

WIN AT WORK, WIN AT LIFE

BRING YOUR



**GAME**

TO WORK



YOUTH  
PARTICIPANT  
WORKBOOK

NAME

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ATTITUDE



ATTENDANCE



APPEARANCE



AMBITION



ACCOUNTABILITY



ACCEPTANCE



APPRECIATION



## INTRODUCTION QUESTIONS

1. What are the three best things about work or school?
2. What is it about work or school that you do not like, or is a particular challenge to you?
3. What are your favorite activities in or outside of work or school and what is special about them?
4. What is your favorite type of music and what are your favorite songs?
5. What are your favorite television shows? Why?
6. What are the best books that you have read? Who are the characters that you like?
7. What are the characteristics about your best friends that you most admire? What have they taught you?
8. What makes you laugh?

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## INTRODUCTION TO GOALS

1. My goal for the next year is:
2. How will I know when I accomplish it?
3. What stops me from accomplishing it?
4. What resources do I already have to accomplish it?
5. What resources do I need?
6. How will this affect my work, school, family, and/or friendships?

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# BRING YOUR A GAME TO WORK

## JOURNAL

### JOURNAL ENTRY:

Record what you're most looking forward to learning from **Bring Your A Game to Work**:

What were some concepts that your classmates shared that they were looking forward to learning from this program?

How will you commit yourself to getting the most out of this program? What will you do to ensure that you achieve your goals?

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# INTRODUCTION ACTIVITY

## DREAM JOB

Can you think of your ideal job? Something that would get you excited to wake up and go to every day?

In this activity, you'll get to create your own help wanted ad for your dream job. The help wanted advertisement should be written from the perspective of the employer seeking a qualified applicant.

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# INTRODUCTION ACTIVITY

## DREAM JOB

### JOURNAL ENTRY:

What are the qualifications for this job? (Education, Experience, etc.?)

What current strengths and skills do you possess that would meet the qualifications of your dream job?

Why are these traits important for an employee to possess?

What qualifications do you need to complete in order to apply for a job like this? (Education, Experience, etc.)

What will it take for you to get this job?

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## DEFINE

**MY DEFINITION OF ATTITUDE:**

**CLASS DEFINITIONS OF ATTITUDE:**

***BRING YOUR A GAME TO WORK* DEFINITION OF ATTITUDE:**

In the space below, draw something that represents a positive Attitude:

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## COMMIT TO A POSITIVE ATTITUDE

### Employees who bring a positive Attitude to work will:

- approach work with a winning Attitude every day.
- take control of their position within the company they work for.
- choose to present a positive outlook, even when times are tough.
- do all of their jobs – the easy and hard.
- make an effort to share good attitudes.

### JOURNAL ENTRY:

How will you commit to bringing a positive attitude to work?





## ATTITUDE TOP 10 LIST

Develop a list of 10 strategies that you can incorporate into your daily routine to help you remain positive all day at work or school.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

7. \_\_\_\_\_

8. \_\_\_\_\_

9. \_\_\_\_\_

10. \_\_\_\_\_

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### JOURNAL ENTRY:

What ideas are you most/least likely to incorporate into your daily routine?

Were there ideas that others thought of that will assist you in maintaining a positive attitude?



## AFFIRMATIONS

Affirmations are the inner talk or dialog that we experience on a daily basis. Positive affirmations focus on the things that we like about ourselves such as: I am choosing to make healthy decisions for myself, I feel strong today, or I think I did well on my math test. In our lives it is important to be able to identify and strengthen our positive affirmations.

Complete the sentences below to create your own personal affirmations for work or school:

*I will . . .*

*I will . . .*

*I am . . .*

*I am . . .*

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### **JOURNAL ENTRY:**

How does it make you feel when you see positive affirmations about yourself?

Name some times when affirmations would be useful, i.e. before a date, before an interview, etc.



## LEAPING OVER HURDLES

Here are some useful strategies when you are facing a hurdle:

### **Smile**

Sometimes taking time to smile, even when you feel like doing the opposite, will radically alter your mood, allowing you to accept the situation and move forward in a positive direction.

### **Understand**

Someone may come at you with a negative attitude - an angry customer, upset friend, or irate boss can bring you down. Realize that there may be something difficult going on in their life causing them to act toward you in a negative manner. Be understanding of others' actions. You don't have to make excuses for them, but allow them their space and be ready to accept them when they come around.

### **Talk it out**

Many times when we have problems, all we need to do is talk about them with someone. Seek out a trustworthy friend, mentor, counselor, teacher, or parent. Tell them about your situation. If you don't want advice and just need to vent, let them know ahead of time. If you need advice, ask for assistance.

### **Focus on your strengths**

You didn't always know how to walk, ride your bike or read a book; in fact, there was a time in your life when you thought that doing these things was very difficult. Realize now when you are struggling with something such as public speaking, math, writing that long essay, or your physics homework, these things will become easier if you apply the right attitude and effort...all you need is practice.

### **Seek out the source of the problems**

Instead of talking about someone behind their back, address them in a professional manner. Let them know how they are making you feel. There is a good chance that they are unaware that their actions are affecting you negatively. Allow them the opportunity to correct their behavior so that you can both move in the right direction.



