



Task-based Activity Cover Sheet

Task Title: Our Changing Workplace

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes ___ No ___	
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Secondary School ___ Post Secondary ___ Independence ___	
Task Description: Learners on the employment path will discuss their ideas on workplace protocols and how they can affect them.	
Competency: F. Engage with Others	Task Group(s): F. Engage with Others
Level Indicators: F. Engage with Others	
Performance Descriptors: see chart on last page or click here.	
Links to skill building activities: see the last page or click here.	
Materials Required: <ul style="list-style-type: none">Paper and pencil/pen if the learners want to put their ideas down in point form first	
ESKARGO: Interpersonal Skills <ul style="list-style-type: none">Builds good rapportCommunicates effectivelyDemonstrates interest and attentive listening through body language and facial expressionLets people finish the point they are making without interruptionChecks for meaning; asks questions to check for correct understandingAsks for more details when necessary; asks questions for clarificationShares own thoughts and ideasLeave silences so other people can enter the dialogue or work out their own positionPhrases suggestions as questions (e.g., instead of “I think we should...” asks, “What about doing...?”)Demonstrates respect for others	

- Understands that people are different, have different strengths and abilities, different perspectives, different ways of doing things
- Considers the feelings, views and values of others
- Demonstrates tolerance, patience and flexibility
- Understands the need for different roles and responsibilities in working together
- Negotiates to establish consensus
- Acknowledges and uses the skills, strengths, ideas and opinions of other team members
- Contributes to decision-making by stating own ideas and points of view
- Accepts decisions made by the group
- Maintains honest and respectful communication
- Gives and receives feedback and criticism in constructive ways
- Considers feedback and advice given by other team members
- Helps out others when necessary

Group Work or Team Work Skills

- Understands what team work means, for example:
 - putting the desired team outcome first: individual interests take a secondary place
 - recognizing that members have different strengths and will make different contributions
 - taking steps to ensure that nobody feels left out or undervalued
 - exercising flexibility; sometimes accepting and going with someone else's way of doing things
- Works as a member of a team
- Assumes appropriate share of the work load
- Participates in making group decisions and respects decisions once they are made

Attitudes:

Practitioner,

We encourage you to talk with the learner about attitudes required to complete this task set. The context of the task has to be considered when identifying attitudes. With your learner, please check one of the following:

- Attitude is not important Attitude is somewhat important Attitude is very important



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The workplace is a very interesting environment. Some employees work by the rules and others find ways to make the rules bend in their favour. Look at the workplace tasks and discuss your opinions in small groups.

Learner Information and Tasks:

- Task 1:** At work people who smoke seem to get more breaks than those that do not smoke. How could this be avoided?
- Task 2:** A co-worker asks the manager if they can come in later and leave later in order to drop their child off at school. How can this affect your own work?
- Task 3:** An employee is coming back from a maternity leave that you have been contracted to cover. She knows that you have small children at home and asks if you would like to job share with her. What would be the pros and cons of this kind of employment situation?



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Answer Key

Task 1: At work people who smoke seem to get more breaks than those that do not smoke. How could this be avoided?

Discussions will vary, but could cover:

- **Regular breaks that everyone should take....no more, no less**
- **The workplace could have a designated smoking area, so smoking employees feel there is a reasonable place to go on regular breaks to smoke**
- **Supervisors should monitor smoking breaks that are taken outside of the regular break schedule and the smoking employee needs to be approached, as it is not fair to non-smokers**

Task 2: A co-worker asks the manager if they can come in later and leave later in order to drop their child off at school. How can this affect your own work?

Discussions will vary, but could cover:

- **If you have to be late one day, there is one less person to cover for you**
- **It maybe time outside of office/working hours**
- **Someone with children should not have more benefits within the workplace than someone without children**

Task 3: An employee is coming back from a maternity leave that you have been contracted to cover. She knows that you have small children at home and asks if you would like to job share with her. What would be the pros and cons of this kind of employment situation?

