

# Chapter 12

## Being a Valuable Employee

### You Already Know...

- employers like employees who do a good job
- if you do a good job, you may earn more money
- it is important to have a good relationship with your supervisor
- work experience helps you become a better worker
- listening skills are important on the job

### You Will Learn...

- what it means to have good character
- how to be a responsible worker
- how to show initiative and enthusiasm
- how feedback helps you improve your job skills
- how to accept constructive criticism

### Personal Career Portfolio Preview

For your portfolio, you will make a performance evaluation. As you read, think about your behavior at school and at work.







## Before You Read

**Preview** Make a list of differences between a good worker and a poor worker. Write down everything that comes to mind. Now skim the chapter. Make a list of key terms highlighted in yellow. Do your two lists have any words in common?

## Section 12.1

# Employability Skills

### Ready, Set, Read

#### Key Terms

employability  
skills  
character  
responsibility  
work ethic  
initiative  
punctuality  
time  
management  
harassment  
loyalty

#### Main Idea

Employers want workers with good character. Good character includes positive qualities such as responsibility, punctuality, initiative, and honesty.

#### Thought Organizer

Copy the chart below. As you read, fill in each line with one of the qualities described in the section.

#### Good Character

- |                  |         |
|------------------|---------|
| • responsibility | • _____ |
| • _____          | • _____ |
| • _____          | • _____ |
| • _____          | • _____ |

#### employability skills ■

Basic skills that you need to get a job, keep a job, and do well at a job.

**character** ■ A person's ethics and behavior.

### Learn Employability Skills

All employers want workers with employability skills. **Employability skills** are basic skills that you need to get a job, keep a job, and do well at a job.

Employers look for workers who can get along and communicate with others. They look for workers who know how to listen and are eager to learn. They look for workers who show respect for themselves and for others. They also look for workers who have good character. **Character** is a person's ethics and behavior.

How can you show good character? By developing skills and qualities such as responsibility, punctuality, initiative, enthusiasm, honesty, loyalty, and a strong work ethic.



## Responsibility Is Working Hard and Setting High Standards for Yourself

Responsibility is one of the most important employability skills. **Responsibility** is working hard and setting high standards for yourself.

Responsible workers work hard. They take their jobs seriously. They do their share of the work.

**responsibility** ■ Working hard and setting high standards for yourself.

**Admit Your Mistakes** Everyone makes mistakes. You will make some mistakes when you are new to a job. That is okay. No one is perfect.

Be responsible. Admit your mistakes. Do not hide your mistakes or blame others. Your boss will be impressed that you take responsibility.

Learn from your mistakes. Try not to make the same mistake more than once. Think about why the mistake happened. Think about how you could do things better next time.

**Finish What You Start** Some people are always starting something new. They never finish anything. Have you known anyone like this?

On the job, you must finish what you start. Work on each task until it is done. You may have to leave one task for a while to do another task that is more important. Come back and finish what you started, though. Show responsibility by finishing your tasks.

You are part of a team. Other people depend on you. Your company can only be successful if all the tasks get finished. The company will not make money if tasks are left unfinished.

**Work Fast, But Do a Good Job** Do your job tasks as quickly as you can. However, do not try for just speed. If you try to do things too fast, you may make mistakes. The work may be sloppy. Work as fast as you can, but do a good job.

Sometimes you may have too much to do at one time. If you cannot do something on time, tell your boss right away. Ask which task you should put first.

### While You Read

**Question** Why is it important to finish what you start?

## The Work Ethic Is the Belief That Work Has Value

**work ethic** ■ The belief that work has value.

In Chapter 8 you learned that ethics means knowing right from wrong. The work ethic is a little different. The **work ethic** is the belief that work has value.

Some people do not have a strong work ethic. They do not take pride in what they do. They often do not do a very good job.

People with a strong work ethic know that their skills and efforts have value. They take pride in their work. They work for more than a paycheck. People who have a strong work ethic do a good job.

### While You Read

**Connect** Do you work better if you are supervised at home, work, or school?

**Work Well Without Supervision** Some people work hard only when the boss is around. They do little when the boss is not looking. These workers do not last long on the job.

Not working during your work hours is like stealing from your employer. It will make your coworkers dislike you. It might cause your employer to fire you.

Valuable employees work hard all the time. Employers trust them. Employers give them more important work to do.

### Always Do Your

**Best** Always show a strong work ethic. Remember that your work matters to your team and to your company. **What** would you do if a coworker did not show a good work ethic?