## LEAPING OVER HURDLES

Overcoming negativity creates opportunity for forward movement and a path of positive outcomes. In all of our lives, there are hurdles standing in our way. Looking down the track, some of those hurdles may seem easy to jump over while others may appear impossible. In order to maintain a positive attitude and overcome these hurdles, it is important to be equipped with the right tools and to be aware of what specifically is in your way.

Fill in the chart below with 10 hurdles that you are currently facing, and determine if these are true hurdles or negative feelings that you must overcome. Then, fill in a positive solution for overcoming that hurdle.

Hurdle	Fact or Feeling	Solution
<i>Example: I was late for my shift because I stayed up last night watching television.</i>	<i>Fact</i>	<i>I will commit to going to bed early enough to get to work on time.</i>
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

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## LEAPING OVER HURDLES

### JOURNAL ENTRY:

What were the most shocking hurdles that you discovered you have?

Are there any trends in your hurdles? Is there a similarity between the kinds of hurdles that you face?

What will you do next time you are faced with a hurdle?

What is an example of a time when you have used one of these strategies at work or school?

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## REWRITING THE SCENE

### JOURNAL ENTRY:

We discussed in class what it is like to act “above the line,” and what it is like to act “below the line.” When you are acting “above the line,” you take control of what you do, and what happens to you. If you act “below the line,” then you act like a victim, and make excuses. Think of a time when you operated “below the line,” and then write a few paragraphs, rewriting the entire scene if you had chosen to act “above the line,” and what that would have looked like.

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## DEFINE

**MY DEFINITION OF ATTENDANCE:**

**CLASS DEFINITIONS OF ATTENDANCE:**

**BRING YOUR A GAME TO WORK DEFINITION OF ATTENDANCE:**

In the space below, write a haiku about Attendance. A haiku is a poem that has three lines – the first line has five words, the second line has seven words, and the third line has five words.

### Attendance

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## COMMIT TO TIMELY ATTENDANCE

### Employees who bring reliable Attendance to work will:

- come 100 percent prepared to work.
- build a personal brand that includes elements of timeliness.
- demonstrate commitment to their employer by being punctual.
- drive their successes at work with consistent attendance.

### JOURNAL ENTRY:

How will you commit to showing up on time, every time?

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# ATTENDANCE ACTIVITY

## GETTING UP ON TIME, EVERY TIME

Calculate how long it takes for you to get to school or work. Use your worst case scenario to calculate time:

Example: *I can drive to school/work in 5 minutes, but if I get stuck behind a scooter going 10 mph it will take me 20 minutes; therefore, it takes me 20 minutes to drive.*

Activity	Minutes
I hit snooze _____ times	
I lay in bed and collect my thoughts	
Shower/Bath	
Choose clothes to wear / iron clothes / get dressed	
Shave	
Style hair	
Apply cosmetics	
Eat breakfast	
Check Facebook / Twitter	
Gather / print out homework	
Stop for gas / Walk to bus stop	
Clean snow off car / Wait for the bus	
Look for parking spot / Walk from bus stop	
Stop at my locker to get books / drop off coat	
Walk to class / work	
	Total Minutes:
Time I must be in class or work:	Time to set my alarm:



# ATTENDANCE HOMEWORK

## GETTING UP ON TIME, EVERY TIME

### JOURNAL ENTRY:

For one week, plan to show up five minutes early for each of your responsibilities. It doesn't matter if it is school, work, a date, or out with friends.

Was I on time? Yes/No.

I need to be on time for:

I need to be on time for:

I need to be on time for:

I need to be on time for:

I need to be on time for:

How do you feel when you are on time?

What do you need to change in order to be on time?

What kept you from arriving on time?

What did it feel like to be on time or early?

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# ATTENDANCE ACTIVITY

## CAUSE AND EFFECT

Activity	If I am late . . .	If I don't go . . .	Who will this affect?	What are the consequences?
I need to attend Algebra Class.	I will be marked late and will lose points.	I will be marked absent; my parents will be notified. I will not get the notes for the day and will receive a lower grade on my next exam.	1. Myself 2. My friends 3.	I will be grounded and won't be able to spend time with friends on Friday.
			1. 2. 3.	
			1. 2. 3.	
			1. 2. 3.	

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## BRAND BUILDER

A personal brand is the way that we are viewed by those around us: friends, family, teachers, bosses, and team mates. Answer the following questions, and design your brand on the next page:

1. Write down five adjectives that describe you.

2. What personal qualities are you proud of?

3. What do you want to be known for most?

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# ATTENDANCE ACTIVITY

## BRAND BUILDER

Design your own personal brand on this page, representing your qualities, strengths, and what you want to be most known in your personal and professional life.

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# ATTENDANCE HOMEWORK

## PERSONAL BRAND EXTENSION

### JOURNAL ENTRY:

After completing the “Brand Builder” activity, extend the activity by asking friends and family what **they** believe your personal brand is. Survey 3-5 people on how they define your personal brand, and ask: “What is your impression of my personal brand and why?” Write down their answers.

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How did the responses correlate to the responses you were expecting to receive? Were they better or worse?

What are some things that you can do to improve your brand?



