# Chapter Goals

**Chapter 1** Help students prepare for changes occurring in the workplace and to understand the employer’s point of view.

**Chapter 2** Acquaint students with what typically happens on the first day at a new job.

**Chapter 3** Help new workers make a good impression on the job by discussing appropriate dress, personal hygiene, mannerisms, and development of positive attitudes.

**Chapter 4** Illustrate the problems created by an undependable worker and discuss the causes, effects, and prevention of absenteeism.

**Chapter 5** Help students understand the importance of communication skills and develop their own communication skills.

**Chapter 6** Examine the importance of learning on the job and learn how to become a lifelong self-directed learner.

**Chapter 7** Help students become more self-aware and develop a positive view of the contributions they can make in their workplace.

**Chapter 8** Provide students with a supervisor’s perspective about employees and work, and understand how to get along with supervisors.

**Chapter 9** Explain how to be an effective team player and why teamwork is important.

**Chapter** 10 Help make students become aware of the importance of customers to a business, and how to meet those customers’ expectations.

**Chapter** 11 Explain why employers need workers with problem-solving skills, and help students apply problem-solving skills and creativity when needed.

**Chapter 12** Provide guidelines for making choices about work problems when the right answers are not obvious.

**Chapter 13** Explain what employees need to do to get promoted or move to a better job with another organization.

# Learning Objectives

**Chapter 1**

* Identify strategies for dealing with changes in the workplace.
* Discuss and demonstrate how to understand an employer’s point of view.

**Chapter 2**

* Prepare for a typical first day on the job.
* Demonstrate personal accountability and effective work habits.
* Explain basic decisions that employees need to make when they start a job.

**Chapter 3**

* Demonstrate your self-worth and a positive view of self.
* Make a good impression on the job by demonstrating appropriate dress, personal hygiene, mannerisms, and attitude.
* Recognize nonverbal messages and other cues that may mean you’re giving a poor impression and then identify strategies to make a positive impression on others.

**Chapter 4**

* Demonstrate personal accountability, reliability, and punctuality.
* Examine why being on time is important for various job scenarios.
* Summarize effective self-management (assess self accurately, set personal goals, monitor progress, and exhibit self-control).

**Chapter 5**

* Organize ideas and articulate thoughts clearly and effectively in written and oral forms to people inside and outside the workplace.
* Practice active listening and understand the impact of nonverbal communication on the professional image you project at work (expanding on Chapter 4).
* Interpret and effectively respond to verbal messages and other cues.
* Write thoughts, ideas, information, and messages in letters, reports, emails, and intracompany software/apps.

**Chapter 6**

* Discover job education opportunities.
* Evaluate the types of education and training needed in the workplace.
* Identify learning styles and skills that work for you.

**Chapter 7**

* Discover the relationship between self-esteem and your performance at the workplace.
* Identify your different types of skills.
* Evaluate your strengths and weaknesses and assess ways to improve personal or career skills.

**Chapter 8**

* Develop good communication and collaboration skills with your supervisor.
* Identify methods to meet supervisor expectations.
* Evaluate your employee role and identify potential conflicts with your supervisor.

**Chapter 9**

* Evaluate personality traits and personal values and how they work
* together in the workplace.
* Assess the ways diversity makes a team stronger.
* Identify ways to resolve conflicts with coworkers.

**Chapter 10**

* Evaluate a customer’s needs.
* Identify proper responses to customer requests, questions, and complaints.
* Apply problem-solving and decision-making skills to result in customer satisfaction.

**Chapter 11**

* Analyze a situation and produce creative solutions.
* Interpret data to solve problems.

**Chapter 12**

* Identify common ethical dilemmas within a work setting.
* Evaluate and choose the most ethical course of action.
* Demonstrate integrity and ethical behavior.
* Act responsibly with the interests of the larger workplace community
* in mind.

**Chapter 13**

* Create a career plan.
* Evaluate job opportunities.
* Assemble facts to know your worth as an employee.
* Prepare a request for a raise.
* Tell an employer why you need to leave a job and submit a professional resignation.