



Behaviour at Work

Section A: Negative / Offensive Behaviour at work

1. Aggressive or abusive behaviour, such as shouting or personal insults
2. Spreading malicious rumours or gossip, or insulting someone
3. Unwanted physical contact
4. Stalking
5. Offensive comments/jokes or body language
6. Publishing, circulating or displaying pornographic, racist, sexually suggestive, or otherwise offensive material or pictures
7. Isolation, non-co-operation at work
8. Persistent and unreasonable criticism
9. Unreasonable demands and impossible targets
10. Coercion, such as pressure to join a particular political or religious belief

Section B: Qualities of a good employee

1. They are visibly passionate.
2. They are open-minded.
3. They become company smart.
4. They improve the process and system they work in.
5. They do what they say they will.
6. They add skills.
7. They do more than asked – self-motivated.
8. They have good communication skills.
9. They are good listeners and observers.
10. They are trustworthy, accountable, and reliable.
11. They don't wait; they initiate.
12. They are adaptable.
13. They are problem-solvers, not complainers.
14. They don't need to be micromanaged.
15. They welcome new challenges.
16. They love their job.
17. They are well-organized and efficient.





Q.1. What, in your opinion, are the most offensive behaviours at work? Choose three from the list in section A.

1. _____
2. _____
3. _____

Q.2. What steps can you take to stop these behaviours at work? Suggest three steps.

1. _____
2. _____
3. _____

Q.3. What qualities do you have? Choose five from the list in section B.

1. _____
2. _____
3. _____
4. _____
5. _____

KEYSTONE LEARNING & TEACHING

Do you have the drive to learn?

Q.4. What qualities would you like to have? Choose five from the list in section B.

1. _____
2. _____
3. _____
4. _____
5. _____





Dress Codes

Q.5. Read the following passage and answer the questions.

Business formal

If you work in law, regularly meet with executives, or otherwise hold a high-level position, you might be asked to come dressed “business formal” or in “boardroom attire.” This is the highest level of professional dress.

Business professional

A step down from business formal, business professional clothing is still neat, conservative, and traditional, if a little looser when it comes to colour or pattern. Business professional is also sometimes called “traditional business.”

Business casual

Business casual is one of the more common dress codes, allowing employees to add personality to their workwear without looking unprofessional. In a business casual setting, you can expect a lot more in the way of colour and accessories.

Casual

Avoid getting too casual or creative with your dress at work. Your co-workers make specific judgments regarding your capability based on your clothes, which may extend to employers as well. By arriving at work in casual clothes that are still neat, pressed, and appropriate for the type of work you do, you can make sure that a casual dress code isn't holding you back.

Do you have the drive to learn?

- a) The passage talks about four kinds of formal dress codes. Name them.
- b) Write two other names for the business formal dress code as suggested in the passage.
- c) Which dress is more flexible: business formal or business professional?
- d) Do co-workers and employers judge your personality and capability based on your dress?
- e) Which dress code allows employees to add their personality to their workwear?
- f) Does casual clothing mean unpressed and unclean clothes?
- g) In which kind of dress code can you expect a lot more in the way of colour and accessories?
- h) What is the meaning of getting too creative with the dress?





Q.6. Following are some suggestions about improving our behaviour at work and being more productive by improving our interaction with others. Work with a partner. Choose five items you think are the most effective and write them on the lines provided.

1. Listen actively
2. Speak with discretion and talk face-to-face
3. Offer constructive criticism
4. Build and earn the trust
5. Get personal but don't be too casual
6. Consider communication preference and technology etiquette
7. Tell them how what you're communicating is relevant to them
8. Keep spoken and written communications short, direct, and straightforward
9. Make eye contact
10. Pay attention to nonverbal messages
11. Be present and engaged
12. Participate in the conversation
13. Speak calmly and openly
14. Acknowledge their time

1. _____

2. _____

3. _____

4. _____

5. _____

KEYSTONE LEARNING & TEACHING
Do you have the drive to learn?





Q.7A. Demonstrate good time-keeping, punctuality, and time management by keeping a record of the two-week daily routine. After two weeks, share the information with the class and identify what areas need improvement.

Activity	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Arrival at college										
Class - time										
Library - time										
Study - time at home										
Exercise - time										
Socializing - time										
Family - time										
Social Media - time										
Sleep duration										