## SICK ON SATURDAY

### Sick

From WHERE THE SIDEWALK ENDS, by Shel Silverstein

"I cannot go to school today,"  
Said little Peggy Ann McKay.  
"I have the measles and the mumps,  
My mouth is wet, my throat is dry,  
I'm going blind in my right eye.  
My tonsils are as big as rocks,  
I've counted sixteen chicken pox  
And there's one more -- that's seventeen,  
And don't you think my face looks green?  
My leg is cut, my eyes are blue --  
It might be instamatic flu.

I cough and sneeze and gasp and choke,  
I'm sure that my left leg is broke --  
My hip hurts when I move my chin,  
My belly button's caving in,  
My back is wrenched, my ankle's sprained,  
My 'pendix pains each time it rains.  
I have a sliver in my thumb.  
My neck is stiff, my voice is weak,  
I hardly whisper when I speak.  
My tongue is filling up my mouth,

I think my hair is falling out.  
My elbow's bent, my spine ain't straight,  
My temperature is one-o-eight.  
My brain is shrunk, I cannot hear,  
There is a hole inside my ear.  
I have a hangnail, and my heart is --  
what?  
What's that? What's that you say?  
You say today is . . . Saturday?  
G'bye, I'm going out to play!"

### JOURNAL ENTRY:

What happened when Peggy found out it was Saturday?

Why did Peggy not want to go to school?

Why would you not want to go to school or work? Why would you *want* to go to school or work?

Imagine you're an manager, parent or teacher, and someone told you what Peggy said . . . what would you think of them?



# ATTENDANCE HOMEWORK

## DEPENDABILITY SURVEY

### JOURNAL ENTRY:

Ask people to rate your level of dependability on a scale of 1-5. You can ask coaches, neighbors, parents, teachers, or managers. Ask each person what you could do to improve your dependability and record the information below:

	1	2	3	4	5
	(Not Dependable)			(Very Dependable)	

Name: \_\_\_\_\_ 1                      2                      3                      4                      5

Suggested improvements:

Name: \_\_\_\_\_ 1                      2                      3                      4                      5

Suggested improvements:

Name: \_\_\_\_\_ 1                      2                      3                      4                      5

Suggested improvements:

Name: \_\_\_\_\_ 1                      2                      3                      4                      5

Suggested improvements:

Name: \_\_\_\_\_ 1                      2                      3                      4                      5

Suggested improvements:

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## DEFINE

**MY DEFINITION OF APPEARANCE:**

**CLASS DEFINITIONS OF APPEARANCE:**

**BRING YOUR A GAME TO WORK DEFINITION OF APPEARANCE:**

Write about a time when you felt great about your Appearance. How did you feel? What were you wearing?

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## COMMIT TO A PROFESSIONAL APPEARANCE

### Employees who bring a professional Appearance to work will:

- dress appropriately for work, from the time of their interview until the end of their employment.
- recognize they have agreed to wear a company uniform by accepting a position with the company.
- understand the impact their appearance has on the image of their employer.
- verify the numerous components of appearance.

### JOURNAL ENTRY:

How will you commit to owning a professional appearance?

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## FIRST IMPRESSIONS

### JOURNAL ENTRY:

How did you choose which snacks you wanted?

Why did you choose snacks from those particular trays?

Were there reasons that you didn't want the snacks from other trays?

How did the appearance of the trays affect your selection process?

How would you like to appear to someone in the professional world?

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## PUTTING YOURSELF ON PAPER

**Jane Doe**  
1234 22 Avenue  
New York, NY 99999  
(222) 222-2222  
[Doeeyedgirl@hotmail.com](mailto:Doeeyedgirl@hotmail.com)

**OBJECTIVE:** Seeking an interesting position where I can grow my customer service skills

**EDUCATION:** **High School-2003-2005**  
GED 2007

**EXPERIENCE:** Pacific Northwest Telephone Co.

**Directory Operator** **2006-2007**  
Directory assistance.

Advanced Research Inc.  
**Telemarketer** **2005-2006**  
Scheduling and Sales

8675309 Phone Support  
**Telemarketer** **2004-2005**  
Sold phone support

The Social Shoppe  
**Sales** **2003-2004**  
Sold Clothes to customers

### References

**Name:** Mary Anne Doe  
**Relationship:** Mom  
**Time:** 22 years  
**Address:** 1234 22 Avenue  
New York ; New York 99999  
**Phone:** (222) 222-2222

**Name:** Courtney Ivy  
**Relationship:** Roommate  
**Time:** 6 months  
**Address:** 1234 22 Avenue  
New York, New York 99999  
**Phone:** (222) 222-2222

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## PUTTING YOURSELF ON PAPER

**JANE DOE**  
1234 22 Avenue  
New York, NY 99999  
(222) 222-2222  
JaneDoe@gmail.com

### SEEKING A POSITION UTILIZING MY CUSTOMER SERVICE AND ADMINISTRATIVE EXPERIENCE

#### APPLICABLE SKILLS:

- Handled 2,000 individual, business, and government requests for telephone assistance.
- Trained 29 agents in proper customer service and phone support.
- Served on a committee to analyze upcoming employee training needs.
- Coordinated events and negotiated with vendors to set up new accounts, obtain credit approval and purchase new operating systems.
- **Increased team sales by 60% over a 12 month period.**

