LESSON PLAN

SOFT SKILLS: JOB RETENTION
“How to succeed at keeping your job!”

Grade Range: 10-12
Time Needed: 50 – 60 Minutes

Learning Objectives:
• Students will learn the skills they need to retain their job.

Supplies/Materials:
• White board / Flip Chart
• Markers
• PowerPoint presentation “How to succeed at keeping your job!”

Before starting, ask the students “what do you think it takes to keep your job? “and write on the board/chart what they think it takes to keep a job. Ask why they think this would help them keep a job.

“Sometimes getting a job is easy and keeping it can be a challenge!” Can ask what the students think of this statement.

1. Attendance:
   a. Demonstrating good attendance
      i. Go to work every day!!!!
      ii. Be at your work station, ready to begin, on time, everyday
      iii. Understand your company’s attendance policy. Read it thoroughly and ask questions if you don’t fully understand it.
      iv. Call your manager if are going to late or out for the day unexpectedly.
      v. Be sure to call before your scheduled shift
      vi. Be present Mentally
   b. How can your attendance effect the business, yourself and others?
      i. Slow productivity.
      ii. Cause anger amongst co-workers
      iii. Effect the service given to customers
      iv. Raises/promotions
      v. Being able to keep your job
   c. What can you do make sure you have good attendance?

2. Attitude:
   a. Demonstrating a good attitude
      i. Be positive
      ii. Avoid negative people
      iii. Don’t gossip about others, especially in the workplace
      iv. Be enthusiastic about the company and the work they do.
v. Encourage others and yourself
vi. Be helpful
vii. Be flexible
viii. Take control of the way you react.

b. How can your attitude affect the business, yourself and other?
   i. Influence others
   ii. Make a day go good or bad
   iii. Cause conflict in the workplace
   iv. Engagement in your job and company
   v. Positive or negative customer experience

c. What can you do to make sure you have a good attitude?

3. Accountability:
   a. Demonstrating good Attendance:
      i. Know what your job duties are
      ii. Know what expectations your supervisor has
      iii. Do your job to the best of your abilities
      iv. Be ethical, honest and trustworthy
      v. Take ownership of you and your actions
      vi. Know, understand and follow the company policies
      vii. Dependability
   
   b. How can your accountability affect the business, yourself and others?
      i. Trustworthiness
      ii. Supervisor being able to depend on you.
      iii. Not living up to expectations
      iv. How successful you are in your job

c. What can you do to make sure you are accountable?

4. Professionalism:
   a. Demonstrating professionalism
      i. Treat your customers and co-workers with courtesy and respect
      ii. Respect your manager
      iii. Respect the company’s management
      iv. Understand the difference between work and social rules
      v. Accept the rules of the business
      vi. Take your job seriously and do your best
      vii. Most of all Respect Yourself!!
   
   b. How can your professionalism affect the business, yourself and others?
      i. How serious people take you
      ii. Whether or not people have respect for you
      iii. Trust that you are doing a good job
      iv. How other feel about working with you.

c. What can you do to make sure you have professionalism?

5. Gratitude:
   a. Demonstrating gratitude
      i. Be grateful for the positive things your job brings you.
      ii. Show appreciation for you customers
      iii. Be nice to everyone
iv. Bring your manners to work.
v. Go the extra mile
vi. Always smile!!
b. How can your gratitude affect the business, yourself and others?
   i. Could put you or others in a good or bad mood
   ii. Helps customers determine if they want to continue business with the company
   iii. Impact raises, promotions and continued employment
c. What can you do to make sure you are showing gratitude?

Process Questions:
- What can you do to make sure you are using these skills?
- Do you know anyone at work, home or in school that exhibits these skills?
- How can you use this person as your example?
- Do you think you can be a good example for someone else?

At the end of the presentation, refer to the list the students created about what they think it takes to keep a job. Ask if they would add or delete anything.

References:

Eric Chester with The Center for Work Ethic Development (2015). Bring you A game to work

Life Skills Education, Inc. (2008), SD Department of Labor and Regulation. Good Work Six steps to success