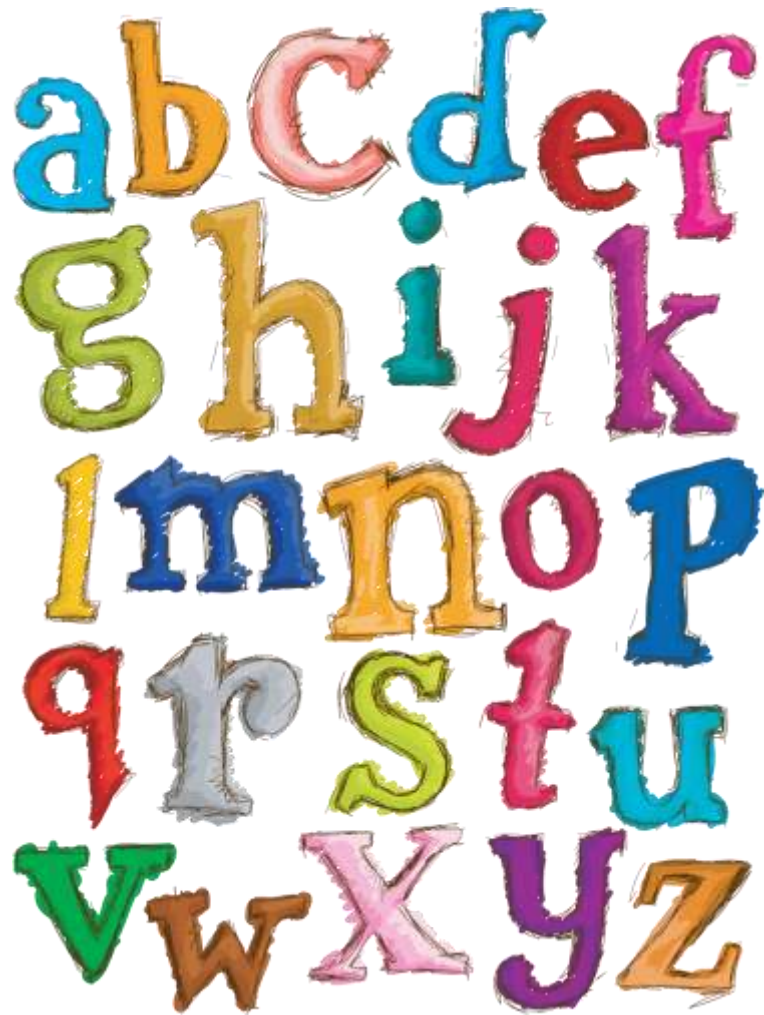


MODULE 8

The Language of the World of Work

Specialized English Language Training



New York State Office of Temporary and Disability Assistance
Bureau of Refugee and Immigrant Assistance
Andrew M. Cuomo, Governor
2012

MODULE 8

THE LANGUAGE OF WORK

In this module, selected MAC participants will become familiar with the language of the workplace, with emphasis on the vocabulary of fields of employment.

BACKGROUND INFORMATION

Note: Module 8 is designed as Specialized English Language Training, with emphasis on the language of employment. The module can also be taught using the native language of selected MAC participants, if those participants are prepared to enter employment once they become fluent in the English language of the workplace. (If it is determined to be appropriate, *all* of the MAC modules can be conducted using Native Language Literacy.)

All of the MAC participants should be exposed to Modules 1-7 which cover life skills, job readiness, and employment skills.

Module 8 is designed for those MAC participants who are ready to enter the workforce in the United States but need to strengthen language skills that reflect their knowledge of specific jobs.

This module focuses on the specific terminology that is used in various fields in the workplace, and is more advanced in vocabulary and reading and writing English. MAC participants who already have work experience or specific career-related skills will benefit from Module 8.

For example, a MAC participant may already have experience working in the health care profession in their home country. As they figure out how they can build or maintain certifications, educational standing, and skills, they need to learn the language of health care in the United States. (This is sometimes referred to as Vocational English or Enhanced Language Training.)