#### WORK HISTORY:

Pacific Northwest Telephone Company  
**Directory Operator**

**2006-2007**

Advanced Research Incorporated.  
**Telemarketer**

**2005-2006**

8675309 Phone Support  
**Telemarketer**

**2004-2005**

The Social Shop  
**Sales**

**2003-2004**



## PUTTING YOURSELF ON PAPER

**JANE DOE**  
1234 22 Avenue  
New York, NY 99999  
(222) 222-2222  
JaneDoe@gmail.com

---

**SEEKING A POSITION IN A FAST PACED ENVIRONMENT UTILIZING MY 4 YEARS OF  
CUSTOMER SERVICE AND ADMINISTRATIVE EXPERIENCE**

---

**APPLICABLE SKILLS:**

- Handled 2,000 individual, business, and government requests for telephone assistance.
- Trained 29 agents in proper customer service and phone support.
- Served on a committee to analyze upcoming employee training needs.
- Coordinated events and negotiated with vendors to set up new accounts, obtain credit approval and purchase new operating systems.
- **Increased team sales by 60% over a 12-month period.**

**WORK HISTORY:**

Pacific Northwest Telephone Company  
**Directory Operator**

**June 2006–December 2007**

Advanced Research Incorporated.  
**Telemarketer**

**May 2005–May 2006**

8675309 Phone Support  
**Telemarketer**

**September 2004–April 2005**

The Social Shop  
**Sales**

**January 2003– August 2004**



## DRESS THE PART

Name of Company: \_\_\_\_\_

Create your personal company's dress code on the next page using these six steps:

### Step 1

Decide what attire is best for your workplace. Do employees have to be professionally dressed in suits and ties? Are jeans OK?

### Step 2

Clearly state your expectations. This is an opening statement. For example: "This is a creative organization where clothing worn for work can express employee individuality."

### Step 3

Write a section about dress for each gender. Frequently, dress codes differ between men and women.

"Men must wear a shirt with a collar, tie, jacket and neat slacks during work hours."

"Women are expected to wear business appropriate attire including: Dress slacks, blouses, skirts and closed toe shoes. Nylons are expected when women are exposing their legs. Skirts should be no more than 2" above the knee. Straps on blouses must be at least 2" in width; no spaghetti straps or strapless shirts allowed."

All garments should be in good repair and free of frayed or torn edges.

### Step 4

Will you have a "Casual Friday" policy? What attire will employees be permitted to wear?

### Step 5

List any specific items that will not be allowed in your workplace. These may include shorts, shirts that bare midriffs, flip-flops and tank tops.

When dealing with items such as shorts and skirts, it is important to specify length of garment.

This list should end with the statement "or any other article of clothing that does not meet the expectations set out in this policy."

### Step 6

Write a procedure for what will happen if an employee violates the policy. This may include sending them home, asking them to wear a jacket or some form of disciplinary action.



# APPEARANCE ACTIVITY

## DRESS THE PART

Write your company's dress code below:

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## STARTING WITH THE MAN IN THE MIRROR

### JOURNAL ENTRY:

How would you describe your self-image?

How far have you gone in order to maintain this image?

Do you believe that others see you this way also?

When do you want to stand out? What have you done to stand out?

When do you want to fit in?

Is your image helping you or holding you back? In what ways?

Think of someone you know whose image you like. How are they different from you?

What is your perceived reputation? Do you feel that this is the "real" you?

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## WHAT IS AN APPROPRIATE DRESS CODE?

### JOURNAL ENTRY:

Choose a company that you would like to work for. Set up an appointment or phone call with an employee or manager to find out what their company dress code is. Use the following examples for questions to ask:

What requirements do you have to wear when you work?

What are you not allowed to wear to work?

Do different jobs have different dress codes? For example, front desk, managers, administrative staff?

What do you like about the dress code? What do you dislike about the dress code?

Do you dress differently when you go to work than when you are not at work?

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## DEFINE

**MY DEFINITION OF AMBITION:**

**CLASS DEFINITIONS OF AMBITION:**

***BRING YOUR A GAME TO WORK DEFINITION OF AMBITION:***

Discuss with a partner what your greatest Ambitions in life are. Write down your biggest ambition here:

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## COMMIT TO AMBITION

### Employees who bring Ambition to work will:

- take steps to learn more about their jobs and the company they work for.
- establish long-term goals, work toward them and, ultimately achieve those goals.
- demonstrate increased productivity by accomplishing more than the bare minimum.
- accurately identify their personal weaknesses and seek to improve in those areas.

### JOURNAL ENTRY:

How will you commit to following through on your ambitions?

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## PRIORITIZING

Fill in the table with activities you want to do today. You may include things you have already accomplished.

Priority Levels:

A—Activity must be completed today, i.e., going to work or studying for a test that you have tomorrow.

B—Activity is still important but not as urgent, i.e., write paper that is due in three days (for optimal results you will at least begin today but don't necessarily need to complete the activity in its entirety today).

C—Activity is one that you need to accomplish but you can do later, i.e., decorate your locker (while you may want to do this and it would be fun it doesn't have to be done immediately).

Activity	Priority Level	Consequence/Challenge	Completed
Get up at 6:30 a.m.	A B C	I stayed up late last night, so getting up on time was difficult.	✓
	A B C		
	A B C		
	A B C		

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### JOURNAL ENTRY:

What was the most difficult part of this activity?

What are some of the consequences for failing to prioritize your responsibilities properly?

