

Basic Textile Operation

NTQF Level I

LEARNING GUIDE #01

Unit of Competence: Demonstrate Work Values

Module Title: - Demonstrating Work Values

LG Code: IND BTO1 M01 Lo1-LG01

TTLM Code: IND BTO1MO1 0919 v1

LO1 Define the purpose of work



Instruction Sheet	- Define the purpose of work
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:–

- Define the purpose of work
- Apply work values/ethics
- Deal with ethical problems
- Maintain integrity of conduct in the workplace

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- clear work area and dispose reused or recycled materials in accordance with legislation / regulations / code of practice and job specifications
- clean, check, maintain and store tools and equipment in accordance with manufacturer’s recommendation and standard work 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 you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks”.in each information sheets.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-checks).



6. If you earned a satisfactory evaluation proceed to “Operation sheets and LAP Tests if any”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity.
7. After you accomplish Operation sheets and LAP Tests, ensure you have a formative assessment and get a satisfactory result;
8. Then proceed to the next information sheet.



Information Sheet-1	Define the purpose of work
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1.1 Identifying one's unique sense of purpose for work

Work Attitudes To Have

- ❖ What work attitudes do you bring with you into a new phase of your life?
- ❖ Now that you are starting in the working world, what attitudes work best for someone in their job?
- ❖ There aren't really any rules to work attitudes that would work best. But there are guidelines that you can follow.
- ❖ It is normal to feel nervous on your first day or even the first few weeks at work. Approach it with confidence and always be mindful of these attitudes. They will serve you well as you start to consciously practice them at work. They will make you more confident. As you become more confident you learn better and perform better.
- ❖ So, what are the attitudes at work you should possess?

1. A Sense of Purpose

This is the first of the few attitudes I recommend you adopt as you start on your first job. A sense of purpose could mean having a personal vision of where you want to be in a few years time. Or how this work will contribute towards your long-term goal.

A sense of purpose can also mean knowing your role in the organization. Remember, no matter how low ranking you are or how fresh you are at work, we all have a role to play. Know that part and play it well. That way you contribute even early on and it helps you gain confidence.

2. Optimism

Have **optimism** as part of your work attitudes. I know some people are more prone to pessimism. I always say this; it takes an equal amount (if not more) of energy to be pessimistic, then why not choose the better option of being optimistic?



Work this into your repertoire of work attitudes.

There is **positive energy** in optimism. This energy propels you to do things as you feel there are better things to look towards.

- Imagine your personal motivation if you feel there is nothing good to look towards?

3. WorkHard

Working smart is better than working hard. Every success comes with hard work. Even if you have a smart plan, you need the capacity to take on the work necessary to work that smart plan. Working smart does not negate working hard. Carve this into your list of work attitudes that you bring with you into your first job.

4. Discipline

Discipline to me is personal obedience. You are a working adult now and it means being professional in the things you do. You need to conduct yourself with the highest of professional standards. It should be part of your personal work attitudes. Have the discipline to see your work through no matter how tough it is for you.

So what does this mean?

It means do the things that need to be done on time. No one appreciates tardiness.

Deliver on your promises be it to colleagues, clients or suppliers.

Be thorough with your work, check and double check your work if you have time.

5. Initiative

Taking initiatives should be part of your work attitudes. Just because you are new doesn't mean you cannot do extra or take that extra step to make some things better. Initiatives can come in many forms; it can be as simple as a suggestion to improve on certain processes.

Someone with initiatives shows enthusiasm. Enthusiasm doesn't just motivate you but it motivates those around you as well. People start to like you when you are enthusiastic.



These work attitudes do not just serve you well in your first job. If you practice these, you will internalize them. Soon you will see how they benefit your career in the long term.

Professional workers treat each person in a caring and respectful fashion, mindful of individual differences and cultural and ethnic diversity. Professional workers promote clients' socially responsible self-determination. Professional workers seek to enhance clients' capacity and opportunity to change and to address their own needs. Professional workers are cognizant of their dual responsibility to clients and to the broader society. They seek to resolve conflicts between clients' interests and the broader society's interests in a socially responsible manner consistent with the values, ethical principles, and ethical standards of the profession.

