

Oak Specialist

Independent Living

Unit 5 - World of Work

Applying Learning



Unit 5- World of Work

Lesson 1 - The benefits of work

Why do we work? This lesson explores what's good about getting a job.

Lesson 3 - Vocational profiling

What is a vocational profile and how can it help you?

Lesson 5 - Getting a job

Where should you look for jobs?
Understanding Interviews and reasonable adjustments

Lesson 2 - Different types of work

Not all jobs are the same. This lesson looks at understanding what a job family is and the different types of tasks that can be done.

Lesson 4 - Routes into employment

What are the different ways to get a job.
Which route is right for you?

Lesson 6 - Workplace behaviour

How is work different to school or college?
What rules are the same and what ones are different?



Lesson 6 - Workplace behaviour



Teacher notes- Lesson 6

-Learning intention:

- To know some of the behaviour expectations in a workplace setting
 - Understand what to do when they have trouble meeting the required expectations
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1. Types of behaviour (Social, Unsocial, Anti-Social)
 2. Workplace expectations - the rules and conduct
 3. Planning for challenges

Resources:

Pen and paper



Lesson Activity Stages

This lesson will be taught in 3 parts:

1. Types of behaviour
2. The rules of work
3. Predicting and planning for challenges



Part 1: Types of behaviour

It is important to think about our behaviour in a workplace. Many things will be the same as what people expect of you in a school, college or at home but some are different.

Our 'behaviour' can be grouped into three types:

1. Social
2. Unsocial
3. Anti-social



Types of behaviour

1. Social

Calm, interactive (you communicate well) and are productive (you do the tasks you have been asked to do).

You are able to complete your job without any problems and people are happy to work alongside you.



Types of behaviour

2. Unsocial

You are controlled and productive but you may struggle to interact and communicate well with others around you, but your actions are not disruptive.



Types of behaviour

3. Anti-social

You display behaviour that challenges, upsets or disrupts others (staff and customers).



Types of behaviour

On the next three slides you will see some examples of people displaying different types of behaviour.

With your teaching partner discuss whether you think it is an example of **social**, **unsocial** or **anti-social** behaviour.

Can you explain why this type of behaviour would be appropriate or inappropriate in the workplace?



Types of behaviour

Example 1:



You arrive at work feeling stressed because you are late. You decide you need to have your morning cup of coffee, without talking to anyone you head to the staff kitchen. When the manager tells you that you are late and you haven't read an important email you throw your coffee at your manager.

Social?

Unsocial?

Anti-Social?



Types of behaviour

Example 2:



You arrive at work feeling sad because your favourite pet died last night. You sign in but you do not say hello to the security guard like you normally do. You head to your desk and put your headphones in and start to check your emails. You forget about the team meeting.

Social?

Unsocial?

Anti-Social?



Types of behaviour

Example 3:



You arrive at work early, make yourself a cup of tea in the staff kitchen. You have a quick chat with a colleague (staff you work with) about a TV show and then head out onto the shop floor to restock the shelves.

Social?

Unsocial?

Anti-Social?



Types of behaviour

How did you do? Check your answers.

Behaviour	Example	Comment
Social	<i>Arrive early, make a cup of tea and have a quick chat, then head off to restock the shelves.</i>	You communicate with staff, have good time keeping and complete your task.
Unsocial	<i>Sad because your pet died, sign in but don't say hello. Put your headphones on, check emails but forget the team meeting.</i>	This is OK as your behaviour has not negatively impacted on others. We all forget things sometimes, but if this regularly happens then this would be a problem.
Anti-Social	<i>You arrive late and stressed but still make a drink, when challenged by your manager you throw coffee at them.</i>	This is unacceptable behaviour, however you might be feeling. This will lead to serious consequences and may mean you lose your job.



Part 2: The rules of work

A workplace comes with rules which can be separated into two groups.

Instructions: something you **MUST** do - for example not to use your mobile phone in-front of customers.

Conduct: the positive social behaviour that should be displayed

Instructions can be quite simple to follow, whilst conduct does not always come with examples which can make it difficult to understand.



