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SOFT SKILLS TRAINING

*A workbook to develop skills
for employment*



INSTRUCTOR MANUAL

TRAINING CURRICULUM

1	Course Title	Soft Skills Training: A workbook to develop skills for employment
2	Aims	To help target groups remain employed and advance in the workforce.
3	Target Groups	Disconnected youth and adults, work readiness students, employee success classes, youth and adults with barriers to employment, long-term unemployed
4	Course Objective	The objectives of the Soft Skills Training Workbook are to give each student a realistic perspective of work and work expectations, to help formulate problem solving skills, to guide students in making appropriate and responsible decisions, to create a desire to fulfill individual goals, and to educate students about unproductive thinking, self-defeating emotional impulses, and self-defeating behaviors.
5	Course Content	Soft Skills: Personal Qualities & Work Ethic Problem Solving and other Cognitive Skills Interpersonal and Teamwork Skills Oral Communication Skills
6	Course Design	This course is designed to help increase a persons' self-esteem, to develop cognitive skills, to instill the trait of not giving-up when faced with a challenge. The course also helps to develop reading and communication skills.
7	Instructional Methods	Active Learning: engaging the students in the instructional process by having the students read the material which includes real-life situations. The class then analyzes and discusses the material. Reflecting through the use of famous quotes and developing analytical skills through small group problem solving activities labeled "Thinking Skills". • Critical Thinking by Edward M. Glaser and Diane F. Halpern • Methods of Facilitating Learning by Carl Rogers • Principles About Learning by Carl Rogers
8	Domains of Learning	Cognitive Affective Psychomotor
9	Additional Material	"Thinking Skills" exercises that require additional materials: PAGE 253—Thinking Skills 64 Requires a piece of string for each student approximately 2 feet long Exercise on Perception: Old Women / Young Women Page 255, 256 (Instructor's Manual) Requires copies from Appendix. Follow directions from Instructor's Manual.
10	Evaluation	Evaluation should be based on class participation. Listening is a form of class participation. The grading system should be pass/fail. If a test is required by the administration, contact me for a pre-test and post-test.

Two processes used in the development of this workbook are Critical Thinking and Principles about Learning by Carl Rogers.

CRITICAL THINKING

Critical thinking "involves three things: (1) an attitude of being disposed to consider in a thoughtful way the problems and subjects that come within the range of one's experiences, (2) knowledge of the methods of logical inquiry and reasoning, and (3) some skill in applying those methods. Critical thinking calls for a persistent effort to examine any belief or supposed form of knowledge in the light of the evidence that supports it and the further conclusions to which it tends. "

Edward M. Glaser, *An Experiment in the Development of Critical Thinking*, Teacher's College, Columbia University, 1941.

Critical thinking is the use of those cognitive skills or strategies that increase the probability of a desirable outcome. It is used to describe thinking that is purposeful, reasoned and goal directed - the kind of thinking involved in solving problems, formulating inferences, calculating likelihoods, and making decisions when the thinker is using skills that are thoughtful and effective for the particular context and type of thinking task.

Halpern, Diane F. *Thought and Knowledge: An Introduction to Critical Thinking*. 1996.

PRINCIPLES ABOUT LEARNING

The following text was originally published in Prospects: the quarterly review of comparative education (Paris, UNESCO: International Bureau of Education), vol. XXIV, no. 3/4, 1994, p. 411-22.
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Rogers abstracted a number of principles about learning. These principles (Rogers, 1969, p. 114) are:

1. Human beings have a natural potential for learning.
2. Significant learning takes place when the subject matter is perceived by the student as having relevance for his/her own purposes, when the individual has a goal he/she wishes to achieve and sees the material presented to him/her as relevant to the goal, learning takes place with great rapidity.
3. Learning which involves a change in self-organization in the perception of oneself is threatening and tends to be resisted.
4. Those learnings which are threatening to the self are more easily perceived and assimilated when external threats are at a minimum.
5. When the threat to the self is low, experience can be perceived in differentiated fashion and learning can proceed.
6. Much significant learning is acquired through doing.
7. Learning is facilitated when the student participates responsibly in the learning process.

8. Self-initiated learning which involves the whole person of the learner _ feeling as well as intellect is the most lasting and pervasive.
9. Independence, creativity and self-reliance are all facilitated when self-criticism and self-evaluation are basic and evaluation by others is of secondary importance.
10. The most socially useful learning in the modern world is the learning of the process of learning, a continuing openness to experience and to incorporate into oneself the process of change.

Methods of Facilitating Learning

Some idea of what Rogers learned about methods of facilitating learning can be obtained from his guidelines for facilitating learning (Rogers, 1969, p. 164).

1. It is very important for the facilitator to set the initial mood or climate of the group or class experience.
2. The facilitator helps to elicit and clarify the purposes of the individuals in the class as well as the more general purposes of the group.

Rogers goes on to say about the facilitator: 'If he or she is not fearful of accepting contradictory purposes and conflicting aims, if he or she is able to permit the individual a sense of freedom in stating what they would like to do, then he or she is helping to create a climate for learning.'

3. The facilitator relies upon the desire of each student to implement those purposes which have meaning for the student, as the motivational force behind significant learning.
4. The facilitator endeavours to organize and make easily available the widest possible range of resources for learning.
5. The facilitator regards himself/herself as a flexible resource to be utilized by the group.
6. In responding to expressions in the classroom group, the facilitator accepts both the intellectual content and the emotionalized attitudes, endeavouring to give each aspect the approximate degree of emphasis which it has for the individual or the group.
7. As the acceptant classroom climate becomes established, the facilitator is able increasingly to become a participant learner, a member of the group, expressing his/her views as those of one individual only.
8. The facilitator takes the initiative in sharing himself/herself with the group _ feelings as well as thoughts in ways which neither demand nor impose, but represent simply a personal sharing which students may take or leave.
9. Throughout the classroom experience, the facilitator remains alert to the expressions indicative of deep or strong feelings.

Rogers goes on to say that these feelings should be understood and the empathic understanding should be communicated.

10. In his functioning as a facilitator of learning, the leader endeavors to recognize and accept his/her own limitations.

Soft skills have a strong connection to emotional intelligence. The more material you use to help guide thinking and behavior, and arouse emotionality, the more effective the training will be.

Emotionality is the observable behavioral and physiological component of emotion. It is a measure of a person's emotional reactivity to a stimulus.

The exercises in the workbook are the stimuli.

Trainings should not only define soft skills but the trainings should demonstrate the importance of soft skills to the employees' success or failure in the workplace.

SUGGESTED GUIDELINES

1. The Instructor Manual is a guide to help formulate discussion material for each exercise. Answers to the "Thinking Skills" exercises are included.
2. Be prepared. Be familiar with the material you will be presenting in each class. You can develop your own lesson plan or follow the workbook.
3. To develop communication skills, ask for volunteers to read each page out loud. You can also volunteer to read some of the material. Discuss the content of the material. If you have a limited response for volunteers, tell the class that each student will have to select one exercise or quote to be read aloud. Create a check-off sheet to document each student's selection. I have used this material in classes where some of the students could not read very well and eventually they attempted to read the material with the help of other students in the class.
4. Combine the class into groups to work on the "Thinking Skills" exercises. This helps to promote teamwork and does not embarrass individuals. Rotate individuals in each group.
5. "Thinking Skills 3", should be included during your first Soft Skills class. It should be an individual exercise and not a group exercise. (Observe how many students give-up and quit trying during the exercise.)
6. Explain to the group that they should not get discouraged because a lot of the exercises are very difficult. The purpose is to never give-up and to always give it your best.
7. If a class becomes boring for some students, make it challenging by using more problem solving exercises. There are additional exercises in the appendix and I will be adding more to the website.
8. I have found that the "Thinking Skills" can help increase a persons' self-esteem, help develop cognitive skills, and instill the trait of not giving-up when faced with a challenge.
9. "Thinking Skills" exercises that require additional materials:
 - PAGE 253—Thinking Skills 64
Requires a piece of string for each student approximately 2 feet long
 - Exercise on Perception: Old Women / Young Women
Page 255, 256 (Instructor's Manual)
Requires copies from Appendix. Follow Instructor's Manual directions.
10. Class Rules:
 - A. No laughing if someone makes a mistake.
 - B. If someone is having problems reading, be mature and offer your help and support.
 - C. Class participation is very important.

HAVE A VOLUNTEER READ EACH LESSON. DISCUSS THE MATERIAL.

☐ Check each box when the lesson is finished.

PAGE 3— Soft Skills ☐

Ask class to: Define Personal Qualities, Define Cognitive Skills

Personal Qualities: Personal qualities are your personal characteristics. Personal qualities make up your personality. (Examples: dependable, honest, and mature)

Cognitive Skills: Cognitive skills are the basic mental abilities we use to think, study, and learn.

PAGE 4— Universal Hiring Rule ☐

What does “bring to the position more value than you cost” mean?

Not causing the employer problems and being productive. Employers do not have the time or energy to waste on employee behavioral problems.

PAGE 5— Employment Notes ☐

Why do you think most new hires are excellent employees during their first week on the job?

They lack the maturity to stay focused. Lack soft skills

PAGE 6— Thinking Skills 1 ☐

1. List five traits or skills you can offer an employer.

Have student read what they can offer an employer. Some traits are listed on page 7

2. In what ways can an employee be more trouble than he or she is worth to an employer

Doing the opposite of the Essential Workplace Traits and Skills (page 7)

3. Why would employees need to have someone babysit them while they are at work?

Immature and not focused

PAGE 7— Essential Workplace Traits ☐

Dependable and punctual

Communicate effectively

Thinking and problem-solving skills

Taking pride in your work

Desire to learn

Ability to get along with others

Ability to take instructions

Positive attitude

Helpful

Conscientious

Friendly

Ability to take constructive criticism

Ability to control your emotions

Respectful

Trustworthy and honest

More Workplace Traits and Skills: Leadership skills, Disciplined, Loyal, Mature

Calm under pressure, Does not gossip, Hardworking, Conscientious, Productive

Takes initiative

All employees are not effective workers. Effective workers are the employees who are promoted and receive higher wages.

What is the only trait that you need in order to develop soft skills?
The desire to grow as a human being

What happens when you do not develop good working habits?
You increase your chances of being unemployed, working in a low paying job for the rest of your life, consistently being fired, working in a job with no advancement opportunities, and not being able to support your family.