Although Module 8 does not attempt to cover every vocabulary word of all of the professions, key words and phrases are covered so that MAC participants can successfully participate in job shadowing, volunteering and internships, job interviews, and discussions with employers, supervisors, and co-workers.

RELATED ACTIVITIES

If all of the activities in Modules 1-7 cannot be covered completely, the following activities can be used to enhance the information in Module 8:

- Module 1 – Activity #7 Communicating at Work
- Module 1 – Activity #8 Good Manners at Work
- Module 2 – Activity #13 Getting Ready for the Job Hunt
- Module 2 – Activity #14 The Job Application
- Module 2 – Activity #15 Resumé Preparation
- Module 2 – Activity #19 Job Searching in a Tight Economy
- Module 2 – Activity #20 Entrepreneurship
- Module 3 – Activity #22 Building Self-Reliance
- Module 3 – Activity #23 Time Management
- Module 3 – Activity #25 Budgeting
- Module 3 – Activity #29 Employment and Disabilities
- Module 4 – Activity #31 First Days on the New Job
- Module 4 – Activity #33 Professional Behavior at Work
- Module 4 – Activity #39 Personal Hygiene
- Module 5 – Activity #40 Workplace Attire

HANDOUTS FOR DISCUSSION

The MAC participants selected to complete Module 8 will encounter challenging vocabulary in the handouts. However, by reviewing the handouts they will have the opportunity to learn the specialized language of the workplace.

Job Title Terms

I Want to Work Outdoors!
The World of Sales
Jobs That Work With Numbers

The Job Hunt

My Job Application Record
I am a Refugee or Asylee
Understanding Job Advertisements
Sample Job Ads
Getting Ready for the Interview
Dressing for the Job Interview
Can You Answer These?

Work and Daily Living

Are You Self-Reliant?
Sample Budget
Money and Daily Living
Managing Work and Family
Self-Esteem

On the Job

Worried?
First Days on the Job Situations
Adjusting to Working
Would You Do Business With You?
Don't Get Fired!
How Am I Doing in My New Job?
Personal Hygiene on the Job
Excerpts from Dress Codes
Destressing Strategies
Handle Stress at Work



THE WORDS OF WORK

General Vocabulary

The WORDS OF WORK section of Module 8 contains key vocabulary words that are used in the workplace. The words have been selected from the vocabulary lists found in Modules 1-7.

Words of Work in Context

Specialized English Language Training often focuses on the language of employment and specific occupations, so that English language learners can become familiar with words that are commonly used in the workplace.

One of the most effective ways to learn the words of work is to discuss scenarios related to specific occupations.

Words of Work in Context consists of a series of short scenarios centered around a specific occupation. Key vocabulary words are underlined.

The MAC Coach and participants should read through the scenarios together, defining the vocabulary words and discussing them in context.

Each scenario ends with an observation or question that should be discussed.

The occupations discussed in the scenarios are:

Human Resources — General

Work Settings — General

Team Meetings

Business Meetings

Restaurant Server

Fast Food Restaurant

Cook

Nursing Home Assistant

Hospital Work



Healthcare Work

Groundskeeper

Landscaper/Architect

Child Care

Finance

Cleaning

Manufacturing

Office Work

Cosmetology

There is an unlimited number of jobs that could be discussed using words in context. The participants should be encouraged to identify jobs that interest them. The MAC Coach can then identify work words relevant to that occupation.



GENERAL VOCABULARY - THE WORDS OF WORK

Accomplishments	Emile
Advertisement	Employee
Applicant	Employer
Application for Employment Authorization	Employment Authorization Document (EAD)
Appointment	Entrepreneurship
Appropriate dress	Equal opportunity employer (EOE)
Areas of improvement	Expenses
Arrival-Departure Record (Form I-94)	Experience
Attendance	Eye contact
Benefits	Feedback
Boss	Folder
Business	Friendship
Candidate	GED (General Educational Development)
Certificate	Goal
Coach	Graduation
College	Greetings
Communication	Handshake
Community service	Health insurance
Computer	Help wanted
Confidence	Hourly pay
Contact information	Hours
Contacts	Human Resources
Cover letter	Income
Co-worker	Independence
Customer service	Information interview
Decision	Interests
Deposit	Internet
Diploma	Internship
Directions	Interview
Disability	Job
Education	Job application



