Ethiopian TVET-System

BASIC CLERICAL WORKS

LEVEL-I

Based on August 2012GC Occupational standard

Module Title: Working Effectively In a Business Environment

TTLM Code: EIS BCW1TTLM 0919V1

This module includes the following Learning Guides

LG46: Work within organizational requirements

LG Code: EIS BCW1 M13 LO1 LG-46

LG47: Work in a team

LG Code: EIS BCW1 M13 LO2 LG-47

LG48: Develop effective work habits

LG Code: EIS BCW1 M13 LO3 LG-48

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

- Identifying and reading **organisation's requirements** and responsibilities
- Seeking advice from appropriate persons
- Developing and utilizing understanding of **employee and employer rights and responsibilities**
- Complying with relevant duty of care, legal responsibilities and **organisational goals and objectives.**
- Identifying Roles and responsibilities of colleagues and immediate supervisors.
- identifying standards and values considered to be detrimental
- communicating through appropriate channels
- Identifying, recognizing and following behaviour that contributes to a safe work environment

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 –**

- Identify and read **organisation's requirements** and responsibilities
- Seeking advice from appropriate persons
- Develop and utilize understanding of *employee and employer rights and responsibilities*
- Comply with relevant duty of care, legal responsibilities and *organisational goals and objectives.*
- Identify Roles and responsibilities of colleagues and immediate supervisors.
- identify standards and values considered to be detrimental
- communicate through appropriate channels
- Identify, recognize and follow behaviour that contributes to a safe work environment

Business and economic environment

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 1 to 7.

3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.

4. Accomplish the "Self-check 1 **in page -.**

5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have   to get the key answer only after you finished answering the Self-check 1).

6. If you earned a satisfactory evaluation proceed to "Information Sheet 1". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.

7. Submit your accomplished Self-check. This will form part of your training portfolio.

1.1. Legislative, regulatory and organizational requirements

A number of stakeholders will have requirements in place that must be taken into account in any risk management process. This is especially so where the environment or human life is at risk. Legislators and regulatory bodies are stakeholders in any risk management process.

Laws have been put in place to ensure that organizations and individuals meet a minimum standard of care to ensure their activities do not result in harm or loss to others. Breaches of these laws can result in fines, jail or both.

Local government will also have a range of requirements that must be met. Councils will control those things that affect the community and which are not covered by broader legislation, such as requirements / restrictions related to construction / building, planning, traffic management, community activities and events. Councils may also impose further or specific obligations over and above legislative requirements. For example, legislation may require that you manage risks but council may have an added requirement to this legislation requiring that you are able to provide evidence that risk has been managed before it is prepared to issue any necessary permits. Breach of local bylaws can result in fines.

Examples of legislative and regulatory requirements may include:

- **legislation dealing with**
  - disasters, emergencies
  - occupational health and safety
  - the environment
  - equal employment opportunity
  - Privacy.

- **local government requirements dealing with**

  - land use planning

- building and planning permits
- business permits
- community interaction
- noise limits
- traffic management

- **Use of community facilities and event permits.**

  - safety standards
  - operating procedures
  - emergency procedures
  - Management procedures.

Requirements for the organization will be defined during the establishment of the emergency risk management context. This stage may also highlight the requirements of stakeholder organizations. Clarification of stakeholder organizations' requirements will be refined through ongoing consultation.

All employees, contractors, suppliers, clients, etc will be required to know what the legal, regulatory and organizational requirements are and to work within them. Breaches of organizational policies and procedures can result in injury or death, legal action being taken by an affected stakeholder or a stakeholder organization withdrawing their support.

Organizations' like businesses operate within a framework of:

A) External Factors like:

- legislation (government laws)
- awards and enterprise agreements (includes unions)
- industry Codes of Practice

B) Internal Factors like:

- the business plan (includes goals, objectives, systems and processes)
- policies and procedures (includes OHS, equal opportunity)
- ethical standards
- management structures

- duty of care

1.2. The External Business Environment

The external business environment is made up of all the things OUTSIDE the organization / business that have an impact on the business. An effective business must be aware of these factors and make the necessary changes. As a worker/ employee of an organization you must also be aware of these factors.

The diagram below shows you some of them.

Local

1. Government legislation
2. Award & enterprise agreements
3. Industry codes of practice
4. The role of unions
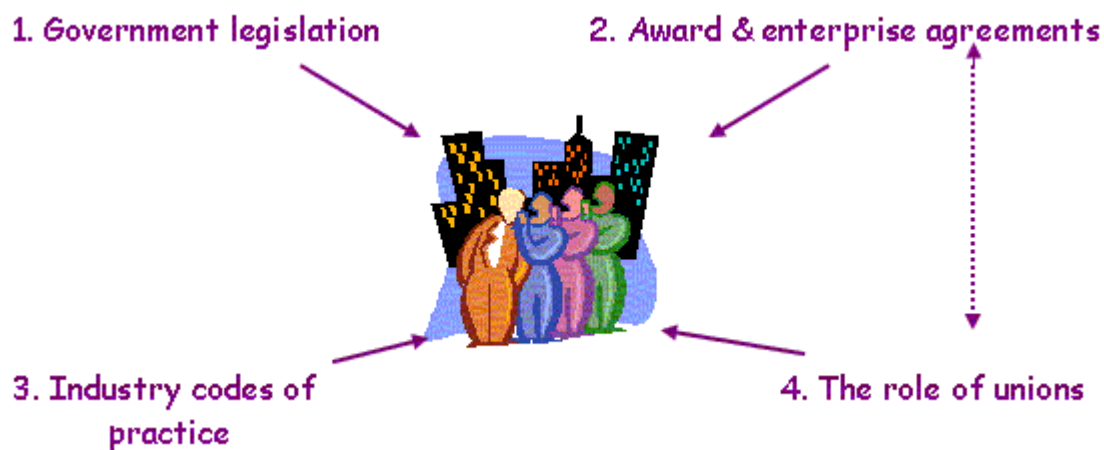
1.3. Government Legislation

Government is divided into 3 levels:

- Common wealth (Federal)
- State
-

Each level of government has its own responsibilities. Sometimes this is not clear-cut as they overlap. Different workers can be covered by different legislation. In this unit you will examine the key work based legislation from the Commonwealth and State governments.

1.4.OH & S Legislation

The first thing you will notice is the number of Acts (laws) that parliament has put in place to protect employees..

If you want to check out the details of any of this legislation go to the website and explore!

The focus of this part of the topic will be on the other relevant legislation.

Anti-discrimination		Workplace Relations
	Sex Discrimination	
Racial Discrimination		Affirmative Action

1.5. The Office: A key role in the business's organization office legislation

Businesses organize themselves in various ways. This is often determined by the:

- nature of the business (it's prime function)
- the manager's ideas and skills
- goals and objectives
- current trends in management theory
- size of the business

An important function of management is to plan. This is set out in the form of a business plan. Basically a business plan sets out the objectives of the business and how it intends to achieve them.