## Point of View



### Having a Good Work Ethic

“Lots of people want to give me a tip when I carry their groceries to the car,” says grocery worker Paulo Hernandez of Columbus, Ohio. “I never take the tips. Helping people is part of my job.”

My parents taught me to take pride in my work,” Paulo says. “They told me it doesn’t matter if I’m sweeping the floors or running the place. I need to do a good job.” Paulo began working at the grocery when he was 16. He’s at community college now studying drafting. He still works at the store part-time.

“My manager is always telling me what a good job I do. I know he will give me a good recommendation when I look for a job in drafting.”

**It's Your Turn** Carry a small notebook with you for one week. Take notes about the customer service you receive. Write a summary about your observations. Present it to your class.

For help completing this activity, visit [ewow.glencoe.com/tips](http://ewow.glencoe.com/tips) and go to the *Smart Tip* for the Chapter 12 *Point of View*.

## Initiative Is Doing Work Without Being Told

Employers like workers who take initiative. Taking **initiative** means doing work without being told. Workers with initiative do not need as many directions. They do not need to be watched as carefully. This saves employers time and money.

Workers with initiative are sometimes called *self-starters*. You may see this word in job listings.

At work, you may see tasks that need to be done. Do them if you know how. Do not wait to be told to do them.

**initiative** ■ Doing work without being told.





### Initiative and

**Enthusiasm** Do you see something that needs to be done? Do it! **Why** would employers like employees who show initiative?



## Show Enthusiasm by Being Excited About What You Do

No job is all fun. There will be some work that you do not like. Accept your work, however. Do even the hard jobs with enthusiasm. *Enthusiasm* is interest and eagerness.

Smile. Be friendly. Be quick to start tasks. Volunteer to help others.

If you show enthusiasm in your work, you will look happy. You will work quickly and well. Other workers will be happy to work with you. When you like your work, life can seem more interesting. Your boss will appreciate you more. He or she will probably give you more interesting work to do.

## Punctuality Is Being on Time

Punctuality is another important work skill.

**Punctuality** means being on time.

**punctuality** ■ Being on time.

Find out what time you need to be at work each day. If your shift starts at 8:00 a.m., be at work at 8:00 or earlier. Always be on time for work. Coming at 8:10 or 8:15 is not okay.

Call your supervisor if you cannot come to work on time. You should be late only if there is an emergency. For example, there might be a storm. You might get sick.

Come to work ready to work. Imagine that your shift starts at 8:00 a.m. You need to be ready to work right at 8:00 a.m. Remember that you will not have a break until later.

Learn when lunch and break times are. Take only the time you are allowed. Learn when quitting time is. Never quit work early unless your boss says to do so.

## Making Good Choices

### Being Honest About Time

Bryan works in a printing shop. He is responsible for opening his area of the shop every morning. Bryan gets to work late almost every morning. Bryan records the time he works on a time sheet. He records the time he should arrive instead of the time he does arrive. Bryan's supervisor works in another area. She does not know that Bryan comes in late every morning. If Bryan writes down the time he actually comes in, he may get fired. What should he do?

**You Make the Call** Have a brainstorming session with two other classmates. Discuss the different ways Bryan's behavior is right or wrong. Choose one member of your group to share your conclusions with the class.

For help in answering this question, visit [ewow.glencoe.com/tips](http://ewow.glencoe.com/tips) and select the *Smart Tip* for the Chapter 12 *Making Good Choices*.





## Time Management Is Using Time to Reach Your Goals

**time management** ■ Using time to reach your goals.

Time is limited. Valuable employees make the most of their time through time management. **Time management** is using time to reach your goals.

Manage your time with a schedule. A *schedule* is a chart showing how you will spend each day.