What factors did you use to determine if the activity was an A, B, or C priority?



## VISION STATEMENT

Most companies have a vision statement, which the founding principles of the organization are based upon.

Today, you will have the opportunity to write your own vision statement. Your vision statement will help you focus your life and goals in the right direction. Ultimately, your vision statement will provide a compass for you in your decision making.

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### JOURNAL ENTRY:

What are some of the beliefs you feel were most important for your life?

How does your vision statement align with your perceived image of yourself?



## S.M.A.R.T. GOAL SETTING

Setting goals help people work toward their ultimate objectives. Goals are a form of motivation that set a standard for self-satisfaction with performance.

We are going to use the S.M.A.R.T. approach for setting goals, which is:

- S** Simple—easy to understand
- M** Meaningful—something you care about
- A** Actionable—definite steps you can take to accomplish
- R** Reaching—challenging to obtain
- T** Timely—has a deadline

### JOURNAL ENTRY:

Think of a time that you set a goal. Were you successful in meeting the objective?

What helped you reach the goal?

When was a time that you weren't able to meet your goal? What stood in your way?



## S.M.A.R.T. GOAL SETTING

Write out five goals using the S.M.A.R.T. format below:

	My Goals:
1	
2	
3	

Make sure you are on track with your S.M.A.R.T. goals. You will accomplish them by creating a specific deadline. Choose one of your goals, and write it here:

Steps	Due Date	Date Completed
<i>Example: Step 1: In order to reach my goal of saving for a new suit, I will research how much the suit I would like costs.</i>	<i>The end of this week</i>	
Step 1:		
Step 2:		
Step 3:		
Step 4:		
Step 5:		





## GOAL BOARD

### JOURNAL ENTRY:

Why are these goals important to you?

What would be the consequences to you for not achieving these goals?

How do these goals help you to ultimately achieve your ambitions?

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## THREE-YEAR PLAN

### JOURNAL ENTRY:

Where would you like to see yourself professionally in the next three years?

Sit down with a manager, mentor, or teacher and discuss this three-year plan with them. Based on their responses, journal your answer to the following questions:

What do you need to accomplish in order for that to happen? What can you do this year? This month?

This week?

What does your mentor/teacher/manager believe are your biggest strengths?

What do you need to work on in order to reach your goal? (ex: What are your strengths that you would like to build upon)?

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## GOING ABOVE AND BEYOND

### JOURNAL ENTRY:

Write three ways in which you are planning to go above and beyond in your duties at work, at home, or at school:

1.

2.

3.

### AFTER THE WEEK ENDS, FILL IN THE FOLLOWING:

How many times did you go above and beyond what was asked of you?

What was the reaction of your manager, parent, or teacher?

How did it make you feel to know that you did a great job?

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## MOVING UP

If you are currently employed, set up a meeting with your manager to determine your career path within the organization.

Example Questions:

- What kind of paths are possible within this company? How do I get your job?
- What do you need in order to move to the next level?
- What am I doing well that you would like to see more of in my performance?

If you are not currently employed, set up an informational interview with an employee or manager of a company that you would like to work with.

Example Questions:

- What kind of qualifications do you look for in your employees?
- What does a career path at your company look like?
- What recommendations would you make for someone like me who is interested in working for your company, or a company similar to yours?

### JOURNAL ENTRY:

What job are you interested in? Why did you choose this job/profession?

What did you learn that you need to incorporate into your plans?

What strengths do you already possess that make you a great fit for a future in this position?



## DEFINE ACCOUNTABILITY

**MY DEFINITION OF ACCOUNTABILITY:**

**CLASS DEFINITIONS OF ACCOUNTABILITY:**

***BRING YOUR A GAME TO WORK* DEFINITION OF ACCOUNTABILITY:**

In the section below, draw what Accountability would look like, and the opposite of Accountability in the same area.

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## COMMIT TO ACCOUNTABILITY

### Employees who bring Accountability to work will:

- follow the rules at work, even when no one is looking.
- build a reputation for trust and accountability.
- maintain honesty and integrity, even when they make a mistake.
- have standards for their own actions and follow company rules.
- build good habits by being honest, no matter the cost.

### JOURNAL ENTRY:

How will you commit to being accountable?

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# ACCOUNTABILITY ACTIVITY

## ACCOUNTABLE TO YOURSELF

In the following table, establish goals for yourself that you would like to accomplish this week. Be as specific as possible. As you are working to accomplish these goals, list what you did, and why you did it that way.

My Goal	What I Did	Why I Did It
Example: Wake up at 6:30 am so I will have time to exercise.	Hit the snooze button twice, so I woke up 15 minutes late; was unable to go to the gym today.	I stayed up late doing homework, and was too tired to have a good workout.
Example: I will save \$100.00 this week to help with my college expenses.	I spent \$60.00 on a new outfit.	I have a big date; college isn't for another year. This is more important now.

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# ACCOUNTABILITY ACTIVITY

## CULTURE OF ACCOUNTABILITY

You'll be defining an accountable culture in small groups. When writing out what accountability looks like for your group's company, consider the following questions:

- What type of company has a culture of accountability?
- What things can you do to create a culture of accountability?
- What are the kind of things you would like to see in this type of company?
- How will you keep people in your company from stealing, not coming to work on time, or not doing their job properly? What will the consequences be?