Purpose/function/ of work

- To lead one's own life
- To engage in work
- To contribute one's responsibility for his/her family, society and the people of the country at large

Work Values/Ethics

Definition:-Work values/ethics is a set of values by which individuals should know and perform in the job or work.

Work values are beliefs pertaining to desirable end-states (e.g. high pay) or behavior (e.g. working with people). The different work goals are ordered by their importance as guiding principles for evaluating work outcomes and settings, and for choosing among different work alternatives. Because work values refer only to goals in the work setting, they are more specific than basic individual values. But the work values usually are still quite broad: they refer to what a person wants out of work in general. Rather than to the narrowly defined outcomes of particular jobs. Finally, work values like basic values, are verbal representations of individual, group and interaction requirements.



Work Value Concepts

- **Commitment/dedication:** - understand to achieve anything requires faith and belief in yourself, vision, hard work and determinations. Dedication or commitment is the act of concreting an alter, temple, church or other sacred building. It also refers to the inscription of books or other artifacts.
- **Sense of urgency:** - Drive people companies & countries to work much harder than normal and the common traits of highly productive people, companies and countries. As you can see, a tough of it can transform a person, company or a country to be highly productive.
 1. Set a challenging goal with a dead line.
 2. Set a minimum time to work on something.
 3. Make yourself accountable.
 4. See yourself to be in the losing side.
 5. Be aware of potential danger.
- **Sense of Purpose:-** The quality of having a definite purpose, purposefulness and meaningfulness. The quality of having great value or significant.
- **Love for work:** - If you work from home you probably spend more time on the phone and less time doing work find out how to keep the balance between work.
- **Orderliness:-** It is associated with other qualities such as cleanliness, diligence the desire for order and symmetry. Having a sense of where things belong and how they relate to each other and keeping them organized (I want to arrange myself and my surroundings to achieve the greatest efficiency, the quality or state of being orderly, also systematic functioning perhaps the most fundamental form of organization is taking to higher.
- **Sense of responsibility:-** An awareness of your obligations, sense a general conscious, sense of duty, a sense of should, ought to, have to.



- **Goal Oriented:** - The concept of goal orientation was developed to describe variability in dispositional or situational goal.
- **Competence:** - It is possession and application of skills, knowledge and attitudes to perform work activities.

General Types of Work Values:

1. **Intrinsic or Self Actualization Values** - directly express openness to change values-
 - ✓ the pursuit of autonomy
 - ✓ interest
 - ✓ growth,
 - ✓ and creativity in work.
2. **Extrinsic or Security or Material Values** - express conservation values; job security and income provide workers with the requirements needed for general security and maintenance of order in their lives.
3. **Social or Relational Values** - express the pursuit of self-transcendence values; work is seen as a vehicle for positive social relations and contribution to society. Values include being helpful, responsible, affiliation to friends and the community, social justice, and environmental protection. This is demonstrated by values that are near each other or on opposite sides of the diagram shown below.

Top 5 Work Values:

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.

2. Dependable and Responsible

Employer's value employees, who come to work on time, are there when they are



supposed to be, and are responsible for their actions and behavior.

3. Possessing a Positive Attitude

Employers want 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.

4. Adaptability

Employers want 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.

5. Honesty and Integrity

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

Good relationships are built on trust.

Understanding the purpose of work and individual development

Understanding purpose of work activities in any work operation is very important to do what is intended in the enterprise.

For this purpose:-

Workplace Procedure is a set of written instructions that identifies the health and safety issues that may arise from the jobs and tasks that make up a system of work.

A safe working procedure should be written when:

- designing a new job or task
- changing a job or task
- introducing new equipment

Reviewing a procedure when problems have been identified, example from an accident or incident investigation.



In understanding work purpose the workers engaged in the enterprise parallel with operating activities they can develop their own personal knowledge, develop skill and attitude.

Implementation of personal mission in harmony with company's values

A value is a type of belief, centrally located in one's total belief system in enterprises too.

In any enterprise an individuals has their own mission this mission should be to accomplish the sustain value of enterprise he engaged in. Therefore in the definitions of company's values, the idea of an attitude towards or orientation with regard to work constitutes a central element most definitions of work values agree with the notion that work values are specific goals that the individual considers important and attempts to attain in the work context.

