and respectful workplace involves

- Ethical leadership
- Active management and supervision
- Right people
- Effective processes and
- Confident professional reporting.

In essence, building workplace integrity is about creating a workplace that fosters the development of high professional standards, and demonstrates the values of the organization.

An ethical and professional workplace is the best safeguard against risks to integrity, including improper conduct, misconduct and corruption.

Ethical leadership:

- the extent to which managers lead by example and create a
- professional working environment for staff
- Active management and supervision: the extent to which managers
- responsibility for the team, and actively manage work performance.

The right people: the extent to which staff carry out their duties in accordance with the

organization's expectations of them.

Effective processes: the extent to which risk management processes exist in the workplace, and are complied with by staff. Confident professional reporting: the extent to which internal reporting facilitates early detection and contributes to the continuous improvement of the organization.

4.2. Specific standards of work for work place integrity

Handling information / confidentiality /

Employees are under the obligation to treat secret information they receive in connection with their duties as confidential. Within this context particular care is also required in contacts with the press and parliament.

Acceptance of gifts or favours

In some societies it may be generally-accepted custom for private individuals to offer each other a present or gift in certain situations. This custom is also common in the business community.

The giver may wish to thank an employee, improve the relationship, influence the official or possibly require something in exchange. Consequently accepting a gift may put an

employee's integrity at risk. For this reason gifts may never simply be accepted or, on

occasion, may not be accepted at all. It is essential that employees can always maintain

their independence.

accepting a gift is permissible solely when this independence is not at risk.

A number of (procedural) principles should be observed so as to avoid employees from

becoming dependent on others:

Employees who are offered a gift or favour ought to notify their supervisor of the fact;

The supervisor gives consideration to the offer on the basis of a number of criteria, in particular with respect to the context within which the offer is made and the value of the

gift or favour.

The following questions need to be addressed:

- Why is the offer being made?
- At what point is the offer being made (for example, before or after the award of a contract)?
- What is the value of the gift or favour?
- A gift or favour which exceeds a certain value may not be accepted,1 and gifts may never be received at the home

address. Where it is relevant, suppliers receive a letter drawing their attentioto these regulations.

Avoiding conflicts of interest

Employees may not have a personal interest in or be a party to decisions they take in the performance of their duties. Moreover they must avoid every semblance of a conflict of interests. A variety of tools could be used to avoid conflicts of interest.

The most important tools are:

- an obligation to declare (all) outside activities;
- the classification of the permissibility of these outside activities;
- the prohibition of outside activities that pose risks to an appropriate performance of their duties or an appropriate operation of the public service; Records are kept of any outside activities that are permitted; the disclosure of the management's outside activities.
- an obligation to declare the employees financial interests while respecting the relevant legislation, including legislation on personal data protection; the management's consideration of the declared financial interests in terms ofpotential risks to an appropriate performance of the civil servant's duties or an appropriate operation of the public service

- the prohibition of financial interests that pose a risk to an appropriate performance of their duties or an appropriate operation of the public service;

Self-Check – 2	Written test

Name……………………………………………… ID………………………… Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Write short answer

1.What suggestions will help you communicate technical information clearly? (6points)
2.   What are respectful workplace Developing and maintaining a professional (6points)

        Note: Satisfactory rating - 6 points   Unsatisfactory - below 6 points

You can ask you teacher for the copy of the correct answers.

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Score = _____

Rating: _____
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Information Sheet 3- Sharing company values/practices

3.1. Communication at work

Communication is an important part of our daily life. We use communication to let other

people know our thoughts and feelings and to convey messages.

To have a co-operative, positive working environment, communication must be effective and efficient.

People use many different ways to communicate with each other in the workplace.

It is important to understand:

1. How daily work is organized within the workplace

2. How communication happens within the workplace

3. How you can communicate effectively in your workplace

.3.2. Consequences of poor communication

1. Time may be lost as instructions may be misunderstood and jobs may have to be repeated.

2. Frustration may develop, as people are not sure of what to do or how to do a task

3. Product may be wasted if it is not handled correctly

4. People may feel left out if communication is not open and effective

5. Messages may be misinterpreted or misunderstood causing bad feelings

6. People's safety may be at risk.

3.3. Barriers to effective communication

Many things may interfere with or block communication. These might include people using different languages, cultural differences interfering with understanding, people experiencing physical discomfort and therefore not concentrating or people having different levels of understanding about the requirements of a job.

Noise levels can also impede hearing and concentration that could act as a barrier to communication. Additionally, if people do not have a common language, communication can be impaired.

3.4 Communicating core values and practices with co-workers

Respect People's Differences: each of us is unique - it's a fact that we must accept and learn from. Each of us may approach life, and work differently and while that may be a challenge for some of us to co-exist with people that don't think the

same way about certain things..we do each owe the other "respect" for their feelings and values.