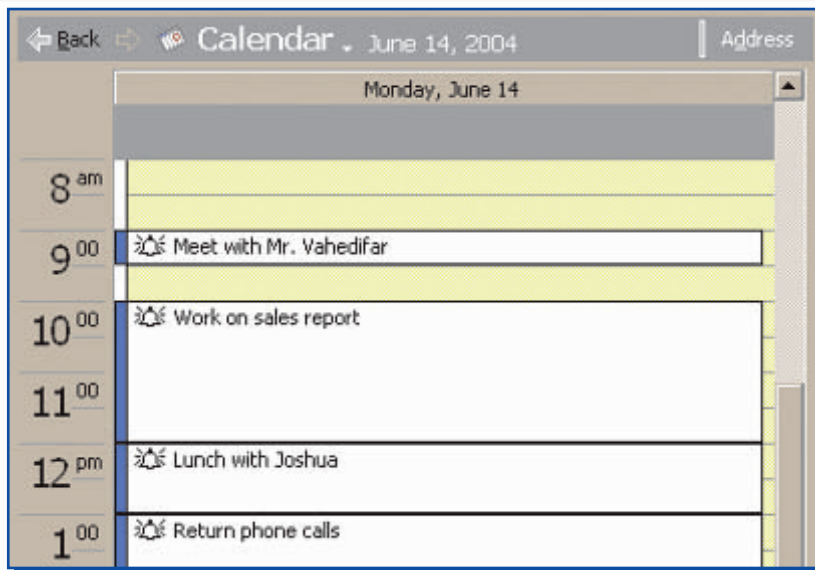
Make a list of all the tasks you need to do. Write how long each job task will take. Write when each task is due. Plan when you will start and finish each task. Plan time to work on each task. For example, imagine that it is Monday and you have a project due Friday. The project will take you ten hours. You might plan to work on it for two hours each day this week. Fill in your schedule hour by hour. Plan time to finish all your tasks. Then make sure to follow your schedule each day.

A calendar or day planner can help you make a schedule. You can also keep a schedule on a computer.

**Figure 12.1** shows a schedule on a computer.

**Figure 12.1**

### Daily Schedule



**Hour by Hour** A schedule helps you stay on track. A computer can help you stay on track. You can set an alarm to go off a few minutes before you need to start something new. **Would you rather make a schedule on a calendar or on a computer? Why?**

## Respect Laws and Company Rules

Every company has a code of conduct. A *code of conduct* is a list of rules for behavior at work. Being respectful toward others is an important part of behavior at work.

Some work behaviors are also illegal. Discrimination is illegal. For example, it is illegal to turn away a job applicant just because he or she has a disability.

Harassment is also illegal. **Harassment** is unwelcome behavior that creates a hostile environment.

**harassment** ■ Unwelcome behavior that creates a hostile environment.

**Learn the Types of Harassment** Harassment can take many forms. Name-calling or joking is a form of harassment. Unwanted staring or touching is a form of harassment. Bullying is a form of harassment.

There are many types of harassment. Racial harassment is words or actions against someone's skin color, language, or national origin. Religious harassment is words or actions against a person's religion.

Sexual harassment is unwelcome behavior of a sexual nature. Sexual harassment could include unwelcome behavior such as jokes, gestures, or touching. Both women and men can be victims of sexual harassment.

People with disabilities may face harassment, too. For example, a person might make unwelcome comments about another person's disability.

**Report Harassment** What should you do if you are harassed? Do not stay silent. Talk to the harasser if you can. Say that you do not like the person's behavior. Tell the person to stop. For example, you might say, "I don't like your comments. I want you to stop."

You should also speak up if you see another person being harassed. Imagine someone tells a joke about a person with disabilities. You could say, "I don't think that's funny."

What if the harassment happens again? Talk to your supervisor. Explain what is happening. Your supervisor should take action. You may need to make a formal report, too.

## Study Tip

Honesty is important at school and at work. Be honest at school by not copying anyone else's work. Copying another person's work is called *plagiarism*. Copying from the Internet is plagiarism, too. Be honest. Always say where you got your information.

## Honesty Is Being Truthful

*Honesty* means telling the truth. An honest person does not lie, cheat, or steal. Employers can trust honest workers.

Be honest in your work. Do not steal time by working less than a full day. Do not cover up your mistakes. Speak up when something goes wrong so that it can be fixed as soon as possible.

Do not take even small items from your company without permission. That is stealing.

Deal honestly with your coworkers so they will trust you. Tell customers the truth. This will help create a good name for your company. You will build a reputation for being honest.

## While You Read

**Connect** Are you loyal to your friends?

**loyalty** ■ Being on the side of something or someone.

## Loyalty Is Doing What You Can for Your Company

There may be some things you do not like about the company you work for. After all, no company is perfect. As long as you work there, be loyal to the company. Show loyalty. **Loyalty** means being on the side of something or someone. It also means not doing anything that would hurt that person or thing.

Part of being loyal is keeping secrets. On some jobs, you may be told things *in confidence*. This means that you must not tell other people about them. Do not even tell your friends or family.

Do not speak badly about the company. Your employer may hear about it. You may lose your job. If you cannot be loyal to the company, look for another job.

## Good Health Habits Are a Healthy Diet, Exercise, and Sleep

Another important way to be a valuable worker is to have good health habits.