Modes of conduct or end states, with respect to one's work activity harmonized with company's value, work values can be defined as a person's attitudes to work in general rather than his feeling about a specific job during implementation. Developing a mission and values is the foundation for long term success, as demonstrated, if a vision and mission is recognized by all stakeholders and affects every hiring, strategic decision and communication; its effect can be magic.

Occupational health and safety and its principles

Occupational health and safety is an extensive multidisciplinary field, invariably touching on issues related to among other things.

Some of the principles of occupational health and safety are listed as follows:-

- ❖ All workers have rights
- Work should take place in a safe and healthy working environment
- Conditions of work should be consistent with workers well-being and human dignity



- Work should offer real possibilities for personal achievement, self fulfillment and services to society
- ❖ Occupational health and safety policy must be established
- ❖ There is need for consultation with the social patterns and other stakeholders
- ❖ Prevention and protection must be the aim of OHS programs and policies
- ❖ Information is vital for the development and implementation of effective programs and policies
- ❖ Health promotion is central element of OH practices
- ❖ OH services covering all workers should be established
- ❖ Compensation, rehabilitation and curative services must be made available to workers who suffer occupational injuries, accidents and work related diseases.
- ❖ Education and training are vital component of safe, healthy working environment

Reference: Fundamental principles of occupational health and safety (Benjamin O.Alli, 2001 ILO)



Self-Check 1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. When does a safe working procedure should be written?
 - a. Designing a new job or task
 - b. Changing a job or task
 - c. Introducing new equipment
 - d. All are the answers

2. Which one is not the principle of occupational health and safety?
 - a. Un established occupational health and safety policy
 - b. There is need for consultation with the social patterns and other stakeholders
 - c. Prevention and protection must be the aim of OHS programs and policies
 - d. Health promotion is central element of OH practices

3. _____ is a set of values by which individuals should know and perform in the job or work.
 - a. Work
 - b. work values
 - c. work ethics
 - d. a & b
 - e. none

4. _____ is not work value concept.
 - a. Commitment
 - b. sense of urgency
 - c. sense of purpose
 - d. In competence

Short Answer Questions

1. List the 3 purpose/function/ of work
2. Work Values in general classified in to 3 types. Mention and explain them
3. List the top 5 Work Value



Basic Textile Operation

NTQF Level I

LEARNING GUIDE #02

Unit of Competence: Demonstrate Work Values

Module Title: - Demonstrating Work Values

LG Code: IND BTO1 M01 Lo2-LG-2

TTLM Code: IND BTO1TTLM 0919 v1

LO2.Apply work values/ethics



Information Sheet-1	Apply work values/ethics
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2.1 Work values/ethics/concepts

Work ethics are a set of standards and rules that are required by an individual for satisfactory work performance. The word ethics deals with moral issues and with right and wrong behavior in a workplace. By setting work ethics, the workers will know the proper working attitude the company expects from each one of them.

Types of Work Ethics:

A. Personal

Ethical Traits of Personal Work Ethics:

These are the personal qualities normally included in classic descriptions of ethical consciousness and integrity. Examples of such ethical qualities in social work are:

- Integrity
- Critical self-insight
- Responsibility
- Courage/moral courage
- A sense of justice
- Balanced judgment
- Tolerance/broad-mindedness
- Empathy/sensitivity
- A basic attitude of respect, friendliness and equality in relation to others

b. Specific to a Work Station

Examples of Work Ethics Specific to a Work Station:

- Keeping certain information confidential
- Maintaining cordial information with the clients and agencies that a company has.
- Being prepared to take a new task



Here is a List of the Top 10 Values Employers Look for in Employees.

If you are interested in turning your internship into a job offer, it's important to know exactly what employers look for when hiring full-time employees. In addition to relevant skills, employers seek employees who have the personal values, characteristics, and personality traits that spell success. Good personal values are what makes the foundation for a good employee. Internships are an excellent time to show employers that you have the personal traits that they value in their employees. Do not make the mistake of missing the opportunity to show your supervisors at your internship that you have what it takes to be successful on the job as well as possessing the personal characteristics they value. An internship is an opportunity to learn the skills and behaviors along with the work values that are required for success in the workplace.

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 is 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.

