

## Positive Workplace Attitude LESSON Plan

Have you notice that when you enter a store (e.g., Safeway) all the employees are positive and in great moods? This lesson explores the importance of having a positive workplace attitude and allows students to practice having a positive attitude while having conversations with their peers. Having a positive workplace attitude is not always easy...This lesson also explores tips for dealing with workplace conflict, and how to maintain that positive attitude when work is not going well.

*Pro Tip:* This lesson is very lengthy. Teach the lesson over a few days. Students will benefit from practicing a "positive workplace attitude" each day.

**Lesson Objective:** Students explore the concept of having a positive attitude at work. Students will practice their "positive attitude" skills by having a conversation with a peer.

**Materials Needed:** Dealing with Workplace Conflict/Your Reaction, Workplace Attitude Scenario, Positive Workplace Attitude Graphic Organizer, How to Adjust Your Workplace Attitude/Your Reaction.

1. Introduce lesson by watching the following video:  
<http://www.youtube.com/watch?v=gYNei77mrWc> (up to 1:17)
  - a. What workplace behavior is he targeting?
  - b. Do you ever display this behavior? What can you do differently if you do find you are engaging in this behavior?
2. It is not always easy to be friendly
  - a. Students brainstorm a list of situations where it might be difficult to keep a positive attitude and be friendly
    - i. Students problem solve possible solutions to these issues in class
    - ii. Tell your story: Have you ever encountered unfriendly people on the job? How did you handle it?
  - b. Students read Dealing with Workplace Conflict
    - i. Watch rest of video from step 3 (1:17 to End)
    - ii. Students break into "Zoom Room" groups and complete Your Reaction
    - iii. Comeback to class and share answers

c. Students work in groups (zoom breakout rooms) and complete Workplace Attitude Scenario. Come back to class and share answers.

3. We have just been talking a lot about adjusting your Workplace Attitude, but we haven't talked about what a good workplace attitude should look like...

a. Students brainstorm: What are some examples of proper workplace attitude (*takes initiative, accepts feedback well, works well with others, friendly*)

b. Students work in groups (zoom breakout rooms) to complete Positive Workplace Attitude Graphic Organizer. Students can use this graphic organizer as a "cheat sheet" of reminders to keep a positive workplace attitude.

4. Life happens...and there are times where you are not going to feel like being positive at work. What are some tips for keeping a positive attitude? Students work in zoom room groups to complete the following tasks:

a. Students Read: How to adjust your workplace attitude

b. Students complete Your Reaction

5. Communicate for Real! Break students into zoom room groups of 2 or 3

a. Students have a conversation with their peer in a zoom room

b. After 5 minutes or so, Students come back to the group and report something new and exciting they learned about their peers. Students reflect: how were you friendly and how did you display a good workplace attitude?