1. Examples of the lack of soft skills.

Personal Qualities: Not being able getting along with other employees
Always late or always missing work
Lazy
Getting in arguments at work
Being a thief
Not caring about your work
Not controlling your emotions
Loud and disruptive
Getting in a fight, etc...

2. Positive attitude, good communication skills, team player, focused, mature, ability to get along with others, desire to learn, problem solving skills, honest, respectful, ability to control emotions, etc...

ANSWER: C

Explain that there is a logical sequence to the figures in the first line. Which figure in the second line (A thru F) would logically be placed where the question mark is to complete the sequence? (While explaining hold up the paper and point to the first line and the question mark).

ANSWER: The 1ST figure has no ends
The 2nd figure has one end
The 3rd figure has two ends
The 4th figure has three ends
The 5th figure has four ends
The 6th figure has five ends
The 7th figure has six ends

You are looking for a figure with seven ends.

PAGE 12, 13— Random Squiggles ☐

After reading Random Squiggles, reinforce the idea of how difficult the problem looked until the solution was revealed. Problems in life are very similar.

Ask the class: How many still think this is a difficult problem?

PAGE 14— "Never Give Up" ☐

Who was Winston Churchill?

1874-1965

Winston Churchill was a British politician and statesman known for his leadership of the United Kingdom during the Second World War. He is widely regarded as one of the great wartime leaders. He served as Prime Minister twice (1940–45 and 1951–55). A noted statesman and orator, Churchill was also an officer in the British Army, a historian, a writer, and an artist. To date, he is the only British prime minister to have received the Nobel Prize in Literature, and he was the first person to be made an honorary citizen of the United States.

REPEAT: It took Winston Churchill three years to get through eighth grade.

PAGE 15— Employment Notes ☐

A lot of employees quit new jobs during the first 2 weeks because the work is physically or mentally challenging.

PAGE 16— In Each Of Our Lives ☐

Always look at an obstacle as an opportunity to improve your life.

PAGE 17— When We Say ☐

This may not sound true but it is true. Once you tell yourself you cannot do something, you will not be able to do it.

PAGE 18, 19, 20—Adult Life Is Not Easy ☐

READ: Life Is Difficult--Page 18
 The Work Of Adult Life--Page 19
 It Would Be Surprising--Page 20

Quotes are self-explanatory
Ask for feedback.

1. New tasks of development

Setting goals	Following rules
Not requiring supervision	Helping others
Being respectful	Proper communication skills
Foregoing immediate pleasures	Realizing you must change

Letting go of techniques that worked before

- Being loud and disruptive
- Trying to intimidate people
- Being manipulative
- Stealing
- Being a class clown
- Cheating
- Not caring

2. If we don't change, we don't grow.

Everybody has room for improvement. If you do not improve, you stay at the same level of immaturity.

3. If we don't grow, we are not really living

We remain the same person we were years ago with no improvement.

4. Once we truly know that life is difficult—once we truly understand and accept it—then life is no longer difficult.

Once you accept the challenge of life being difficult you develop the ability to face and overcome your challenges without feeling sorry for yourself.

ANSWER: A

The image on the right side has been reversed (it is a mirror image). Look at the black and white part of the figure compare to the other four.

Main Points: We all face challenges

We can choose to dwell on our problems or go on with life

We have the ability to choose our response

Learn to accept differences in others

Look for the good in others

PAGE 26— IQ ☐

At best, IQ contributes about 20 percent to the factors that determine life success, which leaves 80 percent to other forces.

Ask the class: What are the other forces?

Being able to motivate oneself, delay gratification, regulate one's moods, control impulses, persist in the face of frustrations, keep distress from swamping the ability to think, empathize and to hope

PAGE 27, 28— The 11 Keys to Success ☐

Which of these 11 keys are among your strengths? Which of the 11 keys are among your weaknesses?

PAGE 29—To Keep A Job ☐

What does “the chain of command” mean?

In a company, the person with the highest position has the most authority and power. The authority and power is passed down through a series of levels within the company.

You will have a boss and your boss will have a boss. If you have a problem, you go to your boss and not over the head of your boss to his or her boss. You follow the chain of command.

Simple Chain of Command: OWNER → MANAGER → SUPERVISOR → EMPLOYEE

PAGE 30— What Is Maturity? ☐

Discuss: Maturity is patience. It is the willingness to pass up immediate pleasures in favor of long-term gains.

PAGE 31— The Beginning Of Maturity? ☐

Maturity means accepting responsibility for ourselves and finding our own solutions.

PAGE 32— Pride In Your Work ☐

Discuss: Doing quality work when nobody is watching.

PAGE 33— Thinking Skills 6 ☐

1. There are many correct answers. Here are a few:

PRIDE IN YOUR WORK

Performing the job the best you can, paying attention to detail, exhibiting high performance standards, working hard all of the time, keeping a clean work area, Not being loud and disruptive

2.

OWNER → PRESIDENT → MANAGER → SUPERVISOR → FRONT LINE EMPLOYEE

3. Resources, Interpersonal, Information, Systems, Technology

Answer on page 8

PAGE 34— Thinking Skills 7 ☐

Answer: E & M

PAGE 35—Quotes For Discussion ☐

How do people make use of the first part of their life to make the last part miserable?

No goals

Drug or alcohol dependency

Not being focused

Not caring about anything

Dropping out of school

Thinking things will get better by themselves

Not learning to read

Not being committed to working hard

Getting arrested

Hop from job to job

How do people crawl through life?

By not accomplishing what they are capable of because they do not believe in themselves.

PAGE 36— Our Deepest Fear ☐

Have each student stand and say: “I am brilliant, gorgeous, talented, and fabulous.”

PAGE 37— Tips To Raise Your Self-Esteem ☐

What is another term for “say good things to yourself?”

Answer: Positive Self-Talk

PAGE 38— Employment Notes ☐

The main concern of a boss is to make the company a profit so you can keep your job. A boss does not have time to deal with an immature employee.

PAGE 39— Thinking Skills 8 ☐

1. How does a person play small?

Not developing your talents, going along with the crowd, giving in to peer pressure, not trying to accomplish anything, afraid to display leadership skills, thinking that you are not talented

2. Have the students write down the five traits they admire in others and ask for volunteers to read their answers.

PAGE 40, 41— Representative Studies ☐

Why do you think it is important to read these studies?

Because it gives you an idea about what to do and what not to do on a job.

PAGE 42— Thinking Skills 9 ☐

1. What employee skills required more emphasis?
 - A. Dependability received the highest rating
 - B. Basic communication
 - C. Thinking and problem solving
 - Basic arithmetic
2. What were the most common reasons for termination?
 - A. Absenteeism
 - B. Lack of interest
3. What do most entry-level workers lack?
 - A. Basic skills in math, reading, and writing.
 - B. Career goals
 - C. Enthusiasm for the job
4. What areas do entry level employees needed the most improvement?
 - A. Attitude
 - B. Attendance
 - C. Punctuality
 - D. Appearance
 - E. Communication Skills

Answers on pages 40, 41 (Natriello, G.)

PAGE 43— Survey After Survey ☐

Problems with interpersonal and other soft skills are a major barrier to employment that employers do not believe they can address on their own

That is why: “Any employer will hire any applicant as long as they are convinced that the hiring will bring more value than it costs.”

PAGE 44— Dependable Employee ☐

After reading the exercise, ask the class to define the term “dependable employee.”

Ask the class if they think it is fair that dependable employees are given better treatment.

PAGE 45— The Survey Says ☐

What does it mean to have creative responses to setbacks and obstacles?
The ability to be creative in solving job related problems without getting angry or mad.

PAGE 46— Thinking Skills 10 ☐

Answer: F
Pattern: Stable, Unstable, Unstable, Stable, Unstable, Unstable, Stable, Unstable, Unstable, ?
“F” is only stable lettered figure to follow 2 unstable figures

PAGE 47— Training And Advancement ☐

Are education and training important factors for advancement?
Yes

PAGE 48— Thinking Skills 11 ☐

1. What is the most fundamental form of job training in the United States?
A high school education
2. Do a lot of occupations require more training than a high school diploma?
Yes
3. Which industry accounts for the highest percentage of workers with no more than a high school diploma?
Construction
4. What are some other sources of job related qualified training?
Formal company-provided training, apprenticeships, informal on-the-job training, correspondence courses, Armed Forces vocational training, and non-work-related training

PAGE 49— The Silent Epidemic ☐

Why do so many students drop out of high school every year?
What is the solution?

PAGE 50— Thinking Skills 12 ☐

1. What percentage of high school students drop out before graduation?
33% (the answer is not one third)
2. What percentage of all Blacks, Hispanics and Native Americans fail to graduate?
50% (the answer is not one half)

3. Finish the following sentence: Dropouts are much more likely than their peers who graduated to be.....

unemployed, living in poverty, receiving public assistance, in prison, on death row, unhealthy, divorced, and single parents with children who drop out from high school themselves.

4. Why do you think that dropouts are more likely to be unemployed?

Most dropouts lack soft skills.

Employers do not want to hire someone who could turn out to be more trouble than they are worth.

Employers do not want a person who gave up on their education.

PAGE 51— Tragic Cycle ☐

What is meant by “self-destruction?”

Self-destruction means making decisions that will harm you and prevent you from reaching your full potential.

Example: Giving up on your education.

PAGE 52— Employment Notes ☐

Is it fair that employees who perform more work are paid more?

Yes

PAGE 53— Mainsprings of Self-Excellence ☐

A major downfall of a lot of employees is the unwillingness to forego immediate pleasures. This is the inability to sacrifice a good time in the short term for success in the long term.

PAGE 54— Thinking Skills 13 ☐

1. What is meant by “tragic cycle?”

The tragic cycle refers to generation after generation of individuals following down the same path of self-destruction.

2. Explain in word how this cycle is broken?

Education

3. How do you take responsibility for your life?

You don't blame your problems are someone else or something else. You face and solve your problems and move on.

4. Why is it important to reach out and help others while at work?

The goal of a for-profit company is too make money. By helping other employees you are creating an excellent working atmosphere where employees can reach their own potential. We all need help at times. By helping others you are helping the company, and in return you are helping yourself remain employed.

1. Yesterday, Today, Tomorrow
or: Day-before Yesterday, Yesterday, Today
or: Today, Tomorrow, and Day-after Tomorrow
2. I would rather a bear attack a tiger than attack me (play on words).
3. Second place
4. Thursday
Write down the days of the week. Start by figuring out what today is.
Yesterday was Thursday, so today is Friday.
The day after tomorrow is Sunday.
Three days before Sunday is Thursday.
5. \$1.19 in change (US currency)
9 dimes, 4 pennies, and 1 quarter
OR 3 quarters, 4 dimes, and 4 pennies.