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

Choose

1. Which one of the following is local government legislation requirement?

    .A..land use planning   B. Business Permits Safety standards   D.all   E. A&B only. One is not a kind of legislation?

    A. Discrimination   B, /Workplace Relation   State legislation   D. all E. none

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Question

Information Sheet-2	Seeking advice from appropriate persons

2.2. What are the benefits of seeking advice from appropriate experts?

8 Reasons People Seek Advice

- Reduce Complexity.
- Take Action.
- Save Time.
- Offload Unpleasantness.
- Increase Their Confidence.
- Help Make Better Trade-Offs.
- Receive Encouragement.

Seeking and giving **advice** are central to effective leadership and decision making. ... Those who give **advice** effectively wield soft influence—they shape important decisions while empowering others to act. As engaged listeners, they can also learn a lot from the problems that **people** bring them. Feel Safer.

2.3. When you hear good advice, you should always do two things: Take it in and pass it on.

1. Take time to know yourself. ...
2. A narrow focus brings big results. ...
3. Show up fully. ...
4. Don't make assumptions. ...
5. Be patient and persistent. ...
6. In order to get, you have to give. ...
7. Luck comes from hard work. ...
8. Be your best at all times.

2.4. Seeking or search assistance when difficulties arise

If you experience or observe a workplace issue which you believe to be inappropriate, or which may constitute misconduct, there are several steps you can take to address it – either by yourself or with the support of your manager, supervisor, Executive, or HR team. In all cases it is important that you address workplace issues in a timely and mature manner to support the likliehood of a positive resolution.

How you address the workplace issue depends on factors such as:

- the type of behaviour;

- the context in which the behaviour occurs;

- the seriousness of the behaviour;

- the frequency of the behaviour or similar behaviours; and

- the impact of the behaviour upon yourself or others.

› Self-Check -2	Written Test

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

Choose

   1. Which one of the following is the reason for seeking advice from appropriate experts?

   A .Reduce Complexity.   B. Take Action.   C. Save Time.   D. all E. none

2.**Seeking** and giving **advice** are central to effective leadership and decision making. This is

   A. True   B. False   C. neither True nor False

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

3.1. Rights and Responsibilities of Employees and Employers at Workplace:

3.1.1.Rights and responsibilities

It is important that you can differentiate between rights and responsibilities, particularly between those of employees as against those of employers. Rights are the entitlements you can expect to be given or the way you can expect to be treated. Responsibilities are tasks that you must complete or actions that are expected of you, that is, your obligations.

3.2. Rights of employees include, to

- be paid the correct wage
- be able to join a union
- have sick leave or annual leave
- be provided with a safe work environment
- work in an environment free from discrimination and harassment
- resign
- not be dismissed unfairly
- have access to a grievance resolution process
- be given explicit instructions regarding work tasks
- receive advice and training
- seek promotion based on merit

3.3.Responsibilities of employees include, to

- treat all co-workers equally

- take reasonable care of the health and safety of others
- report any unsafe work practices, accidents or injuries
- attend work and to be punctual, giving an honest day's work
- obey all lawful instructions
- observe confidentiality and privacy of enterprise, clients and colleagues
- know the terms of their employment
- be accountable for money, material and property belonging to the employer
- be courteous and give good service to clients/customers
- respect cultural and social diversity among employees and clients
- advise the employer of inability to work
- give up all inventions made within the employer's time

3.4. Rights and responsibilities of employers

3.4.1. Rights of employers include, to

- dismiss workers according to the Commonwealth Workplace Relations Act
- expect loyalty from employees
- expect reasonable care to be taken by all employees
- expect employees to be accountable for money or resources in their care

3.4.2. Responsibilities of employers include, to

- provide a safe work environment
- provide a workplace free from discrimination and harassment
- report to Work Cover any serious accidents
- hold worker's compensation insurance
- provide risk management
- provide appropriate safety equipment
- consult with employees with respect to occupational health and safety
- pay employees the correct wage
- provide conditions in line with the award

- ✎ treat all employees fairly, applying Equal Employment Opportunity(EEO) principles
- ✎ not unfairly dismiss an employee
- ✎ give clear instructions
- ✎ evaluate performance and provide feedback to employees
- ✎ provide advice and training
- ✎ give due consideration to all relevant legislation

3.5. Other Rights and Responsibilities of Employers and Employees

3.5.1. Anti-discrimination

Anti-discrimination laws make it illegal to discriminate against someone on the grounds of a person's sex, race, marital status, pregnancy, physical impairment, intellectual impairment, and sexual orientation, religious or political beliefs. Discrimination in the workplace means that people are not given the same opportunities for gaining a job, a promotion or training and development on the grounds stated above.

3.5.2 Workplace Agreements

A work place Agreement is an individual agreement between an employer and an employee that overrides an existing award. They can provide better conditions than an award but anyone covered by one cannot be any worse off than they would be if covered by an award.

3.5.3. Awards

An award is a *legal document which sets out the rights, entitlements and obligations of employers and employees, including rates of pay, hours of work, penalty rates, and casual and part-time work and grievance procedures.*

3.5.4. Employment contracts

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An employment contract is an agreement about the employee's conditions of employment. It can be either verbal or in writing. It is a good idea to have it in writing so that it can be referred to if there is a dispute. It must include such details as pay rates and entitlements like sick leave and annual leave. It is a good idea to get advice before the employee signs it so that he/she fully understands the terms.

3.5.5. Enterprise Agreements

An enterprise agreement is a legal document setting out the same conditions as an award, but it covers the workers in one organization only. Again, there are state and federal enterprise agreements.

3.5.6. Equal Employment Opportunity

EEO means more emphasis is placed on finding the best person for the job, considering everybody's skills and abilities equally, with no discrimination in employment policies and practices, particularly in areas of recruitment, training, career progression and workplace restructuring.

3.5.7. Harassment

Harassment should not be confused with discrimination. Harassment is any form of behavior that is not wanted and not asked for that humiliates, offends or intimidates someone. It usually is sexually or racially based. Behavior considered harassment includes displaying or circulating material that is racist, sexist, sexually explicit, homophobic etc; verbal abuse or comments; offensive jokes, gestures or conduct; ignoring, isolating or segregating a person or group of people because of their sex, homosexuality, race etc.

3.5.8. Unions

A union is an organization set up by employees to assist them in the workplace, in order to increase their bargaining power. Anyone can join a union, except for military personnel. Unions can help with advice on work issues; health and safety issues; protection from harassment and discrimination; pay and entitlements;

career structures; equal opportunity and equal pay; making sure that rights are protected; advice and assistance in workplace bargaining.