Why does health matter? You are less likely to make mistakes if you are healthy and alert. You are less likely to get sick and miss work. You are less likely to cause an accident.



**Eat a Healthy Diet** Take an active role in your health. Eat a healthy diet of vegetables, fruits, grains, and protein. Avoid foods high in fat, salt, and sugar. Avoid caffeine, alcohol, tobacco, and other drugs. These things are not good for your health. They can also make you tired at work.

**Exercise** Exercise makes you stronger. Exercise also gives you more energy. It makes you more alert.

Try to exercise at least twenty minutes each day. Do exercise that makes your heart work. Also do exercises that strengthen your muscles. You can also benefit from exercises that make you more flexible, such as yoga.

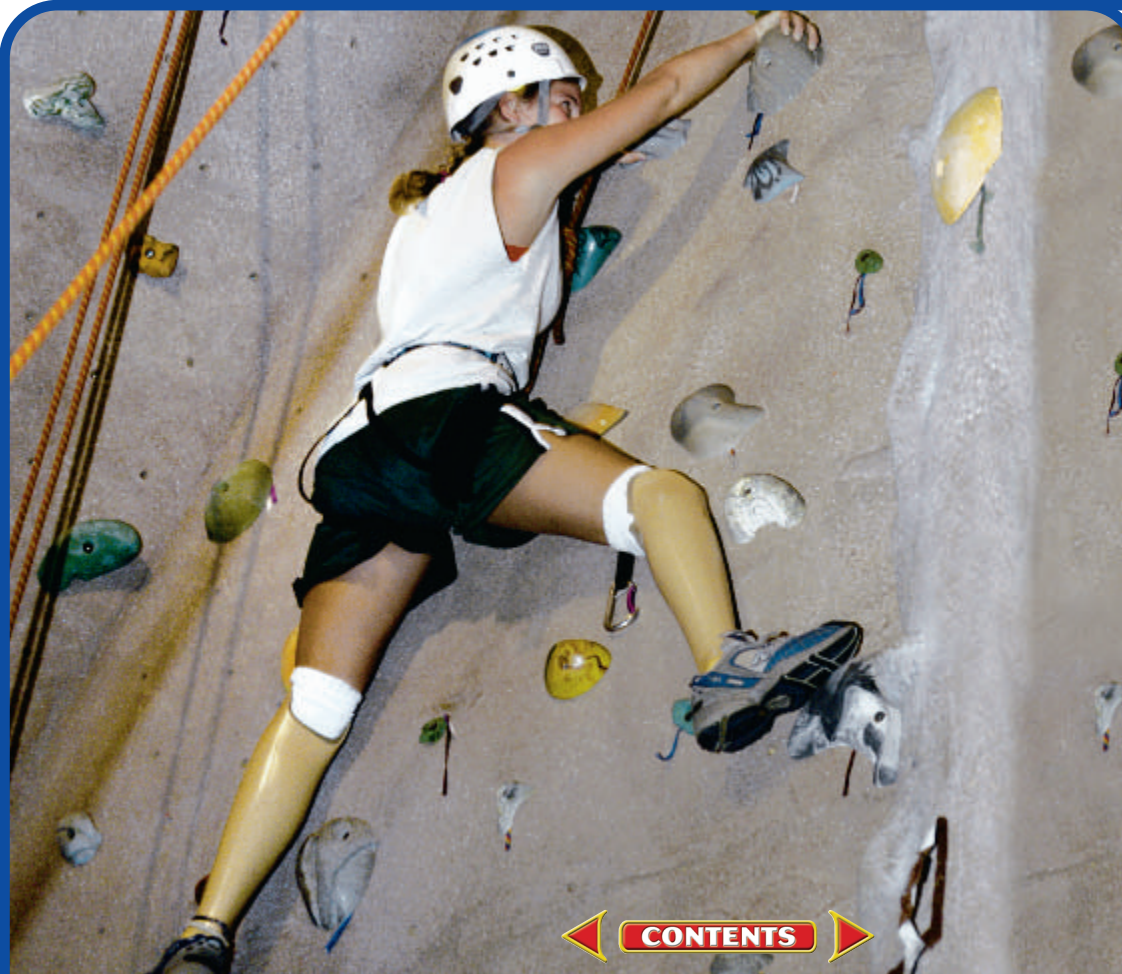
**Get Enough Sleep** Sleep is an important part of health. Most people need at least eight hours of sleep each night. Some people need nine hours or more. Sleep as much as you need. If you are tired during the day, you probably do not get enough sleep at night.