What does “the roots of education are bitter” mean?

Education takes a lot of hard work, dedication, and sacrifice and self discipline. It does not come easy but it is well worth the struggle. The students who learn are the students who do not give up.

Ignorant men raise questions that wise men answered a thousand years ago.

Johann Wolfgang von Goeth, (1749—1832)

Point out the dates of the quotes

A lot of individuals start to believe the negative labels placed on them at a young age. They give-up and do not try to improve.

What have you lived with?

What are the children around you living with?

Why do so many employees steal from employers?

PAGE 60— When A Tree Is Uprooted ☐

The term emptiness has many different philosophical meanings. One of the different meanings is a “progression of mental states” or changing and becoming mature.

PAGE 61— Eighty Percent Of Prisoners ☐

Why do you think there is a direct connection between dropping out of school and going to prison?

PAGE 62— Employment Notes ☐

A person who is always trying to improve and correct his or her mistakes is not considered ignorant.

PAGE 63— Thinking Skills 15 ☐

1. Out of every 100 prisoners, how many are high school dropouts?

80

2. On the average, how much more per year do high school graduates earn compared to students who dropped out?

\$6,415.00 (This was in 2000)

3. Why is it important to stay in school?

So you will not be limiting yourself on what you can accomplish in your future.

4. How do you prove to an employer that you have a commitment and wiliness to work?

There are many correct answers. {Staying focused and developing your soft skills}

PAGE 64— Thinking Skills 16 ☐

1. Sandbox

2. Man Overboard

3. I Understand

4. Reading Between the Lines

5. Long Underwear

6. Cross Roads

7. Down Town

8. Tri-cycle

9. Bi-Level (Split Level)

10. 3 Degrees Below Zero

11. Knee On Light

12. Circles Under The Eyes

13. High Chair

14. Paradise

15. Touchdown

16. 6 Feet Under Ground

17. Mind Over Matter

18. He’s Beside Himself

19. Backwards Glance

20. Life After Death

PAGE 65— Letters From Prison ☐

Are you increasing your chances of going to prison without a good education?

Yes. Ask someone who has been to prison what prison life is like.

This type of fear holds many employees back because they do not to take a risk and try to advance.

(1 & 2 have many answers)

1. Negative Consequences

Being laughed at

Feeling like a fool

Getting your feelings hurt

2. Positive Consequences

You learn

You earn respect

You display leadership qualities

3. Without education, you're not going anywhere in this world. (page 56)

Visualize:

- imagine something: to form a visual image of something in the mind
- create positive mental picture of something: to create a vivid positive mental picture of something such as a desired outcome to a problem, in order to promote a sense of well-being

If I had stood at the free-throw line and thought about 10 million people watching me on the other side of the camera lens, I couldn't have made anything. So I mentally tried to put myself in a familiar place.

1. Why did Michael Jordan never think about the consequences of missing a big shot?

Because when you think about the consequences you always think of a negative result.

2. What did Michael Jordan think about while shooting a free throw?

So I mentally tried to put myself in a familiar place. I thought about all those times I shot free throws in practice and went through the same motion, the same technique that I had used thousands of times.

3. What should you do when you have obstacles in your life?

Obstacles don't have to stop you. If you run into a wall, don't turn around and give up. Figure out how to climb it, go through it, or work around it.

SECTION 1—PERSONAL QUALITIES AND WORK ETHIC

PAGE 73— Facts About Work ☐

An employee who needs a babysitter is an employee who constantly needs supervision.

PAGE 74— Employers Are In Business To Make Money ☐

Employers do not have the time, energy or money to deal with disruptive employees or employees who create problems at work.

PAGE 75— Within The Freedom To Choose ☐

What does the following mean to: “live like animals, out of our own instincts and conditioning and conditions.”

Not thinking before acting or reacting without thinking

PAGE 76— Employers Hire ☐

The lack of social skills in new hires means the same as the lack of soft skills

PAGE 77— Thinking Skills 19 ☐

1. What does it mean to forego immediate pleasures?

Sacrificing for what you want to accomplish. The key word is sacrifice. You control your actions and thoughts. What you achieve is based on how much you are willing to sacrifice.

- A. Not going to a party because you have to work the next day
- B. Not drinking alcohol the night before work because you want to be alert the next day
- C. Sacrificing for your long term goals
- D. Missing a family reunion because you cannot get off of work
- E. Missing an important sporting event because you are scheduled to work

2. What does it mean to take something personal?

You allow your feelings to be hurt by others' words or actions.

This happens a lot of times on a job when a supervisor is trying to correct an employee. Don't let your feelings become involved. Take it as constructive criticism. When a supervisor gives you constructive criticism, he or she is trying to help you. You do the job the way the supervisor wants it done, not how you want it done.

3. What does it mean to bring your personal problems to work?

EXAMPLE; You might get upset about something that is going on in your personal life. You go to work and are still upset. Your productivity suffers and you are rude to your co-workers and your supervisor.

An employee has to be mature and professional enough not to let problems outside of work affect their behavior at work. This is hard to do, but if you want to remain employed, you have to learn how to have a positive attitude at work even when you are having problems outside of work.

4. Answer on page 79 (other answers are acceptable)

Dependability

Honesty

Calm under pressure: Be able to control your emotions

Have the ability to get along with other employees

Conscientious and helpful

Discipline

Maturity

Productive

Excellent communication skills

The ability to do things without being told

PAGE 78— Thinking Skills 20 ☐

1. 6 2. 3 3. 3 4. 5 5. 3 6. 3

PAGE 79— Basic Personal Qualities ☐

Conscientious means caring about what you do.

PAGE 80— Foregoing Immediate Pleasures ☐

The key word is sacrifice; the ability to not have a good time in the present in order to have a good time in the future.

PAGE 81— Employment Note ☐

Why would an employer pay somebody \$15.00 per hour when they can pay somebody minimum wage to do the same job. The goal of a business is too make money.

PAGE 82— When I Finally ☐

If we don't change, we don't grow.

PAGE 83— Thinking Skills 21 ☐

1. What was this employee not able to do?

Forego immediate pleasure

2. What are 3 consequences of his choice? (Lot of correct answers for 2, 3, 4)

A. Was fired

B. Will have trouble finding another job

C. Not able to support his family

3. What would the positive consequences have been if he was able to forego his immediate pleasures?

- A. Remain employed
- B. Weekly paycheck
- C. Easier to find another job

4. List two reasons why he would have trouble getting another job.

- A. Using drugs on the job
- B. Previously incarcerated

PAGE 84— Emotional Common Sense ☐

Most people are self-destructive. They behave in ways that are obviously against their best interest. They hurt themselves even though they know better.

PAGE 85— Thinking Skills 22 ☐

1. EXAMPLES: SELF-DESTRUCTIVE

Not being dependable, trustworthy, or responsible

Cannot get along with other employees

Poor attitude

Requires constant supervision

Does not take initiative

Loud or disruptive

Use drugs or alcohol

Complains

Uses profane language

Not considerate of other employees

Not considerate of company property

Lazy

Will fight rather than walk away

Not caring to improve

2. FINISH THE FOLLOWING:

A. The road to emotional common sense, to productivity, to happiness, to self-esteem is paved with self-understanding, optimism, and a useful goal.

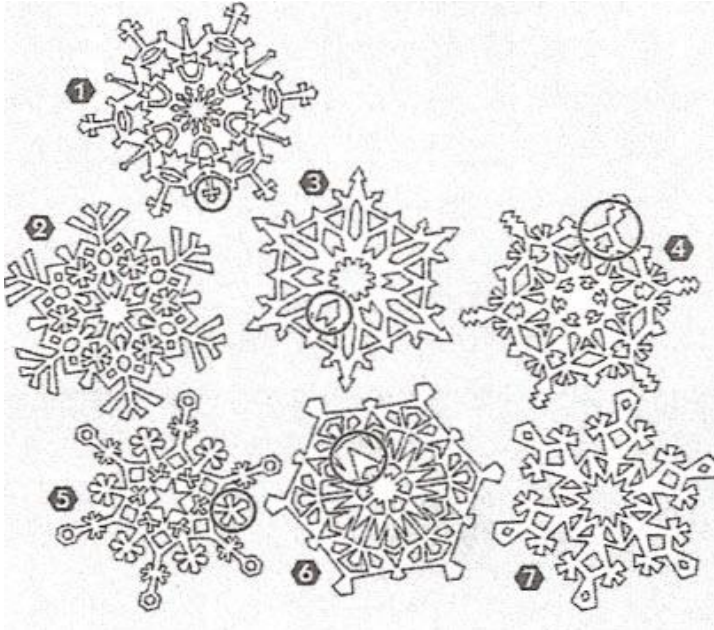
B. It is laziness that demands immediate satisfaction as opposed to the long-range discipline of accomplishment...

3. What is one self-destructive habit that you may have?

Discuss

Answer:

The perfect snowflakes are 2 and 7.
The mistakes in the others are circled.



Visualized: In the midst of his experiences, Frankl would project himself into different circumstances.

1. What do Michael Jordan and Victor Frankl have in common?

They both used visualization

2. How did Michael Jordan visualize.?

If I had stood at the free-throw line and thought about 10 million people watching me on the other side of the camera lens, I couldn't have made anything. So I mentally tried to put myself in a familiar place. I thought about all those times I shot free throws in practice and went through the same motion, the same technique that I had used thousands of times.

Helped him perform under pressure

3. How did Victor Frankl visualize?

In the midst of his experiences, Frankl would project himself into different circumstances, such as lecturing to his students after his release from the death camps. He would describe himself in the classroom, in his mind's eye, and give his students the lessons he was learning during his very torture.

Helped him overcome the pain while being tortured

4. To overcome difficulties, control anger, deal with pressure, etc.

PAGE 90— Can a Person Make You Mad ☐

Stimulus: A thing that rouses activity or energy in someone or something
Do you agree with the phrase that another person cannot make you mad?

Stimulus: Someone calls you a name that you do not like

Response: You choose to get mad or to ignore the person

PAGE 91— Thinking Skills 25 ☐

Visualize means to see or form a mental image

PAGE 92— Employment Notes ☐

Remember it takes practice, concentration, and a willingness to improve

PAGE 93, 94— To Become Emotional ☐

“Anger management calls for a few extra moments of deliberate reflection on the event, rather than a spontaneous explosion of word or deed. The few moments of secondary thinking will help in broadening the perspective of the event, and also provide an opportunity for a calculated alternate course of response to the event.”