3.5.9.Workplace bullying/ Mistreatment/

Unions have had a big campaign to stop workplace bullying. Someone engaging in workplace bullying intimidates, degrades or humiliates other employees sometimes in the presence of co-workers and clients. It can include verbal abuse and behavior, which is intended to punish; constant unreasonable criticism; put-downs and sarcasm; poorly managed conflicts of opinion or personality clashes. Inappropriate comments about appearance are common as are isolation at work, overloading with work or underutilization of skills, exclusion from meetings, denial of promotion and even assault. Workplace bullying leads to stress-related health problems, high incidence of sick leave, resignation, low self-esteem, low morale and poor performance.

3.6.General Rights and Responsibilities of Employers and Employees

- Safe environment:
- Arrangements:
- Basic necessities for employers and employees:
- Information for the employees
- Inequalities at workplace
- Dressing and activity
- Payments
- Equal opportunity
- Holidays
- Main responsibility
- Uniform
- Respect
- Performing

- Right to ask
- about work environment
- Entitlements
- Adjustments for disabled
- Prevention of harassment
- Equal and right work
- Main facilities
- Flexible hours
- Detailed claims
- About pension
- The HR department
- Policies at workplace
- Trade unions

Self-Check –3	Written Test

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

Matching

Column A Column B

_____1. General Right of Employer and Employees A. expect loyalty from employee

_____2.Employer Right   B. Equal opportunity

_____3.Employees Right   C. sick leave or annual leave
_____4. Other right of Employer and Employees   D .Harassment
                                E. Entertainment

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

4.1. Comply with relevant duty of care, legal responsibilities and organizational goals and objectives

4.1.**1. Relevant Duty of Care**

Duty owed to a person who, by reason of being a person within subsection, is someone for whose safety the organization is responsible. ... For the purposes of this Act, whether a particular organization owes a **duty of care** to a particular individual is a question of law.

4.1. 2.Complying with Duty of Care

Duty of Care is about individual wellbeing, welfare, compliance and good practice.

All workplaces, whether a school, a business, or a voluntary organization have a moral and a legal obligation to ensure that everyone associated with the establishment, whether employee, volunteer, student, tradesperson or the general public, is fully protected from any personal physical and/or emotional harm, either on the premises or when engaged in activities relating to the establishment.

Typical areas of concern are fire safety, health and safety, food safety, personal safety, child and adult protection (plus wider safeguarding such as safer recruitment), equality, bullying, violence, harassment, stress, or discrimination from any source.

A **breach of duty** occurs when one person or an organization has a duty of care toward another person or organization but fails to live up to that standard. A person may be liable for negligence in a personal injury case if their breach of duty caused another person's injuries or mental ill health.

By being able to demonstrate that anyone requiring training on these areas has been trained and is up to date, the employer is able to provide evidence that they have taken reasonable precautions to ensure that the wellbeing of every person associated with the establishment is supported.

A clear benefit for the employer is that when everyone associated with their organization can see that their wellbeing is important they feel much more valued and it builds trust and job satisfaction. They will also feel empowered to raise concerns about unsafe practice and to act on their concerns.

By taking effective steps to ensure that all relevant individuals receive the right training the organization can promote good practice, reduce risk, eliminate ignorance and create and sustain a safe environment.

How is this achieved?

- By making a clear policy statement on duty of care. Ignorance is no excuse
- Training all relevant individuals on the basic issues
- Keeping the training up to date
- Keeping up-to-date training records and displaying certification
- Providing clear communication channels for reporting concerns
- Recording concerns and all further actions taken
- Reporting outcomes.

4.2. Consequences of breaching Duty of Care Obligations

The consequences of breaching duty of care obligations are typically financial and reputational which can place an organization or an individual under severe pressure.

Financial settlements can be made under a personal agreement, but are more likely to be decided in courts of law. This is typically very expensive and time-consuming and can also result in significant negative publicity; damaging the organization's reputation and affecting the morale of other people associated with the organization.

4.3 Legal Responsibilities

Understanding the goals and objectives of an organization will help you perform your own job more effectively. Sometimes the goals and objectives might be clearly written down in an information folder, or talked about at staff meetings. At other times they might just be assumed, with employees knowing how things are done without actually writing it down on paper.

The organization's policies and procedures manual ensures the business complies

with all relevant legislation and regulations. It is important to adhere to workplace policies and procedures.

4.4. What is a legal responsibility?

Legal responsibility. From Wikipedia, the free encyclopedia. **Responsibility**, in the context of the **law**, may refer to: **Legal** obligation. A measure of mental capacity, used in deciding the extent to which a person can be held accountable for a crime; see diminished **responsibility**.

4.4.1. What are the legal responsibilities of a business?

There are **legal obligations** for most small **businesses**. They will vary depending on the nature of the **business**.

...

Legal responsibilities

- Business structure and registrations.
- Licensing.
- Selling goods and services.
- Contracts.
- Leasing premises.
- Employing staff.
- Occupational health and safety.
- privacy and information protection

4.5. Organizational Goals and Objectives

4.5.1. Importance of organizational goals

Goals help define a company's purpose, assist its business growth and achieve its financial objectives. Setting specific organizational goals can also help a company measure their organization's progress and determine the tasks that must be improved to meet those business goals.

Goals need to be specific, measurable, achievable and timely. By setting clear, realistic goals, organizations have a clearer path to achieve success and realize its vision. Goal setting, and attaining them, can also help an organization achieve increased efficiency, productivity and profitability.

Organizations should clearly communicate organizational goals to engage employees in their work and achieve the organization's desired ends. Having a clear idea of organizational goals helps employees determine their course of action to help the business achieve those goals. Employees should also be equipped with the proper tools and resources needed as they do their work to help meet the overall organizational goals.

Setting goals can also help companies evaluate employee performance -- for example, creating individual employee goals that support overall organizational goals and measuring individual performance against those individual goals. While an organization can communicate its organizational goals through formal channels, the most effective and direct way to do so is through employees' direct supervisors. This enables managers to work with their staff to develop SMART (specific, measurable, achievable, realistic and time-bound) goals that align with the organization's goals. Setting organizational goals also helps build workplace harmony because it makes employees work toward attaining similar goals.

While developing sound goals helps organizations with planning, over time, goals might turn out to be unrealistic and need to be modified accordingly.

As an employee you need to understand the organization's goals and objectives. These will be contained in the organization's documents, such as the business plan. Your supervisor will probably discuss these with you when your duties and tasks are assigned, and describe how your tasks help the organization to achieve its goals.

4,5.2. The organization's documents

All employees need to be familiar with documents outlining the requirements of the organization. Documents may include:

- Goals, objectives and plans, e.g. business plan, annual report
- Legal and organizational policies and procedures manual
- Access and equity principles and practice policies
- Anti-discrimination and related policies
- Ethical standards
- Quality and continuous improvement processes and standards
- Occupational health and safety (OHS) policies, procedures and programs.

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When you commence a new job or a new role within your existing organization you should know where these documents are located and become familiar with them as quickly as possible. If there is anything you don't understand you should clarify it with your supervisor, colleagues or other appropriate people. It is far better to ask someone if you are unsure about anything, than pretend you know.