Think Positive! (it's easier to talk to folks and get along with people who are positive thinkers and not always talking negatively - about every topic)

Acknowledge Your Co-workers - Talk to each other on a regular and casual basis. Say "Good Morning!" with a Smile - answer the phone with a Smile!, you don't have to have regular conversations with every co-worker, but acknowledge their presence and be positive when talking to them. Sometimes a co-worker can be having a terrible day, and just one "positive" comment or compliment, can make a dreadful day- bearable!

LISTEN!! Listen to co-workers when they talk to you - don't just pretend - you'll never earn respect or understand others till you give them your full attention.

Appreciate Others - No "one" person can or should do everything in a workplace - So just as you want support and appreciation for the job you do each day - show the same consideration for your co-workers.

Pitch In and Help Out! - I have always preached that you should try to go beyond your job description, think out of the box - go the extra mile - Every once in awhile– DO THAT! Without being asked, just Pitch In and Help Out! And don't let people down when you offer to do something extra or volunteer for a project. But be careful that you don't come across as a "martyr" - someone who wants to do it all - and/or someone who only knows the right way a project should be done.

Live Up to Your End of the Job: Your employers have certain expectations of you and so do your co-workers, always do your job to the "best" of your abilities - don't look for the easy way out, or try to ask a co-worker to do "part of your job", be a problem solver, and remember to always seek improvement in all that you do.

Respect People's Time & Priorities - We all are working under pressure and deadlines. Respect your co-workers need for concentration, and if you need to interrupt them - ASK first if this is a good time to interrupt them - If your request is urgent - Apologize for the interruption and keep your request brief. Remember that each of us has a different "style" of working. So respect your co-workers style of time management and prioritizing their workload.

Be Willing to admit your Mistakes and Apologize gracefully - Co-workers understand that mistakes happen, and that we don't intentionally make them – so admit when you're wrong or made a mistake and get on with your job.

Invest in Other Parts of Your Life - Make sure that you are taking care of "YOU" -, and that your non-work life is enriching - indulge in hobbies, sports, exercise, reading, travel, socializing - Don't make YOUR JOB and the people you work with the focus of your Life - try not to take home "your" work problems. Life is too short to work 40 hours a week, and then come home and "stew" or be upset about what happened during the day. Change out of your "work clothes" and "work mindset" and do something entirely different - when you get home - focus in on your family, your hobbies, and yourself.

Understand that Life on the JOB won't always be perfect, and that you will have co-workers, bosses, and employers that you "don't like or agree with" - If you find that you absolutely can't work with certain people, then look for another job, Don't settle for an unpleasant work environment - you won't be a productive worker, or a happy co-worker - It may take practice and patience but Harmony at work is within your power!

3.5. Personal Work Values Worksheet

Our values are a core part of who we are. Our values and the values demonstrated and

supported at our workplace need to be in alignment, otherwise we feel dissatisfied and

unsettled. Since you are not working currently, this is a good time to reassess what values are important to you so that you incorporate these into your job. Identify your critical values, target organizations that are in alignment with these values, and ask the appropriate questions to validate whether it's the right place for you to work. If you think of additional work values that are not listed but are very important to you, add them.

Work Values

1.Every person is treated with respect, regardless of position.

2. Honesty and ethical behavior are the norms for all business interactions.

3. Every person's contributions are valued and appreciated.

4. True teamwork exists. People support each other and work together.

6. People are competent at their jobs and strive to do their best for themselves and for the company.

7. Most people are truly committed to the vision and success of this company, including

myself.

8. Its okay and even encouraged, having fun at work.

9. Most people get along on a day to day basis.

10. Creativity is viewed as an important skill, and creative approaches to problems are

welcomed and taken seriously.

11. Reasonable risk-taking is encouraged.

12. People are; in general, open to differences in culture, experience, and life style and

world views.

.13. The physical environment is comfortable and pleasant to work within.

14. There is plenty of opportunity for advancement.

15. There is an emphasis on learning, and opportunities for learning are a priority.

16. The work is mentally stimulating and challenging.

17. Its okay to make mistakes once in a while.

18. There is sound leadership and the future of the company is secure.

19. Opportunity exists for me to make the money I want.

20. I have authority to make the decisions I need to in order to be successful.

21. The right resources are available to achieve the important business goals.

22. Communication is seen as a priority; most people know what they need to know.

23. I have flexibility with my time as needed, as long as I accomplish my goals.

24. Goals and expectations are reasonable given the resources and time I have to accomplish them.

25. Other work values that are important to me:

Self-Check – 3	Written test

Name……………………………………… ID………………………. Date…….

Directions: Answer all the questions listed below. Examples may be necessary to aid some explanations/answers.

Write Short answer

1. What is communication?.(2points)
2. Demonstrate the core values and practices communicating with co-workers. (6p)
3. Write is the Consequences of poor communication(6 points)

   Note: Satisfactory rating - 6 points   Unsatisfactory - below 6 points

You can ask you teacher for the copy of the correct answers.

Answer Sheet

Name: _____   Date: _____

Test I

1. _____
2. _____
3. _____

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