PAGE 95— Misguided Anger ☐

How many people have you witnessed ruin their lives by not controlling their anger? Do not follow in their footsteps.

PAGE 96— Exposure To Violence ☐

If you have problems controlling your emotions, seek help. Talk with a counselor or teacher for a support group. It is much better to address and deal with the problem now, than have it determine your future. You are not alone; a lot of people have this problem.

EMPHASIZE: Performance in academic settings will suffer if violence-exposed children attempt to cope with anger towards other children or frustration with academic material by behaving disruptively.

How much more grievous are the consequences of anger than the causes of it.
It is not what happens to us, but our response to what happens to us that hurts the most

EXAMPLE:

Someone at work says something to you that you take personal. You get in a fight and get fired.

CONSEQUENCES:

Now you have no money to support yourself or your family, you cannot pay your rent or bills, you have no money to buy food, and you cannot find another job because every job you apply for calls your previous employer inquiring about why you left the company.

If you are honest and tell employer that you got fired for fighting, they will not want to take the chance that you might get into another fight if they hire you.

If you leave the previous employer off of your application, then you won't get hired because you do not have a stable work history.

Answer: 30 Squares

16 Individual squares

9 squares made up of 4 individual squares

4 squares made up of 9 individual squares

1 whole square

How many times have you seen a fight start because of one of these reasons?

What is self-talk?

Self-talk—conducting an “inner dialogue” as a way to cope with a topic or challenge or reinforce one's own behavior

No one can hurt me unless I let them.

Between stimulus and response, man has the freedom to choose. (Stephen R. Covey)

On a daily basis we can choose our attitude and the way we treat other people.

Try this method the next time you get angry.

1. Define “self-talk”

Self-talk---conducting an “inner dialogue” as a way to cope with a topic or challenge or reinforce one’s own behavior (page 101, Communities That Care)

2. Explain how you can use self-talk to overcome a difficult challenge.

Using self-talk can help you face a difficult situation with a positive attitude and give you time to respond in a positive manner using your thinking skills.

3. List 6 emotional skills.

- | | |
|--|--|
| A. Identifying and labeling feelings | E. Delaying gratification |
| B. Expressing feelings | F. Controlling impulses |
| C. Assessing the intensity of feelings | G. Reducing stress |
| D. Managing feelings | H. Knowing the difference between feelings and actions |

(page 101, Communities That Care)

4. Define “verbal skills”

Making clear request, responding effectively to criticism, resisting negative influences, listening to others, helping others, participating in positive peer groups (page 99, Communities That Care)

There are also other problems that can be created once you start a job.

Discuss answers.

The more aware a person is of potential problems, the easier it is to solve them.

Everybody experiences feelings of insecurity at some time or another.

Answer: One (1), As I was going to St. Ives

PAGE 110— Quotes For Discussion ☐

When you're finished changing, you're finished.

—Benjamin Franklin (1706–1790)

PAGE 111— New Tasks ☐

How do you accept responsibility for your own life?

You accept responsibility for your own life when you do not blame others for your problems.
You are in the position you are today because of the choices you have made in the past.

In order to grow and change, you have to do what is necessary. Only you can define what is necessary.

PAGE 112— “IF” ☐

EMPHASIZE: If neither foes nor loving friends can hurt you.

Why can't they hurt you?

You have the ability to control your emotions. It is your choice.

PAGE 113— It's Not What Happens To Us ☐

Once again: Between stimulus and response, man has the freedom to choose. (Stephen R. Covey)

PAGE 114— If Conrad Ferdinand Meyer Had Died ☐

Don't give-up

PAGE 115— You Have To Establish ☐

If your performance standards are just like all the other employees, there would be no need for pay raises.

PAGE 116— The Road Not Taken ☐

And that has made all the difference

PAGE 117— Thinking Skills 30 ☐

1. What comparisons can be made to “The Road Not Taken” and your work performance? Give an example?

You need to establish your own work performance standards and not just follow the performance standards of the other employees.

Example of follow the performance standards of the other employees: You see all the other employees sitting down when the supervisor is gone, so you sit down.

2. List five reasons why you should establish your own performance standards.

(Many correct answers)

- A. Increase opportunities for a pay raise
- B. Promotional opportunities
- C. Better schedule
- D. Better job assignment
- F. Good work reference

PAGE 118— Employment Notes ☐

You will never get ahead by stealing.

PAGE 119— Setting Your Own Performance Standards ☐

This is part of being a leader. It is not always easy to set your own performance standards. Once you overcome resistance from other employees, it becomes very easy and rewarding.

PAGE 120— The Principle Of Social Proof ☐

This is one reason people do not set their own performance standards and follow the crowd.

PAGE 121— Employment Notes ☐

Social Proof

PAGE 122— Thinking Skills 31 ☐

- 1. D Horizontal line moves top-bottom-top. Vertical moves left-right-left.
- 2. B Line rotates clockwise—45 degrees
- 3. C Symbols rotate counterclockwise and the small line next to the “T” appears on alternate sides in each symbol. Pattern repeats every fourth diagram.
- 4. D Pattern repeats every third diagram
- 5. E Angles alternate small-big-small
- 6. A Pattern repeats every second diagram

PAGE 123— Job Success ☐

Any bad habit can be changed if a person chooses to change it.

PAGE 124— Thinking Skills 32 ☐

Ask: “Did anyone check any attributes on the right hand side?”

PAGE 125— Initiative ☐

Discovering better ways to perform your job displays excellent initiative on your part.

PAGE 126— Thinking Skills 33 ☐

1. List 5 examples of how you have displayed initiative in your daily life.

Example: Do you ever help around the house without being told to do so?

2. Why is it important to take initiative at work?

It helps other employees perform better while helping the company

It helps you display leadership skills

It shows that you are an employee worth keeping

Etc.

3. What are 2 major benefits you can get by taking initiative while at work?

A. Pay raise B. Promotion or advancement

PAGE 127— The Golden Eagle ☐

We become what we believe we are. If you believe you will never accomplish anything good, you won't.

PAGE 128— Thinking Skills 34 ☐

1. Define the term "performance standards."

Performance standards are the way in which you conduct yourself while performing your assigned tasks, duties, and responsibilities at work. Do you take pride in you work? Are you sloppy? Are you disruptive? Are you dependable? Do you complete your assigned duties? These are just a few of the measures that make up performance standards

2. What does *The Golden Eagle* have to do with setting your own performance standards?

You do not want to work like all the other employees. You want to be more productive and have higher performance standards. If not, you will be paid like all the other employees with no advancement potential.

3. What does the following quote have to do with performance standards? "People are like dirt. They can nourish you and help you grow as a person or they can stunt your growth and make you wilt and die." Plato, (428 BC—348 BC)

If you associate with employees who lack positive performance standards, you will not advance or last long on any job.

PAGE 129— Quotes For Discussion ☐

A person is literally what he or she thinks, and the persons character being the complete sum of all of his or her thoughts.

James Allen

PAGE 130— Any Job ☐

Doing what you have to do takes a lot of sacrifice and hard work. If you do it now, you will be able to enjoy yourself later.

PAGE 131— Right Principles ☐

Without right principles to begin with, there will be wrong practices to follow with, and a bungled and wretched life to end with. James Allen

PAGE 132— The Five Principles ☐

Honesty: It involves the absence of all cheating, lying, and deception by word, look, or gesture James Allen

PAGE 133— Thinking Skills 35 ☐

1. What does "undivided attention to the matter at hand" mean?

It means staying focused on what you are trying to accomplish.

2. How do you wisely use your physical ability and mental resources?

Not wasting your inner ability. Changing, developing, and growing.

3. How can you bestow goodwill?

Saying a kind word to someone who looks sad and troubled

Smiling and being positive

Using a pleasant greeting

Helping someone who is in need get on a bus or cross the street

4. Describe a kind act you have performed within the last week.

PAGE 134— Thinking Skills 36 ☐

1. This problem is solved simply by a more careful accounting of the facts. Adding \$27 to \$2 is like adding apples to oranges; the \$27 is what the three men don't have, and the \$2 is what the bellboy does have. Instead, let's see what everybody does have out of the \$30. The manager has \$25; the bellboy has the \$2 he took; the three men have the \$3 that the bellboy returned to them; and $\$25 + \$2 + \$3 = \30 .

2. I would light the match first.

PAGE 135— First Thing First ☐

Stay focused on what you are trying to accomplish.

Folks who never do any more than they are paid for, never get paid more than they do.
Elbert Hubbard

1. Define the term "to burn bridges on a job."

It means that you cannot get a work reference or recommendation or be rehired because of something you have done related to your work.

2. List 5 ways in which you can "burn bridges" on a job.

- A. You get frustrated and walk off a job
 - B. You get fired for stealing
 - C. You get in a fight
 - D. Fired for missing work
 - E. You don't give a 2 weeks' notice before quitting
- Etc.

3. List 5 ways in which you can control your own future on a job.

- A. Display Initiative
 - B. Set your performance standards according to the company's performance standards
 - C. Be dependable
 - D. Don't steal
 - E. Take pride in your work
- Etc.

1. Monday

2. Towel

3. Saturday

Five days before = 5 days prior

Day before yesterday = 2 days prior

5 days prior + 2 days prior = 7 days prior

Start with Wednesday and count 7 days back to find today

Today = Wednesday

Three days from today = Saturday

4. One Word

5. 12 (All the months have 28 days)

PAGE 139— Why Companies Lose Customers ☐

Do not become part of the problem. Have a positive attitude towards customers and employees.

PAGE 140— Employment Notes ☐

Don't burn bridges.

PAGE 141— There Is Constant Change ☐

Workforce change can be difficult to deal. Stay positive, adjust, and focus on your job.

PAGE 141— Thinking Skills 39 ☐

Any "first time" experience threatens our security.

PAGE 142— Life Wants Us To ☐

We are built for growth, expansion and evolution.

PAGE 143— Everything Begins With ☐

Everything begins with our thinking.

PAGE 144— Harnessing The Power ☐

We can change the way we think. We can consciously shape our habits. We can polish character.

PAGE 145— Quotes For Discussion ☐

Growth is the only evidence of life.

PAGE 146— Paper Walls ☐

There are no circumstances in the world that determination cannot alter.

PAGE 147— What Are Paper Walls? ☐

Paper walls are the things that are holding you back from accomplishing your dreams. Once you face and overcome what is holding you back, you realize it was not as difficult to overcome it as you originally thought.