Write the standards for your company below.

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# ACCOUNTABILITY ACTIVITY

## WHY DO WE NEED RULES?

You will be debating as either an employee or an employer on the rules that the class came up with, and whether they are necessary and important.

Use the space below to brainstorm your ideas for the debate:

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### JOURNAL ENTRY:

What rules did you feel were most important in the organization? Why?

What rules did you feel were unimportant? Why?

How do these rules help the employees/employers?



# ACCOUNTABILITY ACTIVITY

## JOB INTERVIEW A

Applicant Name: \_\_\_\_\_

### Interview Questions:

Score

1. Tell me about a time you had a conflict with a co-worker, fellow student, or teammate. What was the cause of the conflict and how did you resolve the problem? \_\_\_\_\_/10
2. Tell me about a time you were late for work or school. How often does this happen? What was the cause of the problem and how was it resolved? \_\_\_\_\_/10
3. Tell me about your worst boss or teacher. What was it that you didn't like about them? \_\_\_\_\_/10
4. Tell me about a time you were disciplined at work or school. What was the reason for the discipline? What was your reaction? \_\_\_\_\_/10
5. If you saw a coworker taking items from the workplace, what would you do? How would you handle the situation? \_\_\_\_\_/10
6. Tell me about a time you were given a project or assignment that you were unable to complete or didn't do your best at. What was the project and why wasn't it successful? \_\_\_\_\_/10

Total Score: \_\_\_\_\_/60



# ACCOUNTABILITY ACTIVITY

## JOB INTERVIEW B

Applicant Name: \_\_\_\_\_

### Interview Questions:

Score

1. Tell me about a time you had a conflict with a co-worker, fellow student, or teammate. What was the cause of the conflict and how did you resolve the problem? \_\_\_\_\_/10
2. Tell me about a time you were late for work or school. How often does this happen? What was the cause of the problem and how was it resolved? \_\_\_\_\_/10
3. Tell me about your worst boss or teacher. What was it that you didn't like about them? \_\_\_\_\_/10
4. Tell me about a time you were disciplined at work or school. What was the reason for the discipline? What was your reaction? \_\_\_\_\_/10
5. If you saw a coworker taking items from the workplace, what would you do? How would you handle the situation? \_\_\_\_\_/10
6. Tell me about a time you were given a project or assignment that you were unable to complete or didn't do your best at. What was the project and why wasn't it successful? \_\_\_\_\_/10

**Total Score:** \_\_\_\_\_/60



# ACCOUNTABILITY ACTIVITY

## JOB INTERVIEW C

Applicant Name: \_\_\_\_\_

### Interview Questions:

Score

1. Tell me about a time you had a conflict with a co-worker, fellow student, or teammate. What was the cause of the conflict and how did you resolve the problem? \_\_\_\_\_/10
2. Tell me about a time you were late for work or school. How often does this happen? What was the cause of the problem and how was it resolved? \_\_\_\_\_/10
3. Tell me about your worst boss or teacher. What was it that you didn't like about them? \_\_\_\_\_/10
4. Tell me about a time you were disciplined at work or school. What was the reason for the discipline? What was your reaction? \_\_\_\_\_/10
5. If you saw a coworker taking items from the workplace, what would you do? How would you handle the situation? \_\_\_\_\_/10
6. Tell me about a time you were given a project or assignment that you were unable to complete or didn't do your best at. What was the project and why wasn't it successful? \_\_\_\_\_/10

**Total Score:** \_\_\_\_\_/60



# ACCOUNTABILITY ACTIVITY

## YOU BE THE JUDGE

Review the rules that were created for the “Culture of Accountability” activity. Based on the rules that you created, what should the consequences be for each of the below scenarios?

1. A team mate shows up to work wearing sweats and pajamas.
2. A team mate shows up to work late every day this month (without an excuse), and the rest of the team is doing extra work because that person isn't there to help.
3. A team mate was supposed to cover your shift today, and didn't show up.

### JOURNAL ENTRY:

What happens when someone does not pull his/her weight?

What would you do if you were this person's manager? What would you do if they were your co-worker?

What could you do to keep this from happening at work?

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# ACCOUNTABILITY HOMEWORK

## DESCRIBE ACCOUNTABILITY

Fill out the spreadsheet about yourself, using a tally mark for the answer that you think best describe you. Then, have 5-10 friends also fill out the survey. Ask them to fill it out honestly on whether they agree with the below statements about accountability.

	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Disagree</b>
I surround myself with people that others respect.			
Honesty and trust are essential in personal relationships.			
In business and the workplace, trust and honesty are essential.			
It is very important to have trusting personal relationships.			
Being a good person is more important than being rich.			
It is not worth it to lie or cheat because it hurts your character.			
It is very important to be thought of as ethical and honorable.			



## DEFINE ACCEPTANCE

**MY DEFINITION OF ACCEPTANCE:**

**CLASS DEFINITIONS OF ACCEPTANCE:**

**BRING YOUR A GAME TO WORK DEFINITION OF ACCEPTANCE:**

Write synonyms and antonyms of the word, Acceptance below:

Synonyms	Antonyms

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## COMMIT TO ACCEPTANCE

### Employees who bring Acceptance to work will:

- understand the terms they agreed to accept when they began their jobs.
- demonstrate respect for their managers and co-workers.
- conduct their work relationships in a way that does not interfere with work.
- perform their jobs well, regardless of the way they feel about their co-workers.