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 will provide 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.

8. Strong Self – Confidence

Self-confidence has been recognized as the key ingredient between someone who is successful and someone who is not. A self – confident person is someone who inspires others. A self-confident person is not afraid to ask questions on topics where they feel they need more knowledge. They feel little need to have to impress others with what they know since they feel comfortable with themselves and don't feel they need to know everything.

The self-confident person does what he/she feels is right and is willing to take risks. Self-confident people can also admit their mistakes. They recognize their strengths as well as their weaknesses and are willing to work on the latter. Self-confident people have faith in themselves and their abilities which is manifested in their positive attitude and outlook on life.

9. Professionalism

Employers value employees who exhibit professional behavior at all times. Professional behavior includes learning every aspect of a job and doing it to the best of one's ability. Professionals look, speak, and dress accordingly to maintain an image of someone who takes pride in their behavior and appearance. Professionals complete projects as soon as possible and avoid letting uncompleted projects pile up. Professionals complete high quality work and are detail oriented. Professional behavior includes all of the behavior above in addition to providing a positive role model for others. Professionals are



enthusiastic about their work and optimistic about the organization and its future. To become a professional you must feel like a professional and following these tips is a great start to getting to where you want to go.

10. Loyalty

Employers value employees they can trust and who exhibit their loyalty to the company. Loyalty in the workforce has taken on a new meaning. Gone are the days when employees plan on starting out and retiring with the same company. It is said that most people will hold between 8 – 12 jobs throughout their career. What does this mean in terms of loyalty in today's workforce?

Companies offering employee growth and opportunity will ultimately gain a sense of loyalty from their employees. Employees today want to feel a sense of satisfaction in their jobs and will do a good job when they feel that the employer is fair and wants to see them succeed. Although this may mean only staying for five or ten years in a position, employees can offer loyalty and make an important contribution during their time with the company.

More companies today encourage employee feedback and offer employees an opportunity to lead in their area of expertise. This gives employees a greater sense of satisfaction and a sense of control over their job. Empowerment encourages employees to do their best work since companies are displaying a trust and expectation that they believe in their employees to do a good job.

Offering jobs that encourage learning and the development of new skills also gives employees a sense of empowerment in the workplace. Aligning an employees values with the goals of the organization will foster loyalty and a bond between employer and employee. Fostering good relationships within an organization and offering constructive



ways to handle conflict provides a win – win situation for both employer and employee. Creating an organization that values loyalty within the organization can also work to its benefit by using the same techniques and strategies to establish loyalty with customers; and loyalty from customers ultimately makes for a successful business

Self-Check 2	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1. Which one of the following are not work values?**
 - a. Commitment
 - b. sense of urgency
 - c. Sense of purpose
 - d. love for work
 - e. non of the above

- 2. In an every changing workplace?**
 - a .Commitment/ Dedication
 - b. Sense of purpose
 - c .Self-motivated
 - d. High motivation
 - e. All of them are understandable behaviors

Short Answer Questions

1. Explain the difference between **Extrinsic** and **Intrinsic** values.?



Basic Textile Operation

NTQF Level I

LEARNING GUIDE #03

Unit of Competence: Demonstrate Work Values

Module Title: - Demonstrating Work Values

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TTLM Code: IND BTO1TTLM 0919 v1

LO3.Deal with ethical problems



Information Sheet-1	Deal with ethical problems	
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Raising Ethical Issues at Work

Responding to intense pressure for short-term results, people working for corporations often cut corners that they shouldn't. We use all kinds of rationalizations to excuse these behaviors—everything from "everyone does it" to "nobody's getting hurt by this" to "I'd get fired if I complained."

Most of us want to behave ethically, and we also know when something isn't right. But it can be very hard to speak up in support of our beliefs.

Here's how you can deal with ethical issues in the workplace.

First, realize that ethical dilemmas are a normal and predictable part of your job. Every manager, every finance officer, every marketing professional has to sort out complex (or not so complex) ethical issues. It goes with the territory, and recognizing this reduces the stress that can limit your confidence and capability to address these issues effectively.

Second, treat an ethical issue like any other business issue. Don't make self-righteous little speeches; instead, marshal your evidence and arguments, figure out who you need to talk to, and then make a strong business case for doing the right thing.