1. What are some common changes you will have to deal with on a job? Answers on page 149

- A. New managers or supervisors B. Job assignments C. Rules and regulations
D. Pay rates E. Job descriptions F. Benefits G. Different way of performing your job
H. Ownership I. New employees J. Performance standards K. Work days and hours
L. Dress codes M. Transferred to a different department N. Layoffs
O. Uniforms P. Increased work load Q. Lunch hour and break times
R. Performance reviews S. Responsibility and control
T. Equipment or lack of proper equipment

2. What are positive ways to deal with change? Answers on page 150

- A. Do not fear change. View it as an opportunity.
B. Do not resist change in the workplace. Be positive and adapt quickly.
C. Build a good working relationship with new managers. This gives you the opportunity to display your knowledge about your job.
D. If your job duties increase and you have to do more work, be positive and accept your new responsibilities.
E. Resisting change and complaining about it might make you feel better but it will increase your chances of losing your job.
F. You are being paid to do a job how the company wants it done, not how you want it done.

If a company is not making enough money, it is possible that pay rates will be lowered and you will be making less money. It is more common that your hours will be decreased.

It does not make sense to resist change. You will just be hurting yourself.

Strive to keep a good working relationship with your boss.
Don't try to impress other employees by creating a conflict with your boss. Those other employees are not going to help you out when you get fired.

What one word describes how you should handle the above situations?

Answer: Maturity

There will be times, on a job, when you will not be appreciated. Do not let it affect your production or your attitude.

PAGE 153— Thinking Skills 41 ☐

1. List 5 traits that a mature person does not display on a job. Answers on page 152

- A. Loud and disruptive
- B. Laziness
- C. Uncooperative
- D. Poor attitude
- E. Not a team player, etc.

2. Finish the following statements:

- A. The most deserving worker and not be the highest paid employee
- B. The most productive worker and not get the best schedule
- C. The most dependable worker and not be appreciated
- D. The worker with the best attitude and still get yelled at by a supervisor
- E. The hardest worker and get in trouble for taking a break

PAGE 154— Employment Notes ☐

Always focus on advancing to a better position or a better job

PAGE 155— Thinking Skills 42 ☐

2. One Thousand

PAGE 156— Man Is Made ☐

If you approach every job with the attitude of being in charge of your job and career, you will build your character and develop leadership skills.

PAGE 157— The Job ☐

The correct way to do a job is always the way the boss wants it done.

PAGE 158— Employment Notes ☐

It takes maturity to conform to company policies and rules.

PAGE 159— Things Could Always Be Worse ☐

No matter what troubles you have, think positive. It could always be worse.
If you do not solve your problems, your problems will increase.

PAGE 160, 161— How To Complain ☐

If you know of a better way to perform your job, talk to your boss and use a positive approach.

1. Write a positive alternative to the following negative statements: Answers on pages 160-161
NEGATIVE POSITIVE

I hate it when ...

Wouldn't it be better if...

Why can't you. ...

What if we...

This is stupid ...

What about this alternative...

This will never work out because ...

I had another idea you might consider...

2. Write a non-absolute statement to the following absolute statements:

ABSOLUTE

NON-ABSOLUTE

He always says ...

I have heard him say ...

Nothing ever gets done around here ...

We have had our problems at times ...

Everyone thinks ...

Many people seem to think ...

We must do it this way ...

Here's a good idea to consider ...

It is easy to find things to complain about on a job. Be careful that your complaining does not become a habit. Rather than complaining, find a solution.

It takes a lot of will power to work hard and have a good attitude when you don't feel like it. Excellent employees have developed this type of will power.

Self-discipline is not something we are born with, it is something that must be developed.

Boss yourself or be bossed.

1. Define self-discipline.

Discipline is simply a matter of doing what we must, without wasting time or energy worrying about whether or not we feel like it. (Laurence G. Bolt)

2. Discuss answers

1. Write down eight words that are spelled the same forwards and backwards.

A. civic, dad, deed, eye, madam, mom, noon, nun, pip, pop, racecar, radar, refer, rotor, toot
(Many more)

2. Sunday

Today is Wednesday

First day from today with the letter “N”: Thursday, Friday, Saturday, Sunday

3. Answer: N

O T T F F S S E (N)
One, Two, Three, Four, Five, Six, Seven, Eight, Nine

4. Tuesday

Today is Monday

Day after tomorrow is Wednesday

Six days after Wednesday is Tuesday

Rule your mind or it will rule you.

Do not be controlled by your feelings.

Stay motivated and perform at your best and you will be ahead of 84% of all workers.

You control your future if you choose to.

PAGE 173— Attitudes ☐

I am convinced that life is 10 percent what happens to me and 90 percent how I react to it.

PAGE 174, 175— Prisoner Of Negativity ☐

You can control your thoughts and block-out negative thoughts.

PAGE 176— One Of The Surest Clues ☐

It is hard to escape the thought of what other people think of you. It takes time but it can be accomplished by remaining focused.

PAGE 177, 178— The Process Of Removing Obstacles ☐

By simply choosing to refrain or reducing activities that do virtually nothing to move you into exploring new intellectual terrain, you can open windows of time to pursue the development of your hidden potentials.

PAGE 179— Thinking Skills 46 ☐

Discuss answers

PAGE 180, 181— Breaking Bad Habits ☐

You will have to use self-discipline for the first few weeks but gradually it will get easier. Once you are able to change the old habit to a new healthier one, it will serve you very well. Habits are remarkable because they don't require thinking.

PAGE 182— The 7 Habits ☐

WIN/WIN EXERCISE

Ask for 2 volunteers

Place a piece of string about 2 feet long on the floor

Each volunteer will stand on each side of the string facing each other

To win the game you have to persuade the other person to step over the string onto your side.

No touching, pulling, pushing, threatening, or verbal abuse is allowed.

You have to use the power of persuasion.

SOLUTION: If the volunteers decide to simultaneously step to the other side, they both win.

Always think in terms of win / win.

It means that as human beings, we are responsible for our own lives. Our behavior is a function of our decisions, not our conditions. We can subordinate feelings to values. We have the initiative and the responsibility to make things happen.

Stephen R. Covey

1. How is our behavior a function of our decisions, not our conditions?

We have the ability to choose our response.

2. Give an example of subordinating feelings to values.

Another employee says something very insulting to me. I become angry. I value my job and taking care of my family. I do not respond. I walk away and focus on my family and my job.

3. Give an example of having our lives a function of conditioning or conditions?

A function of conditioning would be learning from immature adults that responding to a problem with anger and violence is acceptable and is a problem solving technique. Responding to a problem with anger and violence is a sign of immaturity and is never acceptable on a job.

4. How can a person be value driven?

A person is value driven by placing values in front of feelings. This means that when you respond to a problem, you focus only on what you value the most. Your values should be positive and conform to being mature adult.

If you value being looked upon as being tough in front of your peers, this is not considered positive or mature.

5. List 3 of your most important values.

Are values positive?

Do your values conform to being a mature adult?

Answer: K and O

Surprisingly, many of us are more comfortable and familiar with our weaknesses and limitations than we are with our strengths. (Arthur G. Kirn and Marie O'Donahoe Kirn)

...a man sooner or later discovers that he is the master-gardener of his soul, the director of his life.

James Allen

1. Finish the following: Just as a gardener cultivates a plot, keeping it free from weeds, and growing the flowers and fruits which are required, so may a man tend the garden of his mind, weeding out all the wrong, useless, and impure thoughts, and cultivating toward perfection the flowers and fruits of right, useful , and pure thoughts.

2. What do you think are the main reasons why entry level employees are fired?

1. Missing work. Not being dependable.
2. Always late. Not being dependable.
3. Fighting. Not being able to control their emotions.
4. Stealing. Not being dependable or trustworthy.
5. Negative attitude.
6. Being rude and unpleasant to supervisors, co-workers, and customers.
7. Never accepting personal responsibility. Always having an excuse for everything.
8. Being intoxicated or on drugs.
9. Need constant supervision. Lack motivation and initiative.
10. Letting personal problems interfere with work.

Answers on page 189

3. What do you think are 5 common workplace excuses?

- | | |
|--------------------------------------|-----------------------------------|
| It's not my fault. | If only my supervisor understood. |
| It was someone else's job. | I'll get to it later. |
| Something else came up. | No one showed me how to do it. |
| I didn't have time | I had too many interruptions. |
| We've never done it that way before. | |
| No one told me to do it. | |

Answers on page 190, Reprinted with permission of James Bleech

Being rude and unpleasant to supervisors and coworkers = Poor interpersonal skills

The most common is "it's not my fault."

1. 7
2. 20 minutes
3. Outside
4. River Bank
5. A half-dollar and a nickel. (One is not a nickel)

PAGE 192, 193— When We Are ☐

We always have a choice between doing something about our problems and not doing anything about our problems except adding to them. (Penelope Russianoff)

PAGE 194— Employment Notes ☐

Always try to do better.

PAGE 195— Thinking Skills 51 ☐

1. Discuss answers

2. Give 3 reasons why we use excuses.

A. To avoid risk

B. To explain failure

C. To resist change

D. To protect our egos.

Answer on page 192

3. What are 3 medicines against emotional paralysis?

A. Commitment

B. Involvement

C. Engagement

Answer on page 191

PAGE 196— To Have Succeeded ☐

There is no mention of money or material things.

PAGE 197— The Enemy ☐

Of all the foul growths current in the world, the worst is money.

Quote from around 400 from B.C.

PAGE 198— Success ☐

The majority of people measure their success as compared with others, but genuine success is what people do with their own potential, their development and improvement of it, and must be related to their individual objectives and personal goals. (Colin Turner)

PAGE 199— The 7 Laws Of Success ☐

Be ready for due sacrifice

PAGE 200— Laws To Become Unsuccessful ☐

Lack self-discipline and have no desire to change.

PAGE 201— Employment Notes ☐

Do not take feedback personal

PAGE 202— Five Short Chapters ☐

We can view things in the same old way or we can change our point of view.

PAGE 203— Developing A Positive Self-Image ☐

Your mind is not at risk

PAGE 204— Thinking Skills 52 ☐

Ask for volunteers to read answers.

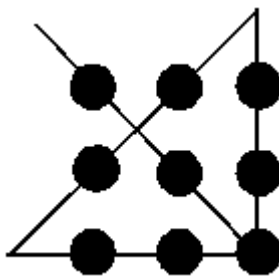
PAGE 205— Thinking Skills 53 ☐

Answer: 18 Triangles

PAGE 206— To Become Successful ☐

Try to make it a point to never quit a job before you have another job.