### JOURNAL ENTRY:

How will you commit to being accepting of the workplace?





# ACCEPTANCE ACTIVITY

## PUT THE RULES UP

### JOURNAL ENTRY:

What was the most difficult part of this activity?

What are some of the consequences for failing to follow the rules?

Was it harder to set the rules than follow them?

Why did you choose the rules you did?

What factors did you use to determine what rules were most important?

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# ACCEPTANCE ACTIVITY

## BEST BOSS EVER

Draw your ideal boss below – style his or her clothing, hairstyle, etc. Around your ideal boss, list all the characteristics that make them the Best Boss Ever:



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# ACCEPTANCE ACTIVITY

## VENN DIAGRAM

In the Venn diagram below, list activities you feel are acceptable to do with your co-workers at work, activities you feel are acceptable to do socially with your co-workers, and what areas overlap.

**Work**

**Social**

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### JOURNAL ENTRY:

Which activities did your group agree were appropriate only for work or social?

What areas do you believe are okay to overlap with work and social events?



## RESOLVING CONFLICT

### JOURNAL ENTRY:

Keep a conflict journal. Every time you are faced with conflict at home, work, or school, write about the conflict and resolution. What could you have done differently to avoid the conflict?

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## DEFINE APPRECIATION

**MY DEFINITION OF APPRECIATION:**

**CLASS DEFINITIONS OF APPRECIATION:**

***BRING YOUR A GAME TO WORK* DEFINITION OF APPRECIATION:**

In the space below, write a rap/song/jingle about Appreciation:

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## COMMIT TO HAVING APPRECIATION

### Employees who bring Appreciation to work will:

- recognize that consumers decide which businesses they will support based upon the customer service employees provide.
- present themselves in a positive way, even if they don't feel like it at the time.
- treat customers in a way that lets them know they are always right.
- smile on a regular basis.
- identify behaviors that go above and beyond the basic levels of customer service.

### JOURNAL ENTRY:

How will you commit to being appreciative?

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## THE BAD CUSTOMER

Take turns in pairs acting as if you are a “bad customer,” and the store representative. Write down your solutions on the next page.

### **Angry Customer**

You purchased a foot massager for your father’s birthday, and it did not work after gifting it to your father. You returned it, and took the second one back to your father. The second one had missing pieces to the foot massager. You are back at the store, and store policy dictates there is a “warranty deadline,” which means that you must get store credit instead of a direct refund. You are upset that you have been sold two poor products, and just want your money back to buy a new gift for your father somewhere else.

### **Thoughtless Customer**

You are very busy, walking in to a store to quickly buy some groceries on your lunch break (which is only 30 minutes), and you need to get back to work quickly. You passed a store display, and *may have* bumped a seven-foot display of soup. You’re not sure if you really bumped it – it seemed like someone didn’t put it together sturdy enough anyway. So, you walked away, bought your groceries, and ran back to work.

### **Mean Customer**

You went to the store during a rush hour, and all the lines are very long. There are many people in every line, with their baskets full. The store manager is trying to get as many people to fill the cash register lanes so the rush goes down, but they seem to have not expected this rush. When you get up to the register, the person in front of you decides to apply for a credit card – which takes at least five minutes to complete, making you wait even longer. By the time that you reach the cash register, you are giving the clerk dirty looks, and telling the clerk that she should not have offered the credit card to the customer while it was busy. Tell her that you are going to talk to her manager, throw things, and stomp out of the store.

### **Clueless Customer**

You accidentally get into a checkout lane for 10 or less items, but you clearly have over 20 items. You didn’t realize it until the clerk is ringing you up. The clerk and everyone else is giving you disapproving looks, since you really weren’t supposed to be in the Express Lane.

### **Unforgiving Customer**

You are eating at a restaurant on a patio, and it starts to become windy. The waiter spills a tray of water on you and your expensive clothes. Needless to say, you are angry! You demand a new waiter, tell the manager that you want a free lunch, and will not be returning to the restaurant.



# APPRECIATION ACTIVITY

## THE BAD CUSTOMER

Type of Customer	Your Solution
The Angry Customer	
The Thoughtless Customer	
The Mean Customer	
The Clueless Customer	
The Unforgiving Customer	

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# APPRECIATION ACTIVITY

## THE BAD CUSTOMER

### JOURNAL ENTRY:

What did you learn from acting as a bad customer? What did you learn from acting as the employee?

What went well? What do you wish you could have done differently for next time?

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## THE POWER OF THANK YOU

How does it make you feel when you go above and beyond to help out around the house and no one notices or says, "Thank you?" How do you feel when you tried extra hard to look great and no one notices? We all like our efforts to be noticed and appreciated. Here is your opportunity to be an example for others.

Think of people who have really helped you out recently. Today you will be given the opportunity to write thank you cards to those who have gone above and beyond to help you or people who have really stood out to you. You could give your friend a card saying, "Thank you for letting me use your car. It helped me to get to work on time." Imagine how this would make your friend feel.

### JOURNAL ENTRY:

How did it make you feel to show someone else that you appreciate them?

What did he/she do when you gave them a thank you card?