Third, tackle the rationalizations head-on. If "everyone really does it," why do we have a policy against this behavior? If "it's not hurting anyone," why have customers sued other companies for this same practice? And so on.

Fourth, learn to play to the psychological biases of your listeners. For example, people have trouble focusing on long-term consequences, so try to identify short-term wins that would result from more ethical behavior. How you frame a problem makes a difference. Participants in a recent class discussion about a potential product recall over safety concerns became more open to the idea when the question put to them focused on how



they could craft a message for the press and the buying public, rather than whether that message was the ethical approach to the situation.

When raising an ethical issue, people seem to be most effective when they script what they'll say and how they'll proceed. It often helps to get some peer coaching, as well. It occurred to me recently that it might be interesting to do some scripting and peer coaching in this space (anonymously, where appropriate).

With that in mind, I invite you to share a story of a time when you found a persuasive argument or approach for voicing your values. Alternatively, share a situation you're thinking about right now (with details disguised, of course) and invite suggestions from peers for how to deal with it.

Dealing with Ethical Problems

Essential steps for ethical problem solving are:-

1. Determine whether there is an ethical issue.
2. Identify the key values and principles involved.
4. Rank the values or ethical principles which is your professional judgment are most relevant to the issue (justify reasons).
5. Develop an action plan that is consistent with the ethical principles that have been determined as central to the issue. (with client)
6. Implement your plan, utilizing the most appropriate practice skills and competencies (take appropriate action).
7. Reflect on the outcome of this ethical decision making process.

➤ Work incidents (Situations)

Gambling:- It is the wagering of money or something of material value on an event with an uncertain outcome with the primary intent of winning additional money.



Falsification; - To state untruthfully, misrepresent, to make false by altering or adding to falsify testimony (to make untrue statement, lies). The act of determining the properties of some things, usually by research or calculation.

Pilferage: - the act of stealing small amounts or small articles. The act or practice of stealing small quantities or articles & also the act of taking something from someone unlawfully.

Vandalism: - It is a criminal act against property but when it is your property being damaged , it affects on a personal level. Vandalism is the behavior attributed originally to the vandals, by the Romans, in respect of culture, truth less destruction or spoiling of anything. Criminal damage, such as defacement directed towards any property without permission of the owner.

Bribery: - A form of corruption, is an act implying money or gift given that alters the behavior of the recipients are payments or other types of compensation made in order to influence and gain profit from an individuals.

Black-mail: - Refers to a situation that arises when a person threatens another person with form of punishment. A method of trying to persuade someone to do something by making them feels quality.

Sexual Harassment:- It is a form of sex-discrimination ,the legal definition of sexual harassment is unwell come verbal, visual or physical conduct of a sexual nature that is serve or pervasive and affects working conditions or creates a hostile work environment.

- Examples of verbal or written sexual harassment:–comments about clothing, personal behavior, or a person’s body sexual or sex based jokes.
- Examples of physical sexual harassment:-blocking movement, in appropriate touching of a person or a person’s cloth, kissing, and hugging.
- Examples of non-verbal sexual harassment:-Looking up and down a person’s body, gestures or facial expression of a sexual nature, following a person.
- Examples of visual sexual harassment:-posters, drawings, pictures, screen savers, or emails of a sexual nature.



Self-Check 3	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. The act of stealing small amounts or small articles?
 - A. Vandalism
 - B. Pilferage
 - C. Gambling
 - D. Falsification

2. **One of the following is common situations which can be seen in work place?**
 - A. dispute or argument
 - B. gambling
 - C. use of prohibited substances
 - D. pilferages
 - E. damage to person or property
 - F. all

Short Answer Questions

1. List at least two reporting work incidents?
2. Write resolving methods of work incident?



Basic Textile Operation

NTQF Level I

LEARNING GUIDE #04

Unit of Competence: Demonstrate Work Values

Module Title: - Demonstrating Work Values

LG Code: IND BTO1 M01 Lo4-LG-04

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LO4.Maintain integrity of conduct in the workplace



Information Sheet-1	Maintain integrity of conduct in the workplace
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1.1.How to Maintain integrity of conduct in the workplace

Professionalism

I will maintain professional conduct in the workplace, and will not allow personal feelings or beliefs to cause me to treat people unfairly or unprofessionally.