Self-Check –4	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

2. Define Duty of Care
3. Write importance of organizational goals

Information Sheet-5	Identifying Roles and responsibilities of colleagues and immediate supervisors

5.1. Identify roles and responsibilities of colleagues and immediate supervisors

If there are more than just a few people in an organization there needs to be a formal structure, where job positions exist to fulfill particular functions. The organizational structure shows who is responsible for what, and who reports to whom.

Generally in a workplace there will be one person, sometimes called a line manager, who you need to report to on a day-to-day basis. This person will probably be a supervisor or team leader. In turn, they might report to a more senior manager, who is responsible for a whole department or division.

5.2. Discussion of Roles and Responsibilities

2.1.1 Introduction

A critical issue that can impede the success of teams is a lack of clarity regarding the roles, responsibilities, and expectations of the various agencies and/or individuals who compose its membership. This exercise is designed to assist team members to understand more fully their own roles and responsibilities in relationship to the work of the team, and to provide them with an opportunity to share their expectations about the roles and responsibilities of others.

Because it can be difficult to understand fully the distinction between a role and a responsibility, please keep the following definitions in mind as you move through this exercise.

- Roles — Generally, roles are the positions team members assume or the parts that they play in a particular operation or process. (For example, a role an individual might assume is that of facilitator, or communications liaison).
- Responsibilities — On the other hand, responsibilities are the specific tasks or duties that members are expected to complete as a function of their roles. They are the specific activities or obligations for which they are held accountable when they assume—or are assigned to—a role on a project or team.

Generally speaking, there are two types of roles that team members may have. These are formal roles, which are the essential parts or positions that must be filled in order to collectively accomplish the goals of a project or team, and there are also informal roles, which may or may not be required in order to achieve the team's goals, but that can have an impact—either positive or negative —on the progress of the team.

When we refer to formal roles, we are describing essentially "who" is responsible for "what." Formal roles are absolutely essential for the success of the team. Obviously, if individual team members do not know what they are expected to do, it is highly unlikely that anything will get done.

Certain types of informal roles can enhance the overall productivity of the team, but the impact of other types of informal roles—if not addressed—can be negative and may detract from the team's ability to function effectively. The following are examples of some of the informal roles that members play on teams.

- Teams might have a caretaker. This is the person who makes sure that there is harmony, which everyone is getting along, and everyone's needs are being met.
- Sometimes teams have an informal spokesperson. This is the person who takes responsibility for hearing everyone's voice, synthesizing different opinions, and then speaking out on behalf of the group.
- The role of the comedian is played by the person who wants to assume responsibility for making sure everyone is having a good time. Comedians break tension and conflict with humor. They make sure teams do not take themselves too seriously.
- There is the catalyst. This is the person who is like the cheerleader, who contains the energy for the project, gets people excited, and forces people to move forward.

These are just some examples of the kinds of informal roles that individuals play. The important thing to note here is that informal roles do have a significant impact—both positive and negative—on the work of teams, and it is important to identify and address those effects when necessary.

2.1.2. Exercise Purpose

Team members come from different specialties and backgrounds, and it is important that they "step outside" their professional day–to–day responsibilities and think in terms of what they can specifically contribute to the team and how each can positively improve the level of team collaboration.

2.1.2. Exercise Instructions

- Using the attached Role Expectations Worksheet, individually write a brief statement describing your perception of your roles and responsibilities on your team. Give thought to the unique skills, talents, and expertise you bring to the group and how these relate to the specific role(s) you can perform. Your statement should include information about what you think the other team members expect you to contribute.
- Using the attached Role Clarification Worksheet, write brief comments about what you expect each of your teammates (list each by name) to contribute to the team's operations and performance.
- Read your roles and responsibilities description, and express what you see as your contributions to the team. Allow others to ask questions and clarify your comments. Have others describe their expectations of you. Compare and contrast your personal ideas with those of your fellow team members. Discuss any differences in opinions or observations.
- Follow the instructions above for each team member. Come to an understanding of and consensus on each person's roles and responsibilities on the team.

Identify roles and responsibilities of colleagues and immediate supervisors

Roles and Responsibilities of Colleagues

Roles and Responsibilities of Supervisors

Self-Check –5	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. Define what role means played by Colleagues and Supervisors
2. Define What responsibilities means

Information Sheet-6	identifying standards and values considered to be detrimental

6.1.Identify standards and values considered to be detrimental to the organization and communicate this through appropriate channels

6.1.1.Types of standards include:

- Internal standards – set by top management and filter down
- External standards – set by other organisations such as the government and industry bodies
- Predetermined standards – set by a budget or strategic plan

Most organizations expect you to behave in a courteous and polite way and to treat colleagues, customers and visitors with respect. There is also an expectation to follow organizational requirements.

For example, the business has a policy that says that the lights must be switched off each night to save on electricity costs. Possible ways to deal with the issue of a staff member always leaving the lights on are:

- Confront the person directly and explain why they should turn the lights off at night.
- Complain to another work colleague about the issue.
- Talk to your supervisor and ask them to talk to the person.
- Make sure you are the last to leave so you can turn the lights off yourself.
- Bring the issue up at a staff meeting.
- Put a copy of the environmental policy on the person's desk.

Make a sign that says 'Turn the lights off' and put it next to the light switch

6.2. Values:

Values represent stable, long-lasting beliefs about what is important. Values are different form Attitudes Values are general beliefs about life whereas attitude are directed towards specific objects, events, or people

Values define how people interact with each other and customers. The values of the organization will depend largely on what sort of organization it is, and what it sees as being important, such as customer service, trust, integrity, environmental awareness, ethical behavior or fostering positive, harmonious work attitudes.

6.2.1. Type of values:

Terminal Value : Terminal Values are those things that we can work towards or we think are most important and we feel are most desirable – terminal values are desirable states of existence Terminal Values include things like happiness, self-respect, family security, recognition, freedom, inner harmony, comfortable life, professional excellence, etc.

Instrumental Value: Instrumental Values are core values, permanent in nature, comprise personal characteristics and character traits. Like honesty, sincerity, ambition, independence, obedience, imaginativeness, courageousness, competitiveness, and also some negative traits too.

6.2.2. Why Values are important in an Organization? :

Every individual and every organization on this planet is involved in making decisions on a daily basis. The decisions organizations make reflects the cultural beliefs about what the organization thinks is important. In other words, the decisions we make are a reflection of our personal and organizational values.

When the values of an individual are the same as the values of their organization, then there is a values alignment. Vice versa the first step in creating values alignment is to find out what the values of employees are. The second step is to find out how employees perceive the values of their organization Based on this information; organizations are able to choose core values that are meaningful to all employees.

For an organization to reap the benefits of a strong set of core values, the values must be lived by the senior people in the organization. What every employee wants, no matter where they are in the hierarchy, is to find as much personal fulfillment as they can through their work.