GENERAL VOCABULARY - THE WORDS OF WORK

Job hunt	Resumé
Job opening	Rights
Job shadowing	Salary
Leader	Schedule
Manager	Seasonal
Manners	Self-identity
Nontraditional worker	Self-reliance
Occupations	Service
Office	Shift
Online	Sick time
Online application	Social Security card
Organization	Stereotype
Orientation	Strengths
Overtime	Stress
Part-time	Success
Paycheck	Supervisor
Payroll	Teamwork
Permission	Time card
Policy	Time clock
Polite	Time management
Positive attitude	Tools of the trade
Probation	Training
Professional	Transcript
Qualifications	Transportation
Qualified	Uniform
Qualities	Uniform
Reasonable accommodation	Vacation
Reference	Volunteering
References	Work ethic
Resources	Work history
Responsibility	Work shifts

I WANT TO WORK OUTDOORS!



Construction Worker

Environmental Cleanup

Painter

Parks and Recreation Assistant

Forest Ranger

Building Repair

Road Repair

Sanitary Engineer

Traffic Management

Landscaping

Environmental Conservation

Wildlife Preservation

Animal Care

Recycling Centers

Wastewater Treatment Plants

Farming

Outdoor Recreation



THE WORLD OF SALES

There are many responsibilities in the world of sales.
Maybe you can help!



MANUFACTURING

Making the product in a factory

ADVERTISING

Printing and mailing promotional materials



MARKETING

Spreading the word about a product

SALES

Finding customers and selling them the product



RETAIL

Selling in a store directly to the customer

INVENTORY

Storing and keeping track of the product



SHIPPING

Getting the product ready to ship and tracking delivery



CUSTOMER RELATIONS

Keeping customers happy



JOBS THAT WORK WITH NUMBERS?

MAYBE YOU CAN HELP!



Inventory and shipping department

Science labs

Medical research lab

Newspaper Sports department (statistics!)

Engineering firms (build bridges and roads!)

Architect businesses (design buildings!)

Grocery stores

Nursing school

Retail stores

Tax Preparation Centers

Computer data entry department

Computer Software and web design companies

Technology companies (like Apple)

Business office of schools, hospitals, businesses



Bookkeeping office

Accounting firm

Surveyor companies

Bank



MY JOB APPLICATION RECORD

Keep this in a secure place!

Full name: _____ Date of birth: _____

Address: _____

Phone: _____ E-mail address: _____

Driver's License Number or Photo ID: _____

Social Security Number: _____

Previous volunteer or internship experience.

Contact	Address	Phone
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Education programs entered and/or completed, including GED and high school:

Unpaid skills and interests: _____

Background information that may be job related:

References with address and phone numbers:

I-94 Arrival-Departure Records

EAD

Asylum approval notice



D2 Customer Guide

I Am a Refugee or Asylee

How Do I...
Show My Employer That I Am Authorized
to Work in the United States?



U.S. Citizenship
and Immigration
Services

M-576 (August 2008)

To legally hire any employee in the United States, an employer must be able to verify that the applicant is eligible to work in the United States. You must prove that you are eligible to work. Employers are required to complete a **Form I-9, *Employment Eligibility Verification***, to record verification that you showed the employer documents that prove you are authorized to work in the United States.

If you would like to see what an I-9 looks like, please visit our website at www.uscis.gov.

Refugee

If you entered the United States as a refugee, you are authorized employment as part of your refugee status. The inspector at the port of entry where you entered the country should have issued you a **Form I-94, *Arrival-Departure Record***, stamped to indicate "Employment Authorized." U.S. Citizenship and Immigration Services (USCIS) will issue you an employment authorization document (EAD) either at the port of entry or as soon as possible after your entry into the United States.

A refugee can apply for a Social Security card with the Form I-94 and an official government-issued identification document containing a photo (such as an unexpired foreign passport or driver's license). Once you have your Social Security card, you can use it to show your employer that you are eligible to be employed. You can also use an EAD issued to you by USCIS to prove your eligibility.