Personal Integrity

I will be honest in my professional dealings, and forthcoming about my competence and the impact of my mistakes. I will seek assistance from others when required.

I will avoid conflicts of interest and biases whenever possible. When my advice is sought, if I have a conflict of interest or bias, I will declare it if appropriate, and recuse myself if necessary.

Privacy

I will access private information on computer systems only when it is necessary in the course of my technical duties. I will maintain and protect the confidentiality of any information to which I may have access regardless of the method by which I came into knowledge of it.

Laws and Policies

I will educate myself and others on relevant laws, regulations and policies regarding the performance of my duties.

Communication

I will communicate with management, users and colleagues about computer matters of mutual interest. I will strive to listen to and understand the needs of all parties.

System Integrity

I will strive to ensure the necessary integrity, reliability, and availability of the systems for which I am responsible.



I will design and maintain each system in a manner to support the purpose of the system to the organization.

Education

I will continue to update and enhance my technical knowledge and other work-related skills. I will share my knowledge and experience with others.

Responsibility to Computing Community

I will cooperate with the larger computing community to maintain the integrity of network and computing resources.

Social Responsibility

As an informed professional, I will encourage the writing and adoption of relevant policies and laws consistent with these ethical principles.

Ethical Responsibility

I will strive to build and maintain a safe, healthy, and productive workplace.

I will do my best to make decisions consistent with the safety, privacy, and well-being of my community and the public, and to disclose promptly factors that might pose unexamined risks or dangers.

I will accept and offer honest criticism of technical work as appropriate and will credit properly the contributions of others.

I will lead by example, maintaining a high ethical standard and degree of professionalism in the performance of all my duties. I will support colleagues and co-workers in following this code of ethics.

How to Maintain Your Integrity in the Workplace

Honesty, Confidentiality and Hard Work Will Earn Employee's the Respect They Deserve

Very few people can honestly say that they have landed their dream job. Many of us work for companies we do not particularly like and with people we cannot wait to get away from



at the end of the day. People stay in their jobs mainly for the financial security, so that they can provide for themselves and their families. But in order to be more successful, how can employees develop and maintain their integrity in the workplace?

#1 Do not steal your employer's time

If your work hours are between 9:00am-5:00pm do not show up at 9:10am and then clock off early at 4:30pm, unless you have prior permission to do so due to a doctor's appointment or some other valid reason. Over one month, regularly missing 40 minutes a day amounts to over 13 hours that you have stolen from your employer. Employees who receive an hourly wage will need to fill in a time sheet that details the days and hours that they have worked. So if you have not worked the full 8 hours for that day, do not lie. Fill in the hours you have been present. Who knows, a generous boss may even allow you the extra money if you are honest enough to admit you did not work the hours you should have done but you agree to make it up later on.

#2 Never bad mouth your employer

Even after work hours, you should be careful of what you say about your employer. If you visit a public place, such as a restaurant, and then start talking badly about your employer, chances are, someone who knows your employer may hear you and repeat what you have said. Disloyal employees are not wanted and are often given their marking papers before long. So even if you do not personally like your employer, keep your thoughts to yourself. Unburden yourself to a close family member such as your spouse, but do not talk about problems you are having at work in a public place.

#3 Maintain confidentiality

It is not just the medical profession that insists upon client confidentiality. Many other fields, such as nursing homes and banks also expect their employees to keep work related issues confidential. Once you have signed a contract, you have agreed to abide by the company's policies and procedures that are related to confidentiality. Breaching



these rules, except with prior permission and under very special circumstances, will result in dismissal.

#4 Be industrious

Have you ever noticed how lazy employees seem to have more to complain about than those who are industrious? The fact is, that even very boring professions can be easier to handle if employees are industrious and get their work completed. It will also make the day go by more quickly for them, rather than drag along.

#5 Do not take too many breaks

This point is linked to #1. If the company policy only allows one 15 minute break at 10:30am and then a 30 minute lunch break from 12:00pm-12:30pm, be careful to follow these rules. Do not exceed these times or take more breaks than it is necessary to take, or you risk incurring the displeasure of your colleagues as well as your employer.