6.3. Identify, recognize and follow behavior that contributes to a safe work environment

Workplace cooperation is about working in harmony with both your colleagues and your supervisors within the requirements of the organization. Cooperation is a two-way behavior and applies equally to employers and employees. You can begin to work cooperatively by:

- Working as a team member
- Discussing and negotiating problems and tasks with other employees
- Solving problems as a group
- Listening to the ideas and opinions of other employees in the team
- Sharing your knowledge and skills.
- identifying and reporting any risks or hazards
- solving problems as a team
- using business equipment according to guidelines

6.4. Behavior in the workplace

Most organizations expect you to behave in a courteous and polite way, and to treat colleagues, customers and visitors with respect. This requires an understanding of the organization's requirements in relation to interpersonal communication, workplace procedures, customer service and values and behaviors.

Goals and rules differ from organization to organization. What might be accepted in one company may not be in another. It is your responsibility to be familiar with the requirements of the organization, and if in doubt, to seek assistance from an appropriate person. For example, what are the dress rules for your organization? What are the rules about personal phone calls and emails?

6.5. Acceptable Behavior

Having a positive work environment for its employees can mean the difference between success and failure for an organization. There are many ways in which employees can help to create a positive workplace. One way is to demonstrate behaviors that are professional and acceptable for the workplace.

Every organization expects that all of its employees will perform their job by applying the highest standard of behavior. We call this professionalism. To achieve this standard it is essential that employees work in an environment that does not tolerate unacceptable behavior at any time.

6.5.1. Acceptable behaviors include:

- Respect for others and yourself
- Acceptance of others regardless of age, physical appearance, disability, race, nationality and position
- Open and honest communication
- Trustworthiness, reliability and professionalism in everything that you do
- An understanding of how good and bad behaviors can affect others
- The ability to give honest feedback based on real evidence, not on innuendo and accusations
- An understanding that people are usually working to the best of their ability

6.5.2.Unacceptable Behavior

Unacceptable behavior in the workplace often involves bullying, harassment or discrimination. It may also be things like being rude, not respecting the privacy of

others, not respecting confidentiality and gossiping. These behaviors upset people and lead to good, productive people leaving an organization.

Following are some examples of unacceptable behavior:

- Making jokes or comments about a person's race or nationality.
- Criticizing people in their absence.
- Making unwanted sexual advances.
- Threatening a person that they may lose their job or fail to be promoted.
- Using foul and offensive language or gestures.
- Making deliberate unwanted physical contact, ranging from touching to assault.
- The use of pin-ups or posters that is sexual or violent in nature.
- Getting other people to bully and harass someone.

Making comments about or excluding another person because they are younger, older, a different color or race, disabled or gay.

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

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

Choose

1.Which one of the following is unacceptable behavior?

A. **Being polite**   B. **Being rude**   C. **Loyalty**   D. **Punctuality**   E. **all**

2,Which one of the following is behavior that contributes to a safe work environment?

A. Respect for others and yourself
B. Acceptance of others regardless of age, physical appearance, disability, race, nationality and position
C. Open and honest communication
D. **All**   E. **none**

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Information Sheet-7	communicating through appropriate channels

Communication channels refer to the medium you use to send a message, such as the telephone or email. Effective communication requires selecting an appropriate communication channel to send your message.

Here are three primary Communication channel types.

1. A formal communication channel transmits organizational information, such as goals or policies and procedures,
2. Informal communication channels are where information is received in a relaxed setting
3. Unofficial communication channel, also known as the grapevine/Gossip/

Effectiveness

✍ The effectives of communication channels can be evaluated based on richness and opportunity for feedback. Richness refers to the depth of your message. For instance, the Encyclopedia of Business names face-to-face communication as the richest communication medium. Face-to-face encounters allow the listener to hear your message, as well as sense your tone of voice and watch your facial expressions to determine the meaning of your message. Face-to-face communication also allows for instant feedback, unlike communication mediums like letters and emails. Effective communication plays an important role in business to inform and influence behavior. Communication channels refer to the medium you use to send a message, such as the telephone or email. Effective communication requires selecting an appropriate communication channel to send your message.

Considerations

Email works well for day-to-day business communications since it is fast and efficient. However, email lacks richness, with few nonverbal communication cues and no opportunity for instant feedback. The Encyclopedia of Business recommends using letters for communicating special messages, such as

Warning

Selecting the wrong communication channel can cause communication obstacles including information overload and inadequate feedback. Information overload occurs when you receive information faster than you can process. For example, receiving too many emails dilutes the meanings of the emails' messages. The dilution of messages can lead to messages becoming lost. Selecting a communication method which offers the appropriate opportunity for feedback proves important, as Biz Ed, a UK resource for business studies, notes communication isn't complete until you receive feedback from your listeners.

Self-Check –7	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. Write three primary Communication Channel.
2. How effectiveness of communication channel is evaluated

8.1. **Building Positive Work Habits**:

What the Employer Really Wants

There are some work habits that all employers hope their new hires will have. Consider how you match up to the attributes of the "perfect worker."

- **Punctuality** - being on time every day
- **Attendance** - being at work unless you are truly ill or there is an emergency
- **Productivity** - working to assure both quality and quantity measures are met
- **Initiative** - starting work without being told to do so
- **Cooperation** - getting along with people...boss, coworkers, customers
- **Attention to Details** - following rules or directions
- **Accuracy** - not making mistakes
- **Adaptability** - can do more than one job task
- **Diligence** - improving job performance routinely
- **Appearance** - always presents in appropriate clothing and accessories
- **Open-mindedness** - accepts constructive criticism
- **Honesty and Trustworthiness** - doesn't cheat, steal, or lie

Self-Check –8	Written Test

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

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

Correct answers.

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

      1. List down at least five work habits which the employer needs

Instruction Sheet	LG47: Work in a team

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

- Displaying courteous and helpful manners
- Completing allocated tasks as required
- Seeking assistance when difficulties arise
- Using questioning techniques to clarify instructions or responsibilities
- Identifying and displaying a non-discriminatory attitude

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 –**

- Display courteous and helpful manners
- Complete allocated tasks as required
- Seek assistance when difficulties arise
- Use questioning techniques to clarify instructions or responsibilities
- Identify and display a non-discriminatory attitude

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 1 to 7.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1 **in page -.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have to get the key answer only after you finished answering the Self-check 1).

6. If you earned a satisfactory evaluation proceed to "Information Sheet 1". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.

7. Submit your accomplished Self-check. This will form part of your training portfolio.

Information Sheet-1	Displaying courteous and helpful manners

1.1. Being courteous and helpful

Courtesy can be defined as being respectful or considering others. Courtesy is treating other people in a way you would like to be treated by them. There are many little things that you can do to make sure that you are being courteous in your workplace. These include:

- Saying please and thank you
- Being helpful
- Being cooperative
- Keeping your work area clean – This makes it easier for other people to work.

In today's competitive business arena, superior customer and client courtesy will make a business or organization stand out from the others.