When you first apply for a job in the United States, your Form I-94 is proof of your work authorization, for up to 90 days. If you use your I-94 to prove eligibility, you are required to present to your employer other evidence of eligibility within 90 days.

Asylee

If you are an asylee, you are authorized employment as part of your asylee status. An EAD will be issued to you after the Asylum Office, an immigration judge, or the Board of Immigration Appeals grants you asylum.

You may also apply for a Social Security card with the asylum approval notice or the Form I-94 that USCIS issued to you showing

that you are an asylee, along with an official government-issued identification document containing a photo (such as an unexpired foreign passport or driver's license). Once you have your Social Security card, you can also use it to show your employer that you are eligible to be employed.

I am a refugee. How do I get an employment authorization document (EAD)?

As a refugee, you are entitled to work upon admission to the United States. An application for an EAD is prepared as part of your refugee travel packet that you bring with you to the United States. This application is taken at the port of entry and routed for expeditious processing so that an EAD is issued. The card will be delivered to you through the voluntary agency that is responsible for your refugee resettlement in the United States. You do not need to apply for an EAD.

I am an asylee. How do I get an EAD?

As an asylee, you do not necessarily need to have an EAD issued by USCIS to prove eligibility to work in the United States. If you have been granted asylum by USCIS, the Asylum Office will begin processing your EAD automatically, and you do not need to file an application for work authorization.

However, if you have been granted asylum by an immigration judge or the Board of Immigration Appeals (BIA), you will receive post-order instructions on how to obtain an EAD from USCIS, either as a separate handout or in your BIA decision. As indicated in those instructions, you may make an appointment through the InfoPass program on the USCIS website to visit your local USCIS office to be processed for your EAD, which will be mailed to you promptly. You may also submit an application for an EAD by mail if you do not wish to do visit a USCIS office. You must take your Immigration Court order or the BIA decision to your appointment, or provide it with your EAD application, if you are filing an application by mail. If you already received an EAD after you were granted asylum by either USCIS or an immigration judge and you want to **renew** your EAD, you must apply on USCIS **Form I-765, *Application for Employment Authorization***.

Key Information

Key USCIS forms referenced in this guide	Form #
Employment Eligibility Verification	I-9
Arrival-Departure Record	I-94
Application for Employment Authorization	I-765

USCIS
<p>• On the Internet at: www.uscis.gov</p> <p>For more copies of this guide, or information about other citizenship and immigration services, please visit our website. You can also download forms, e-file some applications, check the status of an application, and more. It's a great place to start!</p> <p>If you don't have Internet access at home or work, try your local library. If you cannot find what you need, please call Customer Service.</p> <p>• Customer Service: 1-800-375-5283</p> <p>• Hearing Impaired TDD Customer Service: 1-800-767-1833</p>

Other U.S. Government Services—Click or Call		
General Information	www.usagov.gov	1-800-333-4636
New Immigrants	www.welcometoUSA.gov	
U.S. Dept. of State	www.state.gov	1-202-647-6575

<p>Disclaimer: This guide provides basic information to help you become generally familiar with our rules and procedures. For more information, or the law and regulations, please visit our website. Immigration law can be complex, and it is impossible to describe every aspect of every process. You may wish to be represented by a licensed attorney or by a nonprofit agency accredited by the Board of Immigration Appeals.</p>



UNDERSTANDING JOB ADVERTISEMENTS

Florist Assistant
Sort/Display – exp.pref.
required – 30+ hrs – DL

Shipping Clerk
F/T, M-F, exp.pref.\$10/hr + bens
In-person only, h.s. or equiv.
Seasonal over-time

Telephone Service Center
P/T M-F 5:30-8:30
Smoke Free/Drug Free
Call 555-555-5555

Which job would:

- Require you to apply in person?**
- Require you to work occasionally on weekends?**
- Screens applicants by their phone skills?**
- Probably require a drug test?**
- Would accept a GED diploma?**
- Not pay benefits?**
- Requires a driver's license? Why?**
- Might consider you even if you didn't have experience?**

SAMPLE JOB ADS

PHOTOGRAPHY

Photography studio needs f/t & p/t asst. Career oppty. with chain owning over 300 locations. Extensive training for chosen few. Need good personality, motivation, and neat appearance. Flex. hrs. may include eves. & wknds. Frequent sal. reviews & other benefits.
Apply in person Tuesday 9 a.m. to 3 p.m.