PAGE 207, 208— Thinking Skills 54 ☐



You can start at any of the four corners

A large percentage of humans never reach their full potential because they live within an imagery box placing limits on what they can accomplish. They tell themselves that they are limited to what they can accomplish.

PAGE 209— Born With Love ☐

When we attach value to things that aren't love – the money, the car, the house, the prestige – we are loving things that can't love us back. (Marianne Williamson)

PAGE 210— Employment Notes ☐

Attitude is very important.

PAGE 211— Plug Into ☐

And by expecting life to give you a knock now and then, you can handle it as one of life's natural processes. (Les Brown)

PAGE 212— This, Too, Will Pass ☐

No frustration can last forever

PAGE 213— Risk ☐

The person who risks nothing, does nothing, has nothing, is nothing, and becomes nothing.

PAGE 214— Quotes For Discussion ☐

A man who stands for nothing will fall for anything. (Malcom X)

PAGE 215— Watch Your Thoughts ☐

Everything depends on your thoughts.

PAGE 216— Thinking Skills 55 ☐

1. Finish the following statements:

Meaning does not lie in things. Meaning lies in us. When we attach value to things that aren't love – the money, the car, the house, the prestige – we are loving things that can't love us back. We are searching for meaning in the meaningless. Money, of itself, means nothing. Material things, of themselves, mean nothing. It's not that they are bad. It's just that they're nothing.

Answer on page 209

2. Remember happiness doesn't depend upon upon who you are or what you have; it depends solely on what you think. (Andrew Carneige)

Answer on page 206

3. A man who stands for nothing will fall for anything. (Malcom X)

1. The Yankees and the Indians play five baseball games. They each win three games. There were no ties, forfeits, or disputed games. How is this possible?

They did not play against each other. They played 5 games with other teams.

2. What animal can jump higher than a house?

Any animal that can jump. A house cannot jump.

3. Imagine you are in a sinking rowboat surrounded by man-eating sharks. How could you survive?

You are imagining. Quit imagining.

4. You are trapped and the only way out is to choose one of three rooms within the next minute. The first is full of a raging fire, the second is full of assassins with loaded guns, and the third is full of lions that have not eaten in three years. Which room would you choose?

I would choose the third room. If the lions have not eaten in three years, they would be dead.

5. What is once in a minute, twice in a moment, and never in a thousand years?

The letter “M”.

6. What seven-letter word has hundreds of letters in it?

Mailbox

People who do not control their emotions, break easily.

People who take constructive criticism personally, have sharp edges.

Discuss

Wages are usually not in the top five.

SECTION 2—PROBLEM SOLVING AND OTHER COGNITIVE SKILLS

PAGE 225— Problem Solving ☐

Problems are an opportunity to make things better.

PAGE 226, 227— Facts About Personal Problems ☐

Everybody has problems. Your boss will have problems. Your co-workers will have problems.

PAGE 228— What Makes Life Difficult ☐

Confronting your problems is painful. If you don't confront your problems, they will be more painful in the future.

PAGE 229— Thinking Skills 58 ☐

1. What happens twice in a week, once in a year, but never in a day?

The letter "E".

2. Star is to rats as reward is to:
a) mice b) ransom c) drawer d) fame

C. Star is rats spelled backwards. Reward is drawer spelled backwards.

3. Below is a series of numbers. What is the next number in the sequence?

1
11
21
1211
111221
312211
13112221

Takes concentration. Give hints and start explaining answers.

1	
11	one 1 (describes the preceding number) There is one 1
21	two 1's (describes the preceding numbers) There are two 1's
1211	one 2, one 1 (describes the preceding numbers) There are one 2, one 1

111221	one 1, one 2, two 1's (describes the preceding numbers) There are one 1, one 2, two 1's
312211	three 1's, two 2's, one 1 (describes the preceding numbers) There are three 1's, two 2's, one 1
13112221	one 3, one 1, two 2, two 1 (describes the preceding numbers) There are one 3, one 1, two 2's, two 1's
<u>ANSWER</u>	
1113213211	one 1, one 3, two 1's, three 2's, one 1

4. Sunday
Wednesday has the most letters.
Three days before Wednesday is Sunday

5. Freight or weights

PAGE 230— Major Contributors ☐

We all have the ability to control our thoughts and our actions.

PAGE 231— Quotes For Discussion ☐
--

A man, as a general rule, owes very little to what he is born with - a man is what he makes of himself.

Alexander Graham Bell

PAGE 232— Thinking Skills 59 ☐

1. Explain the following Albert Einstein quote:

“The significant problems we face cannot be solved at the same level of thinking we were at when we created them.”

In order to grow as a human being you have to constantly change.. You have to face and solve your problems through growth and maturity

Example: You were more interested in having fun every night rather than applying yourself and getting an education. You are now behind in your education and the choice you have to make is to keep having fun all of the time and destroy your future or change and mature so you can apply yourself and create a promising future with many opportunities.

2. What does it mean to accept responsibility for your problems and your life?

You accept responsibility for your problems and your life when you acknowledge to yourself that you are in the position you are today because of decisions you have made in the past. You control you future by the decisions you make today. You accept that you control what you feel and think.

You do not blame you problems on anyone but yourself. You might have it a lot harder than most people, but you have the opportunity to advance and grow. You do not feel sorry for yourself and you take control of your life.

PAGE 233— Self-Esteem ☐

Coping with the basic challenges of life creates the feeling of being worthy and deserving.

PAGE 234, 235— Our Choices ☐

The two most important words are thinking and focusing.

PAGE 236— Your Power ☐

You have the power to think whatever you choose to allow into your head. The freedom of choice is your birthright; your circumstances have nothing to do with your destiny, they are merely the result of past choices or non-choice. Colin Turner

PAGE 237— Life Does Not Require ☐

Before you act or react always think of the consequences. If you don't care about yourself, nobody else will either.

PAGE 238— The Power To Change ☐

In adulthood, much of my drive to succeed has been fueled by the devastating memory of that day in class when I was judged to be "slow" and without much promise. Les Brown

PAGE 239— Thinking Skills 60 ☐

1. Each word has a number within it.

Telephone	one
Shorten	ten
Canine	nine
Height	eight
Feminine	nine
Overweight	eight
Often	ten
Throne	one

2. There is no letter "e" within the paragraph.

3. Tommy (Tommy's mother has three children)

PAGE 240— Six Steps ☐

Make sure the problem you are defining is the real problem and not the symptom of a larger problem.

PAGE 241, 242— First Problem Solving Step ☐

The way we think about a problem can have a major impact on the kinds of solutions we conceive

PAGE 243, 244— Creative Thinkers ☐

You must be willing to devote some time to trying to find ways to make the situation better.

PAGE 245— Thinking Skills 61 ☐

1. List 6 ways in which you can avoid stepping on ants.
Stay indoors, Travel everywhere by plane, Walk only in water, use a pogo stick, Ride a bicycle, Jump over them, Walk around them, Sweep them away, Ride a horse, Walk on your hands, etc.
2. List 6 ways in which you can use dust
To make a vacuum cleaner necessary, To make it possible to write your name on furniture, To rhyme with bust, lust, must, and rust, To clean, Keep housewives busy, Create jobs for maids, To sneeze at, For dust storms, To make mud, To clog up machinery, etc.

PAGE 246— Thinking Skills 62 ☐

1. Explain and give an example of the following quote: “Creative thinkers see opportunities where others see only problems.”
A problem is an opportunity to make things better.
The best example is the story about the elevator.
2. What are the magic words to begin every problem?
A. “In what ways might I...?”
B. “How might I ...?”
3. Why are these words important to use?
When you ask yourself these questions it directs your problem solving energies towards solutions rather than towards complaints or restatements of what bothers you about the situation.

PAGE 247— Make Sure That ☐

Always be aware that your problem might be a symptom of a larger problem.

PAGE 248— Second Problem Solving Step ☐

Do not make assumptions

1. ? The story does not state that the person who turned off the lights was the owner.
2. ? The story does not state that the man who demanded money was the robber. He might, for example, have been a teenage son needing money for a date, a bill collector, or a person collecting for a needy charity.
3. F The story states that the man did demand money.
4. ? The story does not state that the owner was a male.
5. ? The story does not eliminate the possibility that it was the owner who scooped up the contents of the cash register. Also, the story does not state whether the man “ran” away or not. He may have “sped” away in a car or on a motorcycle.
6. T The story states that someone opened a cash register.
7. ? The story does not indicate definitely whether the man who demanded money was the same one who scooped up the contents of the cash register. Also, the story does not say he ran away.
8. ? The story does not say the cash register contained money. It might, for example, have contained checks, money orders, keys, or jewelry.
9. ? The story does not say that the man who demanded money was a robber.
10. ? Since the story does not state whether the owner and the businessman were one and the same, there could be 3 or 4 persons referred to.

Stealing from your employer is dishonest. You cannot justify it. When you hurt others, you hurt yourself

Honesty is the cornerstone of all success.

Honesty is the best policy. If I lose mine honor, I lose myself.

William Shakespeare, (1564—1616)

Because you cannot see outside of you what you fail to see inside.

Anthony de Mello

Collect as many ideas as you can about different solutions.

1. Tie A Knot

Give everyone a piece of string approximately 4 feet long. Have them lay the string in front of them and read the directions:

Take hold of each end of a string. Once you have hold of the string, you can't let go. You cannot pass it from one finger to another.
Now, tie a knot in the string.

SOLUTION: Cross your right arm with your left arm. Your right hand should be under your left upper arm and your left hand should be over your right upper arm. With your arms crossed, reach down and pick up one end of the string with your right hand, and pick up the other end of the string with your left hand. Uncross your arm with the string in your hands. This will tie a knot in the string. It might take some practice.

2. Pick The Number.

ANSWER: "2"

"2" IS THE ONLY EVEN NUMBER. The problem does not specify a difference between the spelled out numbers (Thirteen, One, Thirty-One) and the written out numbers (1,2,3). This problem is an example of perception.

Always be considerate of your fellow employee.

APPENDIX 1, 2, 3, 4
OLD WOMEN / YOUNG WOMEN
Exercise on Perception

MATERIALS NEEDED: Enough copies of Appendix 1 for half the class
Enough copies of Appendix 2 for the other half
1 copy of Appendix 3. If possible enlarge it.
Copies of Appendix 4 for the entire class and you

Divide the class in half with each half facing the other. Make sure there is enough separation between each group that they cannot see the handouts from the other group.