Your "customer" may be a client at your financial institution, a patient at your medical clinic, or a tuition-paying parent at your private school or university. Here are ten powerful, simple courtesies that will strengthen your client relationships over the phone and in person. You will garner loyalty, repeat business, and referrals from others.

On the phone:

> *1. Be efficient and friendly.* Answer by the second ring. Make sure the tone of your voice says, "I'm happy to help you." versus sending the message that you've been interrupted.

> *2. Use the client's name in conversation.* It's more personal, and people like to hear their own name. Err on the side of formality with titles. Use Mr. and Ms. with a surname unless you are already on a first-name basis.

> *3. Actively listen to effectively respond.* Really listen to what the client is saying before you respond. What are his wants and needs?

> *4. Empathize and be quick and attentive if there is a problem or concern.* Instead of saying, "I'm sorry, it's company policy," tell the client what you can do to

remedy the situation. Then, follow through with what you said you would do. This shows the client you really care.

5. Show appreciation. Before you end a conversation, ask if there is anything else you can assist with. If appropriate, express sincere gratitude for the client's patronage. Allow the client to hang up first.

Connecting in person:

6. Give a professional and friendly image. When a client arrives to your office or work area, immediately look up from your task or computer screen and acknowledge the client's presence with a "good morning" or "good afternoon." Include an extra pleasantry such as "How are you today?" If you know the client's name, be sure to use it.

7. Maintain good eye contact. It shows respect, and shows you're listening.

8. Show the same respect to everyone, no matter their age, gender, race, ethnicity, or financial position.

Communicate thanks:

9. Follow up. Your business will stand out if you send a follow-up e-mail after an important client meeting or a handwritten thank you note to a client who just made a large purchase.

Go the distance:

10. Run an extra mile for every client, every time. Take time to extend yourself in some way to make a positive, lasting impression. I will never forget the restaurant server who purchased a lint roller—at his own expense—and discreetly delivered it to my table in a gift bag after he learned that the restaurant's white "lint-less" cloth napkins left lint on my black slacks.

When you make legendary client service your goal, your good manners and courtesies will make your clients feel that their business is valued and appreciated. You can be sure I'll contact Edward again for office supplies

1.2 Completing tasks

In every work environment you will find that specific tasks are allocated or given out by someone more senior than you. Whatever your role is, if you want to be seen as a team player, be sure to perform in such a way that your co-workers know they can rely on you.

When you fulfill your commitments, it shows that you respect others. Being on time for a meeting show that you don't want to waste other people's time. When you cannot complete a job as agreed, it is important to let your supervisor or team know what is happening.

Self-Check -1	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. Define What Courtesy means
2. Write ways of being courteous

1.1. Completing tasks

In every work environment you will find that specific tasks are allocated or given out by someone more senior than you. Whatever your role is, if you want to be seen as a team player, be sure to perform in such a way that your co-workers know they can rely on you.

When you fulfill your commitments, it shows that you respect others. Being on time for a meeting show that you don't want to waste other people's time; when you cannot complete a job as agreed, it is important to let your supervisor or team know what is happening.

How to Prioritize Work When Everything Is #1. Collect a list of all your *tasks*. Pull together everything you could possibly consider getting done in a day. Identify urgent vs. important. The next step is to see if you have any *tasks* that need immediate attention. Assess value. Order *tasks* by estimated effort.

1.2.   How to Prioritize Work When Everything Is #1.

- Collect a list of all your *tasks*.
- Pull together everything you could possibly consider getting done in a day.
- Identify urgent vs. important.
- The next step is to see if you have any *tasks* that need immediate attention. Assess value. Order *tasks* by estimated effort.

1.3.   How do you complete tasks faster?

17 Tricks / Behaviors/To Get More Things Done During the Work Day

1. Wake up an hour earlier.
2. Make a daily to-do list.
3. Do the hardest tasks first.
4. Clear off your desk.
5. Exercise in the morning.
6. Set up a system.

7. Focus on one thing at a time.
8. Start saying no

1.4. Getting Things done... faster

1. Set time limits. One of the most basic but effective ways to speed up your work is to set time limits. ...
2. Keep focused. ...
3. Maintain energy levels. ...
4. Use the right tools. ...
5. Lay the groundwork.

Self-Check -2	Written Test

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

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

Choose

1. Which one of the following is the means to complete tasks faster?

> A. Wake up an hour earlier.   B. Make a daily to-do list   C. do the hardest task first   D. all   E. none

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

Information Sheet-3	Seeking assistance when difficulties arise

3 .1. Seeking Assistance when Difficulties Arise

If difficulties arise when you are carrying out your work, it is important to get assistance before the situation gets too bad. If you feel unable to ask for help about workplace problems, you may end up not completing work on time and letting people down. If the problem persists you may worry more and stress may increase.

During your working life you will encounter many difficulties in the workplace. Regardless of the circumstances it is important to recognize that there are people in your workplace who are willing to assist you. It takes courage and honesty to communicate and ask for help. All difficulties can be overcome. Some problems which may occur in the workplace include:

- Failing to deliver what has been promised, e.g., not meeting a deadline
- Not having the authority to do what is required
- Having too many tasks and responsibilities and not enough time to do them.

If these problems occur be sure to seek assistance from your manager or supervisor.

Self-Check –3	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Short Answer Questions

1. **Write types of problems which are used in the work place**

Information Sheet-4	Using questioning techniques to clarify instructions or responsibilities**.**

4.1.Use questioning techniques to clarify instructions or responsibilities

Sometimes managers assign work to employees with little or no direction about what is expected or how to complete the job. The results are frustration and incomplete or incorrectly completed jobs.

Check that your understanding of what is required is the same as that of the person giving instructions. This means that you repeat and confirm any information that is being given to you. You can give the person a summary of what you think they have told you so as to check you are both talking about the same thing.

To fully understand what has been communicated you will need to use good listening skills and ask questions. Asking questions reduces the risk of assuming that you have all the information needed to proceed when in fact you don't. There are two types of questions you can use: open and closed questions.

An open question is likely to receive a long answer. Open questions provide an opportunity for discussion, thinking and reflection with another person. Open questions may begin with the words what, why, how or decide.

Closed questions are answered with a single word or short phrase. These types of questions give facts, are quick and easy to answer and keep you in control of a conversation.

4.2. Clarifying Instructions or Responsibilities

Sometimes managers assign work to employees with little or no direction about what is expected or how to complete the job. The results are frustration and incomplete or incorrectly completed jobs.

Check that your understanding of what is required is the same as that of the person giving instructions. is means that you repeat and confirm any information that is being given to you. You can give the person a summary of what you think they have told you so as to check you are both talking about the same thing.

To fully understand what has been communicated you will need to use good listening skills and ask questions. Asking questions reduces the risk of assuming that you have all the information needed to proceed when in fact you don't. There are two types of questions you can use: open and closed questions.

An open question is likely to receive a long answer. Open questions provide an opportunity for discussion, thinking and reflection with another person. Open questions may begin with the words what, why, how or decide.