### While You Read

**Connect** Are you often tired or sleepy during the day?

### Get Moving

Staying in shape helps you enjoy life more. **What is your favorite kind of physical activity? Why?**



## Section 12.1

### Review

Check your answers online by visiting [ewow.glencoe.com/review](http://ewow.glencoe.com/review) and selecting the Section 12.1 Review.

### After You Read

#### Retell

1. Explain why not working is like stealing.
2. Explain why having good health habits makes you a better worker. Use your own words.

#### Think Critically

3. Imagine that you know some secret information about your company. Imagine that a customer asks about this information. You want to be honest but also loyal. What do you do?

### Math Practice

Answer the multiple-choice math questions at [ewow.glencoe.com/math](http://ewow.glencoe.com/math).

### Time Management at Work

At work, you spend 20 hours per week answering phones, 15 hours writing letters, and 5 hours organizing files. What percentage of your 40-hour workweek do these tasks take? Round up to the nearest percent.

#### Step 1

Divide hours spent on the phone by 40.  
 $20 \div 40 = 0.50$  or 50%

#### Step 2

Divide hours spent writing letters by 40. Round up.  
 $15 \div 40 = 0.375$ , rounded to 38%

#### Step 3

Divide hours spent organizing files by 40. Round up.  
 $5 \div 40 = 0.125$ , rounded to 12%

#### Result

You spend 50% of your time answering the phone, 38% on writing letters and 12% on organizing files.

### Figure It Out

Your manager wants you to increase the time you spend training co-workers from 30% to 50% each month. If you currently work 160 hours each month, how many additional hours will you need to dedicate to training?



## Section 12.2

# Moving Ahead in Your Career

### Ready, Set, Read

#### Key Terms

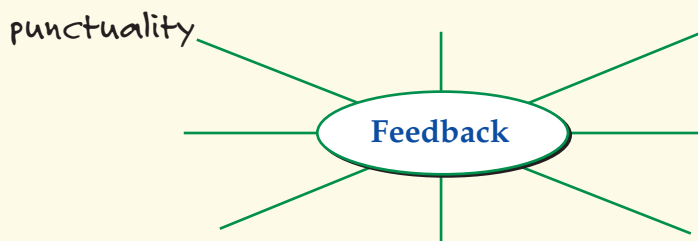
raise  
promotion  
labor contract  
feedback  
constructive  
criticism  
receptive  
defensive  
performance  
review

#### Main Idea

Raises and promotions are rewards for excellent work. You can become a better worker by learning to accept feedback and criticism.

#### Thought Organizer

Copy the chart below. As you read, think of things that an employer might give an employee feedback about. Write one thing at the end of each line.



## Employability Skills Make You a Valuable Worker

If you do your job well and show character, you will be a valuable employee. Your employer may offer you a raise or a promotion.

A **raise** is an increase in pay. A raise is a reward for doing an excellent job. You may get a raise if you help your company make money. Many companies give raises to good workers each year.

A **promotion** is a move to a job with more responsibility and higher pay. For example, a salesperson might become an assistant manager. An assistant manager might become a full manager. When you get a promotion, you usually get a raise, too.

**raise** ■ An increase in pay.

**promotion** ■ A move to a job with more responsibility and higher pay.



## Union Workers Have Labor Contracts

**labor contract** ■ A written agreement about wages, hours, and working conditions.

Union workers get raises and promotions in a special way. Union workers have labor contracts. A **labor contract** is a written agreement about wages, hours, and working conditions. For example, the contract may say when you will receive a raise.

Will you be part of a union? Find out if the workers in your company belong to a union. Find out if you must join or if you have a choice. Joining a union also costs money. Union members pay to join. Union members must also pay dues each month.

Unions protect workers' needs. Union members have a right to *strike*, or stop working. Union members can strike if they are not being treated fairly.

### Real-World Connection



#### Being in a Union

Many workplaces have unions. You may have to decide if you want to join the union. Union members receive many benefits, such as raises or promotions. Union members vote for the union leaders. The leaders work with the company to make labor contracts.

Different career areas have different unions. There is a union for clerical workers. Another union is for auto workers. Still another union is for airline pilots. Airline mechanics have their own union. Even teachers have a union.

**Take the Next Step** Some unions offer apprenticeship programs. Use the Internet to learn about apprenticeship programs offered by unions. Write a one-page summary of your findings.