Employees who maintain their integrity and who give their employer an honest day's work are more likely to gain their employer's respect and be assigned more responsibility in the company. They will be the ones who will be remembered when promotions come around and added bonuses will come with that. But most important of all, they will have a better conscience and feel more secure in their job if they are careful to maintain their integrity within the workplace

4.1 .Personal work practices and values

Important Points to remember for maintaining integrity of conduct in the workplace are:-

- Personal work practice and value instructions either verbal or written.
- Accountable for own action and outcomes



- Demonstrate awareness and acceptance of the diversity by being polite and considerate that foster an environment recognizes the various needs of individuals.
- Continuously develop and demonstrate behavior that fosters a positive working and teaching environment.
- Use clear and concise language, appropriate methods for giving directions and providing constructive feedback. Remember your body language. Treat all individuals as valuable member of the team.
- Company code of conduct/ value:- Participating the values and standards that have guided this company, Strategic goals and priorities, excellent care for all act, the best example of company code of conduct/ value is RESPECT.

Respect can stand for:-

- R: - Responsibility
- E: - Etiquette
- S: - Support
- P: - Professionalism
- E: - Education
- C: - Communication
- T: - Team work

❖ Work values/ethics/concepts are:

- Commitment/ dedication
- Sense of purpose
- High motivation
- Reliability and dependability
- goal-oriented
- Being knowledgeable
- Sensitivity to others
- Balancing between family and work
- sense of urgency
- love for work
- orderliness
- competence
- sense of responsibility
- loyalty to work/company
- compassion/caring attitude
- sense of nationalism



4.2. Instructions to co-workers

Concept of Work practice

- Quality of work
- punctuality
- efficiency
- effectiveness
- productivity
- resourcefulness
- innovativeness
- cost consciousness
- attention to details



Guide lines for undertaking work practice

Guide lines are the instruments which direct the workers what they do, how they do and when they do all the activities of the enterprise and indicate what they don't do in the enterprise during work operation with in the enterprise. Due to this the enterprise should prepare the enterprise guide lines according to the condition of the enterprise. Therefore, the workers will be instructed by these guide lines so, they should take the guide lines and as it is, if it is necessary it will be amended based on the feed backs of different reports from the workers.

Understanding personal behavior and elations with co-workers and/or clients

Each person is different, with their own personal behavior, values and beliefs shaped by a number of factors that include culture, religion, nature, and personal experiences.

- Values relate to our personal principles, morals, and ideals that is, what we consider to be important.
- Attitudes relate to a person's views, which may be evidenced in the way they behave.
- Beliefs relate to those things in which an individual has faith 'religious beliefs for example which may not necessarily be founded on fact.

Dignity' is a difficult concept to define and has a strong association with respect. 'Privacy' has been defined as 'freedom from intrusion' and 'dignity' as 'being worthy of respect' (DH, 2003). Within this module, four types of dignity were identified as follows.

- Merit—this relates to dignity or social status that is ascribed to people because of their role or position in society, or because of what they have achieved.
- Moral status—this is emphasized by the person's moral autonomy or integrity. If an older person is able to live according to their own moral principles, then that person will experience a sense of dignity.
- Personal identity—this was found to be the most relevant in the context of older people: 'It relates to self-respect, and reflects an individual's identity as a person.



This can be violated by physical interference as well as by emotional or psychological insults such as humiliation'.By understanding these above mentioned differences among the co-workers and clients we can minimize the differences by creating tolerance.

Self-Check 4	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Which one of the following is not work values ?

- b. Commitment
- c. sense of urgency
- d. Sense of purpose
- e. love for work
- f. non of the above

2. What type of behavior of person should be understood during working together?

- a. Attitudes relate to a person's views
- b. Merit
- c. Personal identity
- d. Moral status
- e. All of them are understandable behaviors

Short Answer Questions

- 1. Explain the difference between **Extrinsic** and **Intrinsic** values.
- 2. Discus the importance of Guide lines for usage of resources.



Reference Books

1. <http://www.slideshare.net/decouleb/demonstrating-value-back-at-work-ueb11>
2. <http://www.cvtips.com/interview/how-would-you-demonstrate-your-creative-skills-in-the-workplace.html>