Closed questions are answered with a single word or short phrase. These types of questions give facts, are quick and easy to answer and keep you in control of a conversation

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

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

Choose

1. **Which one of the following is a questioning technique to clarify instruction in the work place?**

    A. Understanding of what is required   B. repeat and confirm any information   C. Give the person a summary of what you think   D. all   E. none

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Information Sheet-5	Identifying and displaying a non-discriminatory attitude

5.1. Identify and display a non-discriminatory attitude

Discrimination occurs when a person is treated less favorably than another in a comparable situation because of some particular characteristic of the person. If people discriminate against others, then it will be impossible to have good relationships within teams, so not only will some people feel hurt, but the organization will not be as effective as it should be.

If you observe discrimination or harassment /annoyance/ in action, you may be tempted to avoid dealing with the situation. You may feel uncomfortable in confronting such issues, because you believe that, if left alone, the problem will go away, or perhaps you don't feel it is important. The truth is that discrimination is wrong and against the law. Managers have a duty to take action, even when the person being affected does not complain.

Self-Check –5	**Written Test**

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

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

1. **Which one of the following is not true about discrimination**
   - **A. Discrimination is good for productivity increment**
   - **B. Treating workers by their race is not discrimination**
   - **C.** Discrimination occurs when a person is treated less favorably
   - **D.** All   E. none

Answer Sheet

Score = _____

Rating: _____

Instruction Sheet	LG48: Develop effective work habits

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

- Identifying **work and personal priorities**
- **Achieving a balance between competing priorities**
- Applying time management strategies to work duties
- Observing appropriate dress and behaviour

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 –**

- Identify *work and personal priorities*
- *Achieve a balance between competing priorities*
- Apply time management strategies to work duties
- Observe appropriate dress and behavior

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 1 to 7.
3. Read the information written in the "Information Sheets 1". Try to understand what are being discussed. Ask your teacher for assistance if you have hard time understanding them.
4. Accomplish the "Self-check 1 **in page -.**
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You have   to get the key answer only after you finished answering the Self-check 1).
6. If you earned a satisfactory evaluation proceed to "Information Sheet 1". However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.

1.1. IDENTIFY *WORK AND PERSONAL PRIORITIES*

In order to stay healthy and happy, it is essential to find out the best balance for you between your working life and your personal life. The right balance will change as your career progresses. It will be different if you are single to if you are raising children or nearing retirement.

Work-life balance initiatives may take many forms including:

- Creating flexible working arrangements
- Job sharing
- Working at home
- Providing health-related programs in the workplace

1.2. Benefits of work-life balance programs for the organization include:

- Improved staff retention and turnover
- Less sick leave
- Less stress-related illnesses
- Better work cooperation
- Increased motivation and productivity
- Greater ability to meet customer demands through flexible working arrangements.

1.3. Benefits of work-life balance programs for the employee include:

- More time to pursue personal activities such as creating a healthy lifestyle
- Improved personal and work relationships
- Less stress and improved health

- More opportunities to participate in activities with family and friends
- More time to pursue areas of interest such as studying, travelling and hobbies.

Personal work goals must be identified and prioritized in accordance with organizational requirements and future personal career plans. Personal goals will differ with different people reflecting a worker's background, attitudes, capability, skills, interests, strengths and previous work experience.

You should prioritize your goals in order of preference and availability.

Self-Check -1	Written Test

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

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

Answer Sheet

> Score = _____
>
> Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. List at least three benefit of work life balance

2.1. Identify *work and personal priorities* and achieve a balance between competing priorities

2.1.1. Identify work and personal priorities

To help you work more effectively make sure of the following:
- you know your job
- your aptitudes, abilities and skills meet the requirements of the job
- your personality and interests suit the job
- you have the correct values and attitudes for the job

2.1.2. Balancing priorities

- Monitor your own work performance.
- Deal with competing work demands.
- Plan for the occasional technological breakdown with backup files and hard copy.
- Ask for feedback on your performance.
- Personalise your workstation (within corporate guidelines).
- Organise your work space.

Use electronic aids to better manage your time

In order to stay healthy and happy, it is essential to find out the best balance for you between your working life and your personal life. The right balance will change as your career progresses. It will be different if you are single to if you are raising children or nearing retirement.

2.1.3. Work-life balance initiatives may take many forms including:

- Creating flexible working arrangements
- Job sharing
- Working from home
- Providing health-related programs in the workplace

2.1.4. Benefits of work-life balance programs for the organization include:

- Improved staff retention and turnover
- Less sick leave
- Less stress-related illnesses
- Better work cooperation
- Increased motivation and productivity

- Greater ability to meet customer demands through flexible working arrangements.

2.1.5. Benefits of work-life balance programs for the employee include:

- More time to pursue personal activities such as creating a healthy lifestyle
- Improved personal and work relationships
- Less stress and improved health
- More opportunities to participate in activities with family and friends
- More time to pursue areas of interest such as studying, travelling and hobbies.

2.1.6 .Benefits of work-life balance programs for the employee include:

- More time to pursue personal activities such as creating a healthy lifestyle
- Improved personal and work relationships
- Less stress and improved health
- More opportunities to participate in activities with family and friends
- More time to pursue areas of interest such as studying, travelling and hobbies.

2.1.7.Apply time management strategies to work duties

Time management is organizing the time you have available in a way that allows you to get the most done. Effective time management involves:

- Setting priorities
- Taking charge of situations
- Experimenting with different ideas to find the best way to make maximum use of time
- Changing habits or activities that waste time
- Being disciplined in following your time management strategies

2.1. 8. Balancing Your Priorities in Life

Living a productive and meaningful life is a balancing act. With the pressures of today's demanding and high paced world, most people struggle to find a reasonable balance. We can easily be drawn away from our priorities when one aspect of our life consumes the bulk of our time. To a large extent, it is much like walking a tightrope. When we drift too much in

one direction or the other, we become unbalanced. To sustain what we value most in our lives, we must constantly maintain our equilibrium as we move forward to achieve our purpose and goals.

Are you dedicating enough time and energy to the most important aspects of your life? Or do you find yourself focusing on one major area at the expense of the others?

2.1.9. Commit to finding your balance in life.

Take a good look at your life. Do you feel consistently stressed, physically exhausted, mentally drained or emotionally devoid of happiness? Are you dropping the ball with key responsibilities in your personal and professional lives? Do you neglect your own well-being for the sake of others? If your answer is "yes" to any of these considerations, you may be out of balance. To find your balance, make a commitment to work through these next steps.

2.1.10Here are some useful techniques on how to balance your priorities in life:

1. Determine your priorities.

2. Establish and execute an implementation plan for each priority.

3. Evaluate your progress.

4. Stand your ground

5. Allow your time each day to center yourself.

2.How can you balance work and personal priorities?