The rules of work

On a piece of paper draw a line down the middle and add the word 'Instruction' at the top of one half and 'conduct' at the top of the other half.

On the next slide are examples of different workplace rules. Can you sort them into the two columns on your paper into **instructions** and **conduct**?



The rules of work

Instructions or conduct?

Report a safety issue to a manager immediately

Wear an ID badge

Be polite when talking to others

Treat each other with respect and dignity

Sign in at reception

Take time to understand the needs of the customer

Behave honestly and in the best interests of the business

Present yourself to others as professional and ready to help

Write emails in font size 14

Always wear a hard hat on the construction site



The rules of work

How did you do? Check your answers

Instructions	Conduct
Wear an ID Badge	Be polite when talking to others
Sign in at reception	Behave honestly and in the best interests of the business
Write emails in font size 14	Treat others with respect and dignity
Always wear a hard hat on the construction site	Take time to understand the needs of the customer
Report a safety issue to a manager immediately	Present yourself to others as professional and ready to help



The rules of work

There are some rules that aren't written down. This is because they are generally agreed social standards for work, home and the community.

Some of these are:

- Have good personal hygiene
- Maintain personal space with colleagues and customers
- Respect for property (no stealing)
- Listen when someone is speaking to you
- Respond when asked a question



Part 3: Predicting and planning for challenges

In part 1 and 2 we have seen how positive social behaviour is the expected behaviour for a workplace, whilst unsocial behaviour may be acceptable on occasions but anti-social behaviour is not ok.

However, we all feel overwhelmed sometimes and when we are, we find it more challenging to display positive social behaviour.

Therefore it is important that we have a plan to manage our feelings and actions so that our behaviour does not become anti-social.



Example plan

What might happen	Feeling	Possible anti-social action	Plan for positive social action
<i>The manager speaks to me about not completing all my tasks on time</i>	<i>Low, annoyed, upset</i>	<i>Start shouting at the manager. Walk off</i>	<i>Listen, but don't make eye contact as makes me feel uncomfortable. Thank the manager for their feedback and arrange for a time to talk again.</i>
<i>A customer brings in a dog</i>	<i>Scared</i>	<i>Shout, hit out towards the dog and customer</i>	<i>Call another colleague to speak to the customer, move away to a safe space such as the stockroom.</i>
Long term plan to address regular difficulties			
<p>People to help me: Speak to my Job Coach. Set up a weekly check in with my mentor/workplace buddy. Tell my colleagues in advance about my fear of dogs.</p> <p>Things I need to be able to do: Practice active listening and listing the things I am good at so I don't get myself down when I get some less positive feedback.</p>			



Predicting and planning for challenges

Have a go at creating your own plan. Draw out the table below, add as many rows as you need. If it helps make it visual.

What might happen	Feeling	Possible anti-social action	Plan for positive social action
Long term plan to address regular difficulties			
People to help me:			
Things I need to be able to do:			



Independent Living

World of Work

Workplace behaviour

Make it easier

Don't use the phrase 'unsocial' and keep to positive and negative behaviours.

Make it harder

Identify 3 Instructions and 3 conduct behaviours that are the same wherever you are.

Identify 3 Instructions and 3 conduct behaviours that are different in the workplace.

More ideas

Make it real - act out scenarios from the student's plan.

Look at some businesses code of conduct and discuss the students understanding of what is written down.



Further Learning with Oak National

Independent Living:

- Applying Learning- People who help us (Unit 4)
- Applying Learning- Community safety (Unit 6)

External sites:

- Use a search engine and type 'code of conduct' to find real examples of workplace rules and expectations



References

Slide 8- Man at desk, User 11472009, Freepik / Colleagues seminar, Needpix

Slide 9- Alone casual, Pxfuel

Slide 10- Man wearing brown suit jacket, Pexels

Slide 12- Spilt coffee, Piquesels

Slide 13- Man wearing headphones, Piquesels

Slide 14- MEDITERRANEAN SEA, U.S. Naval Forces, Wikimedia Commons

