

## 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 effect 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*