PAINTING Exp. int. & ext. painter needed. Work 20-30 hrs./wk. Send resume with references to Box 342 c/o this paper.

ADM. ASS'T - Word, Excel, Publisher. Good communication skills, math ability and organizational skills. Exp. pref. Full benefits.

Call 555-5555 for an appt.
EOE

SALES

COMPUTER SALES Dynamic computer co. has imm. opening for exp. sales people interested in developing markets in new territories. High commissions!
Call 555-5555

DELIVERY COURIERS

Immed. openings for couriers. F/T sal. & benefits. Clean DL. No exper. nec. We will train. Call M-F, 9-5. 555-5555

SALES REAL ESTATE SALES
20K 1st yr., 40K 2nd yr., 60K 3rd yr., 90K 4th yr. (in commission)

QUADRUPLE YOUR INCOME
IN ONLY 4 YEARS!

You can work a 9-5 job and go nowhere or you can have a career where working hard will give you high rewards. Call our career counselors for your confidential conference or for information about our training sessions. 1-800-555-5555

RESTAURANT BANQUET MANAGER

needed for resort hotel. Sal. position w/ benefits. Prior fine dining exper. needed. Send resume & sal. requirements to the Winchester Inn, Winchester, VA 22601

MODELING

Need models of all ages, females & males. No exper. nec. Jersey Modeling, 766 Fitzmon, Walk in. M-F 10-2 p.m.

Getting Ready For the Interview

Your ultimate objective is to get an interview. To get ready for the interview practice answering the following interview questions. Be positive about yourself and at all times be honest.

<p>1. Tell me something about yourself. Give general information like your school status and why you are looking for a job.</p>	
<p>2. Have you ever worked before? What kind of work did you do on your last job? If you have no paid work experience, talk about your non-paid or volunteer work.</p>	
<p>3. What did you like most about the job? Did you like working with people, working with numbers, being outside, etc.? Highlight those things that will be the same in this job.</p>	
<p>4. What did you like least about the job? Make your statement as positive as possible. For example, "I didn't get to work as many hours as I wanted."</p>	
<p>5. Why did you leave your last job? Be honest but discreet. Point out plans for the future.</p>	

<p>6. Why are you interested in working for this organization? Find out about the organization in advance. Explain how your interests fit with what the organization does.</p>	
<p>7. What makes you think you are right for this job? Explain how your skills and abilities are needed for the job. Talk about your interest in learning new skills.</p>	
<p>8. Are you planning to continue your education? Be honest with your plans. If you plan to return to school soon, give your availability for work.</p>	
<p>9. What are your career goals? Describe the kind of work that you would eventually like to do. Explain how this job will help you achieve your goal.</p>	
<p>10. Why should I hire you? Explain how your skills and abilities are right for the job. Tell the interviewer about your positive work habits.</p>	

Interviewing Tips

- | | |
|---|---|
| <ul style="list-style-type: none"> ✓ Learn about the organization and the job. ✓ Dress appropriately and neatly. ✓ Take a pen, your fact sheet or resumé, and any other documents required. ✓ Plan to arrive a little early. ✓ Be polite and friendly. | <ul style="list-style-type: none"> ✓ Express interest and enthusiasm. ✓ Think positively. ✓ Thank the interviewer for his/her time. ✓ Don't smoke. ✓ Don't chew gum. |
|---|---|

Dressing for a Job Interview

- Clothing should be clean, well pressed, and fit well
- Shoes do not have to be new, but they should be clean and polished
- Avoid bright colors and designs. Wear clothes in brown, navy, black
 - Women: avoid low-cut blouses or dresses. Wear a dress, suit or pant suit. Make sure skirts are not too tight or short when you sit down.
 - Men: wear shirt and suitable pants or a sport coat; wear light shirts and plain socks. Remove your hat.
- Clean hair and ears
- Clean and trim nails, polish should be clear or color that is not too bright
- Makeup should be simple
- Be freshly bathed and use deodorant
- Hair neatly trimmed and combed
- Brush teeth/use mouthwash
- No sunglasses
- Keep jewelry simple
- Lay clothes out
- Have paperwork in a file folder, all ready to go
- Set your alarm and have a backup alarm in case you sleep through your first alarm
- Go to bed earlier than usual. Try to get a good night's sleep

CAN YOU ANSWER THESE?

