

## *Workplace Readiness Skills for the Commonwealth*

# Observation Journal on Work Ethic

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*There is real magic in enthusiasm. It spells the difference between mediocrity and accomplishment. —Norman Vincent Peale*

*“Interview with Business and Industry: What Do Employers Want?”  
Techniques, May 1997*

*We are looking for the quality of the person, their work ethic, their ability to read for information and to communicate - to interface with customers and to be able to talk with them. The only edge on any business...is your people.—Fred Paul, training manager for Rockwell Automotive Special Axles in Heath, Ohio, and the Licking County Pre- Employment Training Consortium*

**Student Activity:** Keep an observation journal for one week prior to a class discussion. Go to a variety of stores, businesses, and shops, and observe the work ethic of employees. Pay attention to phone conversations you may have with employees. Observe students in your school. Keep a journal, with at least six entries, of your impressions and thoughts on any aspect of employee or student work ethic. Do not use names or make personal comments.

**Note to Teacher:** If students seem unclear about what the work ethic is, explain that it is a standard of professional behavior. Try not to list specific qualities unless they seem to have no idea what is being asked. Then suggest such factors as attitude, speaking skill/language, manners, dress, willingness to help the customer, level of knowledge about product, and body language.

This activity may be adapted to have students observe workers or fellow students for another workplace skill, such as teamwork.

**Suggested Learning Measure:** Written list of positive and negative traits observed during the week

**Internet Resource:** Worksheet Works

T-Chart generator to help students with positive/negative attributes.

<http://www.worksheetworks.com/miscellanea/graphic-organizers/tchart.html>