Pass out the questionnaire (Appendix 4), to all participants

Pass out to one half of the group the picture in Appendix 1.
(Face down)

Pass out to the other half of the group the picture in Appendix 2.
(Face down)

Do not let the groups see the other picture.

Instruct the students to look at the picture and fill-in the questionnaire.

When the students are finished with the questionnaire, hold up the picture from Appendix 3 and ask the class to look at the picture and answer the questions from the questionnaire. Read each question.

The picture from Appendix 1 is a picture of an older woman.
The picture from Appendix 2 is a picture of a younger woman.
The picture from Appendix 3 is a combination of both pictures.

Usually, the group who viewed the older women picture will see the older women, and the group who viewed the younger women picture will see the younger women.

The answers will vary according to the original pictured they viewed.

Perception is defined as the process through which people received, organize, and interpret information from their environment. A major factor influencing the perceptual process is the person's past experience. Two people can look at the same situation and view it differently.

Before finishing, take the time and make sure each group member can see both pictures. Show each group both original pictures.

PAGE 257— Employment Notes ☐

If you are a good worker and get along with your boss, other employees might become jealous and label you a “favorite.” Don’t pay attention to labels. Keep doing a good job and keep having a good working relationship with your boss.

PAGE 258— Thinking Skills 65 ☐

1. Ear of corn
2. Meat
3. Yet (The man rode, yet walked.)
4. Take away the “s”
5. 70

To divide 30 by $\frac{1}{2}$ you multiply 30 times 2. The result is 60. Add 10 to 60; the result is 70.

PAGE 259— Thinking Skills 66 ☐

Explain that there are no correct answers. The answer should be based on what each student thinks the words mean.

This exercise demonstrates perception. The words used have different meaning for different people.

After the students complete the exercise, read the questions to the class and discuss the answers.

PAGE 260— Employment Notes ☐

Supervisors and managers are not perfect and will make mistakes.

PAGE 261— Fourth Problem Step ☐

Negative side effects are solutions that could create additional problems.

PAGE 262— Thinking Skills 67 ☐

READ THE REST OF THE STORY TO THE CLASS:

Finally, he decided to beat the object flat, thereby destroying any evidence of his mistake. Satisfied with the outcome, he picked up his tools and began loading the truck. He couldn't believe his eyes. Laying on the seat of his truck was the mislaid pack of cigarettes. "But what about ... ?"

It was then that the homeowner's voice broke his disbelief.

"Hey, have you seen my son's pet hamster?"

PAGE 263— Thinking Skills 68 ☐

1. D (Bottom half of black ring around the top is missing)
2. B (In the middle of the front, half of the black space is missing)
3. E (Black ring around the bottom tube)
4. E (Underneath the left side of the "T" is different)
5. C (Line inside the top left is missing)

PAGE 264— Decision Making ☐

In order to be an honest person, do not put yourself in a situation in which you have to lie.

PAGE 265— It Is Our Mental Attitude ☐

Our thoughts make things beautiful, our thoughts make things ugly.

Swami Vivekananda

PAGE 266— Quotes For Discussion□

We cannot work for others without working for ourselves.

Doing your work just a little better than anyone else gives you the margin of success.

Jean-Jacques Rousseau (1712–1778)

PAGE 267— Thinking Skills 69□

1. 9 (All but 9 died)

2. BOOKKEEPER

3. Shoes, Sandals, Stockings, Slippers, Sneakers, Socks, Skies, Skates, Scuba Gear, Stilts, Snowshoes, Snow Boots, etc.

4. You sit on a chair

You sleep on a bed

You brush your teeth with a toothbrush

5. Place the paper under a closed door. Stand on one side and have the volunteer stand on the other side.

PAGE 268— We Can Make Rational Or Irrational Choices□

We can decide that a given course of action is rational, morale, and wise—and then suspend consciousness and proceed to do something else.

Nathaniel Branden, Ph.D.

PAGE 269— Fifth Problem Solving Step□

Action is the real measure of intelligence.

PAGE 269— Thinking Skills 70□

How many frogs are left on the log?

ANSWER: 52

The nine frogs did not follow through on their decision

PAGE 270— Thinking□

But sooner or later the man who wins

Is the man who thinks he can.

Walter D. Wintle

PAGE 271— Thinking Skills 71□

How many A's are:

- | | |
|--|----|
| 1. In the triangle, but not in the arrow? | 9 |
| 2. In the star, but not in the heart or arrow? | 4 |
| 3. In the heart, but not in the arrow or star? | 13 |
| 4. In the arrow, but not in the heart or star? | 10 |
| 5. Common to the star and heart, but not to the arrow? | 4 |
| 6. Common to the arrow and star, but not to the heart? | 3 |
| 7. Common to the heart and arrow, but not to the star? | 9 |
| 8. In the star and the heart, but not in both? | 29 |
| 9. In the arrow and the star, but not in both? | 28 |
| 10. In the triangle and heart, but not in the arrow or star? | 22 |

PAGE 272— Skeptics Are Never Satisfied□

Do not listen to your skeptics.

PAGE 273— Employment Notes□

Don't expect to be accepted immediately by your fellow employees.

PAGE 274— Stumbling Blocks□

The successful person is a person who overcomes his or her stumbling blocks.

PAGE 275— Sixth Problem Solving Step□

To map out a course of action and follow it to an end requires the ability to stay focused and courage.

PAGE 276— A Group Of People□

Whatever course you decide upon, there is always someone to tell you that you are wrong.
Ralph Waldo Emerson

PAGE 277— Letters From Prison□

Beliefs are the fundamental tools we employ to guide our actions.

The key ingredient for success is believing and true success starts with believing in yourself.
Colin Turner

1. Your brain

2. Egg White (also can be called albumen)

3. Cheap pencil: .05 (five cents)

Good pencil: \$1.05

If the cheap pencil cost 10 cents, the expensive pencil would only cost 90 cents more.

1. What are three consequences of not being a dependable worker?

A. Increase chance of losing your job

B. More difficult work assignments

C. Less per hour pay

2. What are three consequences of being a dependable worker?

A. Better treatment from management

B. Better work schedule

C. Advancement and higher per hour pay

3. What are three consequences when you get in an argument at work?

A. Lose your job

B. Classified as a trouble maker

C. Decreased chances for a promotion

4. What are three consequences of being mature enough to walk away from an argument at work?

A. Keep your job

B. Respected by fellow employees and management

C. Advancement

5. Why is it important to think in terms of consequences?

By thinking in terms of consequences, you are controlling your emotions and creating a better opportunity to be successful.

Do not follow the crowd and think for yourself.

1. Repetition is the act of repeating something over and over until you remember it.

2. Association, 3. Visualization

Ask the class to name the 5 Great Lakes. (usually nobody can name all 5)

Explain that you are going to use Association and Visualization to remember the 5 Great Lakes.

Write down the 5 Great Lakes and show the class:

Lake Huron
Lake Ontario
Lake Michigan
Lake Erie
Lake Superior

Tell the students to close their eyes and visualize a beautiful lake with nice homes on the shore.

HOMES: Huron, Ontario, Michigan, Erie, Superior

Acronyms are formed by using the initial components in a phrase or a word

Using acronyms is a creative way to remember just about anything.

Use visualization to remember the acronyms

ORDER OF OPERATIONS IN MATHEMATICS

Example: Please Excuse My Dear Aunt Sally

Parentheses, Exponents, Multiplication, Division, Addition, Subtraction.

Students who perform well in school are not more intelligent, they have learned different ways to remember things.

The answer to this question should always be yes. All humans beings are different but every person is intelligent in his or her own right.

Howard Gardner claims that all humans have the right to be classified as intelligent, not just doctors and lawyers. A car mechanic, plumber, athlete, rapper, and a janitor are just as intelligent in their own right.

You possess all eight intelligences, although you may stronger in some more than others. Each intelligence can be developed to a practical level.

Discuss “The one I feed the most.”

We are what we think. You do dishonest acts all of the time, you become dishonest. You do bad things all the time, you become a bad person. You do good things all of the time you become a good person.

Partial list of answers on page 289.

WAYS TO DEVELOP THE GOOD WITHIN YOU

Help other people.

Control your thoughts and don't let your thoughts control you. Use positive self-talk.

Use your mind and think before you act or react.

Have confidence in yourself and your abilities.

Accept responsibility for all of your actions.

Become aware of your self-defeating behaviors.

Always look for the good in other people and not the bad. Nobody is perfect.

Block out negative thoughts.

Treat all people with understanding, love, and respect. Be forgiving.

Be patient, and don't assume life is easy.

Do not compare yourself to others.

Sacrifice immediate pleasures.

Think win/win.

Do not feel sorry for yourself.

Set obtainable goals and stay focused.

Discuss

Without goals, you would not do anything and therefore not accomplish anything.

If you do not have any priorities, do not expect a bright future.

They are consequently unable to know what they are able to achieve and therefore simply decide to stay as they are.

Colin Turner

Goal setting is a continuous activity and all of our effort should be directed toward reaching our goals.

No one can cheat you out of ultimate success but yourself.

Ralph Waldo Emerson

1. What question can you never answer yes to?

Answer: Are you asleep?

2. There once was a horse
That won great fame.
What-do-you-think
Was the horse's name.

Can you name the horse?

A. Yes B. No C. Not enough information

Answer: Name of the horse is What-do-you-think
There is no question mark after "Was the horse's name."

3. What do the following words have in common?
deft, first, calmness, canopy, laughing, crab cake, hijack

Answer: Each word (or two words—crab cake) consist of 3 letters in alphabetical order.

4. How can you drop a raw egg onto a concrete floor without cracking it?

Answer: You cannot crack a concrete floor with a raw egg (play on words)

5. If you had three apples and four oranges in one hand and four apples and three oranges in the other hand, what would you have?

Answer: Very large hands

6. If it took eight men ten hours to build a wall, how long would it take four men to build it?

Answer: They do not need to build it because the eight men already built it.

PAGE 296— Thinking Skills 76□

Discuss answers.

PAGE 297— Thinking Skills 77□

Have students refer to page 293

Goals:

1. Challenging but within reach
2. Specific
(General goals can be used on a short-term basis.)
3. Measurable
4. Explicit (clearly and precisely understood)

PAGE 298— Thinking Skills 78□

Have students refer to page 293

Goals:

1. Challenging but within reach
2. Specific
(General goals can be used on a short-term basis.)
3. Measurable
4. Explicit (clearly and precisely understood)

PAGE 299— Thinking Skills 79□

Discuss

PAGE 300, 301— It's Hard To□

We become what we think about most.