To get there:

- Track Your Time. Analyzing your present situation is the beginning step in achieving a balanced life. ...
- Determine Your Priorities. ...
- Set Specific Goals. ...
- Schedule Scrupulously/Carefully/. ...
- Establish Boundaries. ...
- Take Care of Your Health. ...
- Nurture /Encourage/ Your Family/Relationships. ...
- Make Time for You.

2.3. What are personal priorities?

Our **priorities** are the areas of our lives that are meaningful and important to us. They're usually activities, practices, or relationships that we want to put genuine effort and time into. If you're not clear on your **priorities**, you'll have trouble managing your time and making progress on your goals.

2.4. Balancing Your Priorities in Life

1. Determine your priorities. Set aside time to define what you would consider to be the most significant aspects of your life. ...
2. Establish and execute an implementation plan for each priority. ...
3. Evaluate your progress. ...
4. Stand your ground. ...
5. Allow yourself time each day to center yourself.

2.5. How do you prioritize when everything is a priority?

Instead, try these tips first:

1. Ask your manager to prioritize. Politely point out everything can't be Priority #1, since you're just one person, and ask her to prioritize your tasks. ...
2. Seek help. ...
3. Do the task due soonest. ...
4. Prioritize the most beneficial project. ...
5. Fix the urgent over the important. ...

2.6. How you organize plan and prioritize your work?

Tips on How to Prioritize, Organize, and Plan Your Work

- Make your to-do list. Listing on paper what you want to accomplish for the day is an effective way to remember the things you need to do. ...
- Rank your to-do list. ...
- Post your to-do list. ...
- Note your responsibilities. ...
- Avoid unnecessary tasks. ...
- Set realistic deadlines. ...

- o Set your break time. ...
- o Put away distractions.
- o Stay flexible.

Self-Check -2	Written Test

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

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

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

Answer Sheet

Score = _____

Rating: _____

Choose

_____1. Which one of the following is not a technique **on how to balance your priorities in life?   A. Determine your priorities. B.** Set your break time   C. Do the task due soonest
D. All   E None

Name: _____   Date: _____

3.1. Time management strategies

- Prioritise your own work schedule.
- Listen actively and effectively:
  - Does the body language match the verbal language?
  - Does the speaker get to the point or dither around?
- Question actively and effectively:
  - Know when to use open and/or closed questions.
- Are you effective or efficient?
- Know your job.
- Understand your abilities and skills.
- What are your values and attitudes (relative to work)?

TIME MANAGEMENT

Time management is organizing the time you have available in a way that allows you to get the most done.

Effective time management involves:

- Setting priorities
- Taking charge of situations
- Experimenting with different ideas to find the best way to make maximum use of time
- Changing habits or activities that waste time
- Being disciplined in following your time management strategies.

Self-Check –3	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1.Write at least three effective time Management techniques

Information Sheet-4	Observing appropriate dress and behaviour

1.1. *Observe appropriate dress and behaviour as required by the workplace, job role or customer contact*

1.1.1.Observing appropriate dress and behavior

How an employee behaves and dresses reflects on the image that an organization is trying to project. A code of conduct is a set of rules explaining the responsibilities of an individual for the way they deal with other people and organizations. Employees must become aware of the standards required for their workplace. Some codes of conduct provide details about dress code and acceptable and unacceptable types of behavior

1.2. *Dress and behaviour codes*

• Does your workplace demand a specific dress code, e.g. business suit/attire for all staff, or is there a corporate uniform supplied?

• Are you over-/under-dressed for your particular work group or department?

• Is dealing with clients given top priority or do internal dealings come first?

• Is there a code of conduct or mission statement which explains corporate goals and objectives?

4.2.1. Dress Standards

A work dress code is a set of standards that provide guidance about what is appropriate to wear to work. The main objective in establishing a dress code is to make a good impression and allow employees to work comfortably while projecting a professional image to customers, other employees and visitors.

4.2.2. Dress codes set by your employer should:

- Be applied equally to men and women
- Relate to the job and be a reasonable requirement
- Allow workers to follow their cultural or religious beliefs
- Be fair to people with disabilities.

You will always need to use a certain amount of judgment in your choice of clothing to wear to work as dress codes cannot cover every possibility. If you are unclear about what is acceptable, ask your supervisor. Workplace dress must be near, clean and appropriate for the work being performed and for the setting in which the work is performed. Torn, dirty or frayed clothing is unacceptable in any workplace. Any clothing that has words or pictures that may be offensive to other employees is also unacceptable.

4.3. Develop effective work habits

4.3.1. Developing good work habits

The previous lesson was about the reasons or causes of delaying the tasks. This lesson describes various methods of improving work habits and managing time. As a result, you can learn how to increase personal productivity. Good work habits and time management are extremely important because of the current emphasis on enhancing productivity. Good work habits contribute to success in personal life. More productive persons are more flexible.

4.4. Developing the proper attitudes and values

Developing good work habits and time-management practices is often a matter of developing proper attitudes toward work and time. Good work habits can be developed by following these certain principles/rules.

A. Develop a Mission, Goals, and a Strong Work Ethic

A mission, or general purpose in life, propels you toward being productive. Goals support the mission statement, but the effect is the same. Being committed to a goal propels you toward good use of time. Steven Covey recommends that you develop your mission statement by first thinking about what people who know you well would say at your funeral if you died three years from now.

B. Value Good Attendance and Punctuality

Values help develop work habits. If you value punctuality, you would like to be in time. Good attendance and punctuality are essential for developing a good reputation as a worker. Also, you cannot contribute to a team effort unless you are present.

C. Value Your Time

People who place a high value on their time are propelled into making good use of time. Those who value their time are more difficult to engage in idle conversation during working hours. Being committed to a mission and goals is an automatic way of making good use of time.

D. Value Neatness, Orderliness, and Speed

Neatness, orderliness, and speed are important contributors to workplace productivity. Orderliness helps most people become more productive because less time is wasted searching for documents and tools. Speed is widely considered to be a competitive advantage. Avoid lengthy preparation trying to get things perfect before you make a move. High quality must come quickly.

E. Work Smarter, Not Harder

Developing the attitude of seeking to work smarter rather than harder increases productivity and satisfaction. You have a talented team, and you focus a significant amount of time and energy on helping them address and resolve performance issues. But, there is a difference between job performance and work

habits. Effective managers and leaders can identify opportunities for team members to improve work habits and help their team reach the next level.Employees with good work habits are more productive and attentive to quality, avoiding bad tendencies like poor communication. Learning how to distinguish between job performance and work habits, as well as honing your ability to coach and develop others regarding their work habits, improves employee productivity.

Self-Check –4	Written Test

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

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

Answer Sheet

Score = _____

Rating: _____

Matching

Column A   Column B

_____1. Proper attitudes and values   **A.** General Purpose in Life

_____2.Code of Conduct   B .Increases Productivity

_____3.Mission   C. Time Value

_____4.Seeking to work Smarter   D. Set of Rules Explaining Responsibilities

              E.Delaying tasks

                   G. Dress codes

Name: _____   Date: _____