For help doing this activity, go to [ewow.glencoe.com/tips](http://ewow.glencoe.com/tips) and find the *Smart Tip* for the Chapter 12 *Real-World Connection*.



## Earn a Raise or Promotion With a Good Work Record

Your employer may promote you or give you a raise if you have a good work record. Do you do your job well? Your employer will think you deserve a higher wage. He or she may think you can do a job with more responsibility.

Employers promote workers who have good employability skills. They promote workers who show responsibility and initiative. They promote workers who come to work on time. They promote workers who get along well with others.

**Seniority Is Not Enough** Employers also promote workers who have seniority. *Seniority* means being on the job a long time. But having seniority is not the only reason an employer may promote you. You have to be an excellent worker, too.

### While You Read

**Question** Why is seniority not enough to earn a promotion?

## Improve Your Knowledge and Skills

Imagine that you are only able to do one task. You do your job well. But your boss may not think about you for a raise or promotion. You may stay in your job for a long time.

Work to improve your knowledge and skills. This will help you get ready for a promotion.

**Take Classes** You can build your knowledge and skills by taking classes. For example, you might take a night class. Some employers even let their workers take classes on company time.

What if you want to change jobs or careers? You can take classes that can prepare you for the job you want to have.

**Learn on the Job** You can also learn on the job. Practice new tasks in your spare time. Ask your boss if you can learn to do something new. For example, ask if you can help with a new project. Ask your boss if you can get more training on the job.

**Read** You can also learn new skills by reading. Read books that could help you do your work better. Does your company have any material that could help you learn? Read that, too.

**Join Groups** Meet other people who do the same type of work. You can meet people in unions and trade groups. They can help you improve your knowledge and skills. Some groups have speakers. Some groups hold classes to improve members' skills.

## Feedback Helps You Do Your Job Better

**feedback** ■ Information about how well you are doing your job.

How do you know whether you are doing a good job? You need **feedback**, or information about how well you are doing your job.

When you start a new job, you will probably get a lot of feedback. Your boss and coworkers will watch to see how you are doing. They want to know if you can do your job. They want to know if you are following company rules. They want to know if you are using your work time fairly. They want to know if you are a team worker.

### While You Read

**Question** What is the difference between praise and constructive criticism?

**constructive criticism** ■ A comment about things you can do better.

## Feedback Includes Praise and Constructive Criticism

Your boss will probably have good things to say about your work or your attitude. He or she will praise what you do well. *Praise* is a comment about something you do well.

Your boss will also give you constructive criticism. **Constructive criticism** is a comment about something you can do better.

The purpose of constructive criticism is to help you do your job better. Pay attention to constructive criticism. It is useful.

Some workers do not pay attention to constructive criticism. They keep doing things the wrong way. They do not learn or improve.



### Be Receptive

Criticism can be hard to hear. It can make you a better worker. **Name two common defensive reactions to criticism.**

## Be Open to Criticism

It is important to be **receptive**, or open to other people's opinions. Coworkers and supervisors will give you criticism. They need to help you do your job. They need to tell you how to do things better.

The opposite of receptive is defensive. Being **defensive** means being closed to other people's opinions. Some defensive people get angry. Other defensive people refuse to listen.

Criticism is not the same as an insult. An insult is a comment about you as a person. Criticism is a comment about your behavior. You can change your behavior and become a better worker.

**receptive** ■ Open to other people's opinions.

**defensive** ■ Closed to other people's opinions.

**Listen, Respond, Solve, and Act** Listen closely to criticism. Use your active listening skills: pay attention and respond. Repeat what you heard. Repeat key words. Make sure you understand the problem.

Then think about how you can fix the problem. Discuss ideas with your boss. Ask for advice. For example, you might say, “Do you have any ideas on how I can improve in this area?”

Once you have a solution, act on it. Use the feedback to be a better worker. Show your boss that you are trying.

## You Receive Feedback During a Performance Review

### performance review ■

A meeting where your boss tells you how well you have been doing your job.

At your work you may have a performance review. A **performance review** is a meeting where your boss tells you how well you have been doing your job. You might have a performance review once a year. You might have a performance review once every six months.

You may also get a performance evaluation. A *performance evaluation* is a written report saying how well you do your job. Your boss will show you your evaluation and talk with you about it. This will help you become a better worker.

**Figure 12.2** shows a sample performance evaluation.

## While You Read

**Visualize** How would you feel about asking your boss for feedback?

## Ask for Feedback Often

One of the best ways to be a good worker is to ask for feedback often. Do not wait until your performance review. Try to improve all the time. This shows initiative, enthusiasm, and responsibility.