Discussions will vary, but could cover:

Pros:

- You still have a job
- the job can work around your children's and spouse's schedule
- you can do the parts of the job you enjoy
- share the job responsibility
- good to bounce off ideas together

Cons:

- the job is only part-time
- the original employee may want the same time of work as you and she's senior
- you may both enjoy the same parts of the job and dislike the same parts
- share the responsibility for mistakes
- you must always think about potentially compromising your ideas



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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
F	<ul style="list-style-type: none"> recognizes roles of others 			
	<ul style="list-style-type: none"> acknowledges/identifies responsibilities 			
	<ul style="list-style-type: none"> accepts one's share of responsibilities 			
	<ul style="list-style-type: none"> acknowledges and accepts others' perspectives 			
	<ul style="list-style-type: none"> adapts behaviour to the demands of the situation 			
	<ul style="list-style-type: none"> shows an awareness of group dynamics 			
	<ul style="list-style-type: none"> demonstrates tolerance and flexibility 			
	<ul style="list-style-type: none"> makes contributions that take into account one's strengths and limitations 			
	<ul style="list-style-type: none"> contributes to finding a mutually agreeable resolution 			

This task: was successfully completed____ needs to be tried again____

Learner Comments

Instructor (print)

Learner Signature



Skill Building Activities

Links to Online Resources:

<http://www.gcflearnfree.org/jobssuccess> - Online tutorials on how to achieve success in the workplace can be found on this website. This specific tutorial works through Job Success and Workplace Communication.

https://www.youtube.com/watch?v=9Hj_AnsUoH4 – YouTube Video on How to Avoid Arguments and Confrontation in the Work Place. (5:00 min.) Shows the right and wrong way of various scenarios in the office.

<http://www.nhscareers.nhs.uk/explore-by-who-you-are/teachers-and-careers-advisers/teaching-resources-real-life,-your-life/topic-3-verbal-and-non-verbal-communication/topic-3-activities/#activity1> - Four body language and verbal communication activities that explore body language (how you interpret it, what you are communicating...) Some slides do have direct ties to healthcare sector.

<http://www.helpguide.org/articles/relationships/effective-communication.htm> -Article on Effective Communication. This site breaks Effective Communication down into sections (ie. Listening, Non-verbal communication ...) It contains a lot of data with tips on how to achieve each element. There are also some helpful resources listed at the bottom of the page.

<https://www.youtube.com/watch?v=aRE-uciREO4> – YouTube Video (8:26 min) on the Don'ts of Workplace Communication. The video provides several examples (phone, email, meetings...) of what not to do when working in an office.

LearningHUB online courses available:

- **Reading & Writing, Independent Study (assigned by practitioner after assessment)**
 - PLATO : Communications
 - PLATO Writing (For writing notes at work)
- **Essential Skills, Independent Study (assigned by practitioner after assessment)**
 - Basic Skills for the Real World
- **Independent Study, Short Courses (assigned by practitioner after assessment):**
 - Conflict Resolution Skills and Strategies
 - Customer Service Essentials
 - Improving Your Job Skills
 - Maintaining Healthy Self-Esteem both On and Off the Job (Part 1 & 2)
 - Preparing for Employment: It's Your Job
 - Workplace Rights and Responsibilities
 - Conflict Resolution Skills and Strategies
 - Customer Service Essentials



Prepared for: Cementing Integration Project – QUILL Learning Network 2015

- **Live Classes (SABA) –**
 - On the Job Thinking Skills
 - Using e-Mail in the Workplace
 - Personal Hygiene and Good Grooming

***To access LearningHUB courses**, learners must register for the LearningHUB e-Channel program by completing the registration form on their website and completing the course selection (page 2 of the registration form): https://www.learninghub.ca/get_registered.aspx

***To Access LearningHUB Course Catalogue:**

<http://www.learninghub.ca/Files/PDF-files/HUBcoursecatalogue,%20December%2023,%202014%20revision.pdf>