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# APPRECIATION ACTIVITY

## BARRIERS TO CUSTOMER SERVICE

Barrier	Solution

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### JOURNAL ENTRY:

What were the barriers that were most difficult to overcome? The easiest?

How do you handle an angry customer if you are already having a bad day?

What are some of the things you can do to leave your "baggage" behind when you come to work?



## NEVER SAY NO

### Customer Service Employee

You work in customer service at a large retail establishment. Your job is to keep the customers satisfied and help build business. There are just a few rules you must follow when assisting customers:

- No cash refund without a receipt.
- We do not give cash back if an item goes on sale after the customer makes a purchase.
- Clearance items are sold “as is” with no returns.

Answer the customer’s questions in the most professional way possible without ever saying “NO!” Come to some form of compromise that aligns the needs of the customer with the rules of the company.

### Customer

1. I purchased a game console from you two months ago and it isn’t working properly. I have already exchanged it once and it still isn’t working. At this point I just want my money back. (Customer doesn’t have a receipt.)
2. In your weekly advertisement you have the new action figure, which my son has been dying for. I rushed over here to pick one up and you have none in stock. What can I do to get one?
3. I have a credit card with your company. I realize that I paid my bill 2 days late but I feel that a \$40.00 late fee is ridiculous. I usually pay the bill on time. I’d like to cancel my card; I’m tired of giving my business to companies that try to rip off their customers. Refund my late fee or I’m walking.
4. I ordered a television from you two weeks ago. When I ordered it I was told it would be here in five business days. It still isn’t here. I would like a discount or free installation for my trouble.
5. The store is closing in 3 minutes. Customer comes in and needs to do all of their holiday shopping. “I heard your announcement that you are closing in 3 minutes. I don’t really appreciate you turning the lights out on me; I have been a customer here from many years. I would like to take my time shopping for my holiday gifts and I need someone to assist me in locating some merchandise.”
6. I found this item on the clearance rack. It has a stain on the arm. Because the item is damaged, I would like a 10% discount.
7. I purchased this item two weeks ago. Now I see that it is 50% off. I want the sale price.
8. I’m trying to raise money for my organization; I would like to set up a booth outside your store to sell cookies.
9. The store across the street has this on sale for \$6.00. You have it marked at \$9.00; I would like to get the item for \$6.00.
10. This item doesn’t have the price tag. There are similar items on the clearance rack. I would like it for 30% off.

### **JOURNAL ENTRY:**

How did it feel not saying no? What did you do when you were stuck?



# APPRECIATION HOMEWORK

## MYSTERY SHOPPER

You will play the role of a mystery shopper. Visit a store and evaluate them on the effectiveness of their customer service. Fill out the below comment card for the store, and share your suggestions to better their service.

	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree
<b>Store Presentation</b>					
The store was clean and presentable.					
I could find the merchandise I was looking for.					
The bathrooms were recently cleaned.					
The store was free from immediate safety concerns.					
<b>Staff Appearance</b>					
The staff was dressed in appropriate uniforms/dress.					
The staff's uniforms were clean and pressed.					
The staff members were wearing appropriate name tags.					
<b>Customer Service</b>					
I was greeted in a timely manner.					
Customer service employees were friendly.					
Customer service employees were knowledgeable.					
Customer service employees were eager to assist me.					
Customer service employees were able to come up with solutions for my problems.					

### Suggestions

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## **MOVING FORWARD**

How are you going to commit to **Bring Your A Game To Work**? In the space below, write your commitments to each of the seven behaviors in your personal and professional life:

**Attitude:**

**Attendance:**

**Appearance:**

**Ambition:**

**Accountability:**

**Accepting:**

**Appreciation:**

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## CAPSTONE CREST

In the **Bring Your A Game to Work** program, you've had experience defining, learning, and understanding all seven behaviors of strong work ethic. This final activity will pull all seven behaviors together, in a crest representing how the behaviors will influence your decisions. An example of what your crest may look like is pictured below.





## CERTIFICATE PREPARATION

**ATTITUDE** Definition: Staying positive in every situation. Take control of the way you react.

**ATTENDANCE** Definition: Showing you're reliable in every phase of your life. Be on time, every time.

**APPEARANCE** Definition: Being professional both in the way you act, and the way you look. Choose to be a pro.

**AMBITION** Definition: Taking initiative and adding value. Do more than the minimum.

**ACCOUNTABILITY** Definition: Living honestly and having integrity with every decision you make. Refuse to rationalize bad decisions.

**ACCEPTANCE** Definition: Having respect and following direction. Be coachable and play by the rules.

**APPRECIATION** Definition: Demonstrating your gratitude towards others. Provide selfless service.



It would be foolish to come this far and walk away without the reward that's well within your reach. So go the distance and earn your Certificate of Work Ethic Mastery to prove to employers that you are a cut above the rest and that you know how to deliver what they want. In addition to receiving a certificate that you can use on your resume, you'll also receive a customized letter of reference from The Center for Work Ethic Development! If you haven't done so already, go to [workethic.org](http://workethic.org), register with your email address and then begin the certification process. Once you're certified, there's no stopping you, because ...

WHEN YOU WIN AT WORK, YOU WIN AT LIFE. GET CERTIFIED!





## NOTES

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BRING YOUR

**A GAME**

TO WORK

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