Handout #2

*Demonstrating Positive Attitudes*

Use the following scenarios to role play workplace situations. In each, the employee should display a positive work ethic by demonstrating motivation and positive attitudes. Think about how verbal language, body language, eye contact, and facial expression communicate a person’s attitude.

Scenario 1: June’s employer calls to let her know that he will be running late due to a family emergency. The business is supposed to open at 8:00 a.m., but June is not scheduled to begin work until 10:00 a.m. How can June demonstrate motivation and a positive attitude?

Scenario 2: Carlos has a new job as an assistant in an accounting office. Carlos thinks he might want to study to become an accountant someday. One of the firm’s vice-presidents offers to walk through some aspects of an accountant’s career with Carlos, but Carlos will have to stay after work to do this. How can Carlos demonstrate motivation and a positive attitude?

Scenario 3: Tameka has a job interview. While it is not her dream job, it is close to her family’s home, the work hours suit her school schedule, and the pay will allow her to save for a car. The interviewer, Robin, calls Tameka in for the interview. Tameka doesn’t know much about the company. How can Tameka demonstrate motivation and a positive attitude?

Scenario 4: John is leaving work on Friday night and heading out to meet friends. As he leaves, he notices the company sign at the front of the building has been damaged. How can John demonstrate motivation and a positive attitude?

Scenario 5: During a performance review, Pari’s boss, Cheryl, tells Pari that she needs to improve the quality of her work. Cheryl explains that Pari sometimes makes careless mistakes when counting money in the cash register or when filing receipts. At first, Pari is surprised. How can Pari respond and demonstrate motivation and a positive attitude?

Scenario 6: Lee is getting ready for work at a veterinary office when he gets a call from his girlfriend. During the call, his girlfriend breaks up with him, and he is very upset and angry. Lee considers calling in sick, but he knows the veterinarians are short-staffed that day and are counting on him to show up. Despite feeling upset, how can Lee demonstrate motivation and a positive attitude?