Ask your boss to talk about your work performance. Ask to meet for ten minutes. Ask for advice about how to do better. You might say, “Are there any suggestions you could give me?” You might say, “Is there anything I can do better?” Ask for specific advice.

Be open to what your boss says. Thank your boss. Follow through on your boss’s suggestions. Show that you are trying.

**Figure 12.2**

## Performance Evaluation

**Employee Name:** Bradley Washington      **Date:** September 30, 2009  
**Job Title:** Child Care Assistant      **Supervisor:** Jennifer Fornari

**Describe what the employee does well.** Bradley has excellent skills with infants and toddlers. He does a good job leading activities and keeping the kitchen and playroom supplies clean and orderly. Bradley is a hard worker and has a generally positive attitude. He has begun to show more initiative in planning activities. He has also asked for feedback on his performance and been open to constructive criticism.

**Describe what the employee needs to improve.** Bradley sometimes comes to work late. On two occasions he was absent but did not call in sick until mid-morning. Bradley should also focus on building his teamwork skills. He often does not contribute to team activities.

### Responsibility and Work Ethic

- ☒ performs job tasks well, completely, and on time
- ☐ performs most job tasks adequately
- ☐ work is often poor, incomplete, or late

### Attendance and Punctuality

- ☐ is almost always present and punctual
- ☒ is occasionally late or absent
- ☐ is often late or absent

### Communication and People Skills

- ☐ has excellent communication skills and is a solid team player
- ☒ communicates adequately, does most teamwork tasks
- ☐ has trouble working and communicating with others

### Initiative and Enthusiasm

- ☐ always shows initiative and enthusiasm
- ☒ has a generally positive attitude and shows some initiative
- ☐ has a poor attitude and must be closely supervised to complete job tasks

### Willingness to Learn

- ☒ seeks feedback and new challenges
- ☐ somewhat open to feedback and new challenges
- ☐ shows little interest in feedback and new challenges

**Written Feedback** Use feedback as a tool to do your job better. Focus on improving your skills. **What skills could this employee improve?**



## Section 12.2

### Review

Check your answers online by visiting [ewow.glencoe.com/review](http://ewow.glencoe.com/review) and selecting the Section 12.2 Review.

### After You Read

#### Retell

1. Describe four ways to improve your knowledge and skills on the job. Give a specific example of each.
2. Reread the section titled, “Listen, Respond, Solve, and Act.” Explain what this title means. Use your own words.

#### Think Critically

3. Some people do not give criticism well. They do not say things in a nice way. Imagine that you have a performance review. Your boss says something that hurts your feelings. What is the best way to act? Why?

### Math Practice

Answer the multiple-choice math questions at [ewow.glencoe.com/math](http://ewow.glencoe.com/math).

### Promotions

You are promoted from a salesperson to assistant manager and will earn an additional \$5,000 each year. If you earned \$32,000 as a salesperson, what is the percentage increase in salary you will receive when promoted?

#### Step 1

Divide the increase by your former salary.  
 $\$5,000 \div \$32,000 = 0.156$

#### Step 2

Convert 0.156 to a percentage.  
 $0.156 = 100 \times 0.156 = 15.6\%$

#### Result

Your salary will increase by 15.6%.

### Figure It Out

You estimate that in order to achieve your financial goals, you need to earn 20% more each year. If you currently earn \$28,000, what is the total dollar amount you must earn in order to reach your goals?



# Career Talk

## Lawyer

**Gene Feldman**  
California



**Career Cluster: Law,  
Public Safety, and Security**



### What does a lawyer do?

“A lawyer gives legal advice and represents clients in court. I specialize in employment discrimination and violation of the Americans With Disabilities Act (ADA). ADA gives civil rights protection to people with disabilities. I represent people with disabilities who are discriminated against in employment.”

### Why did you choose a career in law?

“I have a strong sense of what is right and wrong. I’m in this area of the law to do something useful. I want to seek out justice for people with disabilities.”

### What obstacles have you overcome?

“I have cerebral palsy. I had to realize that I could compete with everyone else. I also have to deal with people’s expectations of what someone with a disability can do. Most people don’t think about people with a disability being an attorney. I’m creating possibilities where none existed before.”

### What advice do you have for students?

“To dream big.”

# Career Facts

## Lawyer

### Training

Lawyers need a bachelor’s degree and a law school degree. They must pass the bar exam in the state where they want to practice law.