Earl Nightingale

PAGE 302, 303— When Children Learn□

Are you a blessing to people around you?

PAGE 304— Thinking Skills 80□

1. A man is trapped in a room. The room has only two possible exits: two doors. Through the first door there is a room constructed from magnifying glass. The blazing-hot sun instantly fries anything or anyone that enters. Through the second door there is a fire-breathing dragon. How does the man escape?

Answer: Escape at night through the first door.

2. If a man jumps out of a 68-story building window with no safety equipment or anything, how does he survive with not a scratch on him?

Answer: He jumps out of the first floor window of the 68-story building.

3. A man left his house to go to work. When he got home, he saw that his house had been broken into. The robbers had taken everything in his house except for two \$100 bills that were in plain sight. Why weren't the \$100 bills taken?

Answer: One was a \$100.00 telephone bill and the other was a \$100.00 utility bill.

4. When things go wrong, what can you always count on?

Answer: Your fingers

5. Make one change to the following to make it into 6.

IX

Answer: (Insert a 6 after IX) IX6 = 6

6. Two ducks in front of a duck, two ducks behind a duck, one duck in the middle. How many ducks are there?

Answer: Three ducks (duck duck duck)

PAGE 305— Letters From Prison□

Serving 55 years for murder. He got convicted when he was 47 years old.

PAGE 306— Quotes For Discussion□

The longer we dwell on our misfortunes the greater is their power to harm us. Voltaire

SECTION 3—ORAL COMMUNICATION SKILLS

PAGE 309— Communication Requires ☐

Communication is a complex process because the receiver has to understand the sender.

PAGE 310, 311— Types Of Communication ☐

In oral communication, body language and tone of voice can play a major role in getting your message across.

PAGE 312— Workplace Oral Communication ☐

Remember that body language is very important. Even if you do not agree, respond in a positive manner.

PAGE 313— Effective Workplace Communicator ☐

Think before you speak

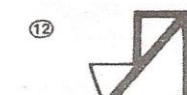
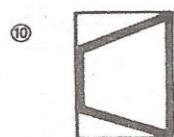
Effective workplace communication also includes the following:

Emergencies happen and there will be times you will miss work. Inform your supervisor as soon as you realize you will not be able to make your scheduled shift. Give as much notice as possible.

If for some reason you will be late, call and inform your supervisor. Do not make it a habit

PAGE 314— Thinking Skills 81 ☐

- | | | | |
|------|------|------|-------|
| 1. B | 4. E | 7. B | 10. C |
| 2. D | 5. C | 8. A | 11. C |
| 3. A | 6. E | 9. D | 12. B |



PAGE 315— Employment Notes□

Don't complain come up with a solution.

PAGE 316— Principles Of Communication□

What is a major barrier to communication?
Our own ideas and opinions.

PAGE 317— The Way You Ask A Question□

Be aware of how you phrase your questions.

PAGE 318— Negative Non-Verbal Communication□

A lot of employees need constant supervision. Do not be like all the other employees. Be better.

PAGE 319— Positive Non-Verbal Communication□

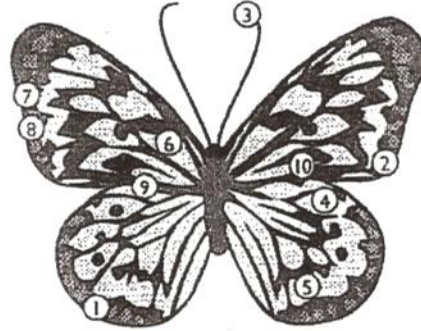
Have a caring attitude and help other employees. By doing this you are helping yourself.

PAGE 320— Thinking Skills 82□

List five examples of nonverbal communication that will give your supervisor the impression that you are not interested in your job.

Answers on page 318

Is always missing work or late	Never follows the rules
Has poor communication skills	Displays disruptive behavior
Needs constant supervision	Roles his or her eyes when being talked to
Never completes work assignments	Displays a lack of caring for company equipment
Is always arguing	Does less work than the other employees
Does not help other employees	Is rude to customers and other employees
Has a not-caring attitude	Cannot get along with other employees
Has an unkempt work area	
Displays mean or disgustful facial expressions when given constructive criticism	



True eloquence consists in saying all that is necessary, and nothing but what is necessary.

Heinrich Heine

Why do companies have rules?

Every company needs productivity, consistency and structure in order to maximize profits. If not, the company would not be able to survive and you would not have a job. Not all employees have the same level of commitment, common sense, trust, or awareness of consequences.

Your communication skills are an important key to be successful on any job.

1. Everyone can develop excellent communication skills.
TRUE
2. If you are a hard and dependable worker, you do not need good communication skills to get promoted.
FALSE
3. While communicating, I should say the first thing that comes to my mind.
FALSE
4. If I disagree with my supervisor, I should immediately argue my point.
FALSE
5. Communication is an exchange of ideas.
TRUE
6. Communication should allow you and your supervisor to understand each other better.
TRUE
7. Using phrases such as “You never...” or “You always...” or “Every time you...” only invites an argument.
TRUE

Always try to avoid these negative signals

Speak clearly and use eye contact

SECTION 4—INTERPERSONAL AND TEAMWORK SKILLS

Interacting effectively with supervisors and coworkers

Show that you care

Think before speaking

1. What are interpersonal skills?

Interpersonal skills are the skills used to properly interact and communicate with other people. (Answer on page 331)

2. List five ways in which you can display excellent interpersonal skills while at work.

Answers on page 331

Talk with strangers and making them feel at ease

Relating to supervisors and coworkers

Interacting effectively with supervisors and coworkers

Being nonjudgmental and respecting the opinions of others

Having a positive attitude

Not displaying angry or disgusting facial expressions

Remaining cool and confident

Not displaying disagreement through tone of voice

Showing concern for others

Making communication a two-way process

Having the ability to listen

Having positive body language

Valuing the input of others and asking questions when confused

Understanding that other employees' opinions will differ

Thinking before speaking

Not getting defensive

Reducing conflict through excellent interpersonal skills

Always thinking win/win

Smiling

3. Finish the following definition:
Empathy means being able to:
Being able to understand how another person feels.

PAGE 338— Top 10 Reasons To Smile□

Remember: Smiling is a great way to make yourself stand out while helping your body to function better. Smile to improve your health, your stress level, and your attractiveness

PAGE 338— Thinking Skills 87□

Stay positive.

PAGE 339— It Can Be Difficult□

All this is conceptual rubbish, and yet we believe it. Part of the solution is to recognize that these thoughts are conceptual rubbish and not reality; this gives us the mental space not to believe them.

PAGE 340— Employment Notes□

Be considerate of your supervisor and other employees.

PAGE 341, 342— 10 Types Of Bad Supervisors□

There are also many good supervisors. Just do not get discouraged and give-up if you work for a bad supervisor. They usually do not last long.

PAGE 343— Employment Notes□

If you don't like being told what to do, then take initiative and do things that need to be done.

PAGE 344— Thinking Skills 88□

1. Write down a four-letter word that is the same read forward, backward, or upside down.
Answer: NOON
2. Can you arrange 4 nines (9, 9, 9, 9) to total 100? You can use each nine only once.
Answer: $99 + 9/9 = 100$
3. Who was the last man to box Joe Louis?
Answer: The Undertaker or Mortician

4. Take two apples from five apples. How many do you have?
Answer: 2 Apples (you took 2 apples)

5. Why are 1988 pennies worth more than 1983 pennies?
Answer: Because 1988 pennies = \$19.88
1983 pennies = \$19.83

6. What do you always get hanging from apple trees?
Answer: Tired arms

PAGE 345— Thinking Skills 89□

1. List five ways to improve interpersonal skills.

Answers on page 332, 333, 334

1. Put on a happy face.
2. Show that you care.
3. Be considerate of colleagues.
4. Be an active listener.
5. Promote togetherness.
6. Settle disputes.
7. Be a great communicator.
8. Make them laugh.
9. Put yourself in their shoes.
10. Don't be a whiner.

2. List five benefits of smiling.

Answers on page 337, 338

1. Smiling Makes Us Attractive
2. Smiling Changes Our Mood
3. Smiling Is Contagious
4. Smiling Relieves Stress
5. Smiling Boosts Your Immune System
6. Smiling Lowers Your Blood Pressure
7. Smiling Releases Endorphins, Natural Pain Killers and Serotonin
8. Smiling Lifts the Face and Makes You Look Younger
9. Smiling Makes You Seem Successful
10. Smiling Helps You Stay Positive

PAGE 346, 347— A Creed To Live By□

Don't undermine your worth by comparing yourself with others.
Only you know what is best for you.
Don't be afraid to learn.

PAGE 348— Thank You□

You have everything you need to advance and be successful.

PAGE 349— The Most Beautiful People□

The gifts you seek are often disguised as problems.

PAGE 350— Teamwork□

If you do not believe in teamwork, you will not last long on job.

PAGE 351— Employment Notes□

One person can change the atmosphere of the workplace environment.

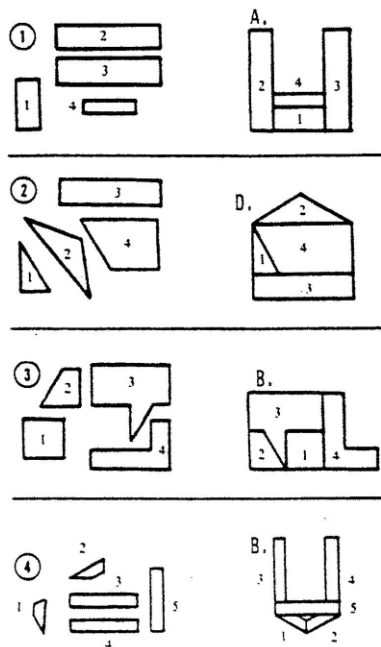
PAGE 352— Thinking Skills 90□

1. A (See next page for an explanation)

2. D

3. B

4. B



We don't make it alone in this world.

Believe in yourself.

Don't give up. Life is difficult.







Look at your picture and answer the following questions.

1. How old do you think the lady is?

2. Does the lady in the picture have a big nose?

Circle your answer: YES NO

3. Does the lady in the picture have a big chin?

Circle your answer: YES NO

4. Can you see the lady's eyeball?

Circle your answer: YES NO

5. Can you see part of the lady's ear?

Circle your answer: YES NO

6. Can you see the lady's mouth?

Circle your answer: YES NO