

Teacher/Trainer Notes

Part 5: Working Life

Module 19: Employee behaviour in the workplace

Duration

Estimated time for learners to complete module is approximately 60 minutes, but may vary depending on the group you are working with.

The presentation takes around 60 minutes including task and activities.

Aims

- To learn how to act within the workplace
- To learn about appropriate and inappropriate behaviour
- To understand the difference between bullying and harassment
- To understand the consequences of inappropriate behaviour

Learning intention

- I will learn how to act within the workplace
- I will learn about appropriate and inappropriate behaviour
- I will understand the difference between bullying and harassment
- I will understand the consequences of inappropriate behaviour

Success criteria

- I know what appropriate and inappropriate behaviour at work is and can give examples of each
- I know what protected characteristics are and how they relate to bullying and harassment
- I understand the impact of inappropriate behaviour on individuals
- I am aware of the policies and laws which govern workplace behaviour

Resources

- Students on iPads/tablets or ICT suite with internet access
- Smartboard if using PowerPoint presentation alongside module
- Planit website – www.planitplus.net
- The following resources available on Planit – JSS Module 19: Employee behaviour in the workplace, Employee behaviour in the workplace PowerPoint presentation and access to the activities on Planit

Preparation

- Open the [Job Seeking Skills/Part 5/Module 19](#) section on planitplus.net
- Familiarise yourself with the content and activities
- Open the [Employee behaviour in the workplace PowerPoint](#) presentation and edit Notes to suit your teaching style. Example text is there as a guide
- Check that students can open and use the Module 19 Employee behaviour in the workplace content and that they can access activities on Planit
- If using the alternative approach below, print worksheets out before lesson
- If time is limited, students can complete activities in their own time

Presentation Module 19: Employee behaviour in the workplace

Tasks and Activities

The presentation has been written to be taught alongside the module.

Tasks have been added to the Presentations to make it interactive - learners will be asked questions as they go through the presentation.

Task 1	Slide 3	Whose mission statement is this?
Task 2	Slide 4	Rules for code of conduct
Task 3	Slide 6	Difference between bullying and harassment

Activities

Activities will be carried out within the presentation or can be completed after.

[Activity 1](#) – Behaviour quiz

[Activity 2](#) – Appropriate or Inappropriate?

Alternative approaches and follow on activities

- If unable to complete the activities online, there are paper-based alternatives available. Please print out [Activity 1 worksheet](#) and [Activity 2 worksheet](#) before delivering module
- Students can complete activities in their own time

Reflect and review

- Review what has been learned and reinforce key points about how an employer expects employees to behave in the workplace

Career Management Skills

Self	I develop and maintain a positive self image I adapt my behaviour appropriately to fit a variety of contexts
Horizons	I identify how my life, my work, my community and my society interact
Networks	I interact confidently and effectively with others to build relationships

Senior Phase

I can consistently demonstrate the skills, attributes and behaviours needed to sustain and progress my career

I can describe the rights and responsibilities placed on employers and employees and how these relate to creating a positive, productive and sustainable work environment

Module Activity Answers

Activity 1 answers

How did you do? Look at the answer sheet to work out your score.

Question 1 - The answer is A (a positive, enthusiastic attitude). This will always make the right impression. Employers want workers who are keen, willing and pleasant. Generally speaking, employers are not looking for the latest fashions or designer gear. They'll be quite happy with neat and tidy.

Question 2 - The answer is B (say nothing but don't repeat it). It's not a good idea to get on the wrong side of any of your new workmates so be careful. Once you've been in long enough, you'll know who you can talk to in confidence, but remember that office or workshop gossip can be a dangerous thing.

Question 3 - The best answer is B (speak to them). You could have got it wrong so don't make any assumptions. Maybe something else is bothering them, maybe another worker told them you've been gossiping about them (which you haven't) or maybe they are a bit off-hand with everyone.

Hopefully, it's something simple that can be sorted out with a quick chat. It often is. Even if it isn't, don't be aggressive! If it's becoming a problem the next step is to talk to your supervisor.

Question 4 - The correct answer is C (taste in music). The other 2 options are protected characteristic and this means that any unwanted behaviour towards someone because of these characteristics is harassment.

Question 5 - The correct answer is A (the person being bullied or harassed). It is the impact the behaviour has on them by making them feel intimidated or offended, even if the person who behaved inappropriately didn't realise they were being offensive.

Question 6 - The correct answer is B (no). The person being harassed may not feel comfortable doing this and prefer to talk to their manager instead.

Question 7 - The correct answer is B (no). Sexist or racist jokes are offensive, relate to protected characteristics and are considered harassment - it doesn't matter if some people find them funny.