### Skills and Talents

Lawyers need excellent skills in reading, writing, speaking, listening, and thinking.

### Career Outlook

Employment of lawyers will grow at an average rate through 2012.

### Learn More About It

Pick an occupation in this career cluster. Find a professional who hires people in this occupation. Ask what he or she looks for when hiring people for this job. What education is needed? What experience is needed? What type of personality is best? Write a summary of your findings.

For help with this activity, visit [ewow.glencoe.com/tips](http://ewow.glencoe.com/tips).



# Chapter 12 Review and Activities



Go to [ewow.glencoe.com](http://ewow.glencoe.com) to find online games and activities for Chapter 12.

## Key Term Review

**employability skills**

(p. 282)

**character** (p. 282)

**responsibility** (p. 293)

**work ethic** (p. 284)

**initiative** (p. 285)

**punctuality** (p. p. 287)

**time management**

(p. 288)

**harassment** (p. 289)

**loyalty** (p. 290)

**raise** (p. 293)

**promotion** (p. 293)

**labor contract** (p. 294)

**feedback** (p. 296)

**constructive criticism**

(p. 296)

**receptive** (p. 297)

**defensive** (p. 297)

**performance review**

(p. 298)

## Check Your Understanding

1. List seven skills and qualities that show good character.
2. Define responsibility. Explain three ways to be a responsible worker.
3. Define initiative and enthusiasm. Explain how you can show these qualities. Use your own words.
4. Explain why feedback can help you do your job better.
5. Describe how to deal with criticism.

## Write About It

6. **Write About Skills and Qualities** Imagine that you are the manager of a hotel. You need to promote a clerk to assistant manager. You will be responsible for the work the assistant manager does. What kind of worker would you promote? Explain the skills and qualities you would look for in an assistant manager. Explain why you would look for these skills and qualities.





## Role Play

- 7. Interview for a Promotion** Work in pairs. One partner pretends to be the manager of a clothing store. The other partner pretends to be a salesperson at the store. The manager interviews the salesperson about a promotion to supervisor. The employer asks the employee how he or she shows good character at work. Take turns playing each role.

## Teamwork Challenge

- 8. Give and Receive Feedback** Work in small groups to write two skits. Both skits should show an employer giving an employee constructive criticism. In the first skit, the employee reacts defensively. In the second skit, the employee reacts receptively. Perform both skits for the class.

### Computer Lab



**Create a Computer Presentation** Use presentation software to create a presentation about good character at work. Define each of the character qualities described in Section 12.1. Then describe one specific way to show each quality at work or school. Share your presentation with your classmates.

### Personal Career Portfolio

**Evaluate Your Performance** Make a performance evaluation of your work in this class. Copy the format in **Figure 12.2** or ask your teacher for a blank copy of this form. Write your name and the date at the top. Describe what you do well and what you need to improve. Then give yourself a check mark for each category. Where are your skills strong? Where do you need to improve?

Go to [ewow.glencoe.com/portfolio](http://ewow.glencoe.com/portfolio) for help.



## Chapter Summaries

### Chapter 9 Your First Days on the Job

During your first days of work you will meet your supervisor and coworkers. You will tour your work area. You will get your first job tasks. You will also fill out forms that relate to pay and taxes. During your first days you will also learn how you will be paid and what benefits you will receive.

### Chapter 10 Job Safety

Safety laws and rules protect workers from injuries and illnesses. You have the right to safe working conditions. You also have the right to medical care if you are hurt on the job. You need to learn to use equipment safely, to read safety signs, and to handle emergencies.

### Chapter 11 Getting Along With Others

Get along with people by taking an interest in others, being positive, showing respect, cooperating, and motivating others. Good communication skills help you get along with others. Speak clearly and assertively, and be a good listener. Work with others to solve conflicts.

### Chapter 12 Being a Valuable Employee

Employers like workers who have employability skills and good character. Employability skills include responsibility, punctuality, initiative, honesty, loyalty, and good health habits. Good workers are also open to feedback, or criticism. As a valuable employee, you may receive a raise in pay or a promotion.

## Reading Review

These are the topics you read about in this unit. What did you learn?



### Chapter 9

#### Your First Days on the Job

- Getting Off to a Good Start
- Your Pay and Benefits



### Chapter 10

#### Job Safety

- Safety Basics
- Working Safely



### Chapter 11

#### Getting Along With Others

- Working Well With Others
- Communicating Well



### Chapter 12

#### Being a Valuable Employee

- Employability Skills
- Moving Ahead in Your Career