Think through possible responses to the following interview questions so that you can present yourself as calm, collected, and qualified.

If you are unsure how to answer, talk to your counselor, class instructor, friends, family, and classmates for ideas.

Tell me about yourself.

What are your skills?

Have you ever done a job like this before?

What do you know about our business?

Why should we hire you?

What did you like best about your previous (job, internship, volunteer work?)

Do you prefer to work alone or with a group?

Give examples of how you are a team player.

How do you get along with people?

Who can we contact as a reference?

Why are you interested in this job?

POSSIBLE QUESTIONS TO ASK THE INTERVIEWER:

What would I do every day?

Would I be trained?

What would my hours be?

Would I work evenings or weekends?

Is there anything else you need to know about me, because I'm very interested in this job!

Are You Self-Reliant?

	PLAN TO LEARN	NEED TO PRACTICE	CAN DO ALREADY	VERY GOOD!
KITCHEN				
Operate stove				
Operate microwave				
Operate toaster or toaster oven				
Wash dishes				
Use can opener, measuring cups				
Plan and prepare meals				
Follow a recipe				
Store leftovers safely				
Set and clear the table				
Keep kitchen clean				
Pay attention to ingredients				
Buy healthy foods				
Cook regular meals (not takeout meals)				
Keep up on food shopping				
Look for sales and discounts on food				
Invite guests for meals				
Clean up dirty dishes in home				
LAUNDRY				
Store dirty clothes in one place				
Wash clothes frequently				
Operate washing machine				
Operate dryer				
Wear clean clothes				
Repair clothes (sew buttons, clean spots)				
Fold and put away clothes				
Hang up clothes				
Iron clothes				
HOUSEKEEPING				
Clear up dirty dishes, loose papers, etc.				

	PLAN TO LEARN	NEED TO PRACTICE	CAN DO ALREADY	VERY GOOD!
HOUSEKEEPING				
Keep floors clean				
Keep kitchen table and counters clean				
Mop and vacuum				
Change sheets and make beds				
Decorate home				
Take out trash often				
Dust surfaces/straighten shelves				
Maintain lawn, flowers, garden				
EMERGENCY AND SECURITY				
Know how and when to call 911				
Keep home locked				
Keep track of keys/do not lend keys				
Clear emergency exits				
Smoke alarms				
Know fire exits in building				
Unclog toilet or sink				
Turn water off				
Fix fuse				
Check electrical plugs and cords				
Use a fire extinguisher				
Store flashlights				
Know how to contact friends & family				
List local numbers for assistance				
Check windows/doors for security				
Limit visitors to known persons				
Eliminate clutter/fire hazards				
Know location of nearest police station				
HEALTH CARE				
Establish doctors, dentist				
Monitor personal diet, exercise				
See professionals for medical concerns				
Know location of medical records				
Know height, weight, birth date, SS#				
Know health insurance information				

	PLAN TO LEARN	NEED TO PRACTICE	CAN DO ALREADY	VERY GOOD!
HEALTH CARE				
Read a thermometer				
Understand over-the-counter medications				
Keep a calendar of appointments				
Request interpreter at hospitals				
Take friend or relative to appointments				
Understand and take medications				
Get prescriptions refilled				
Know personal hygiene				
Understand women's health, sex education				
Understand men's health, sex education				
Know local health resources				
Know locations of local clinics				
COMMUNITY				
Take public transportation				
Obtain bus pass				
Know taxi fares and regulations				
Ask for directions				
Walk safely				
Ride a bicycle safely				
Locate rest rooms				
Understand building security requirements				
Get a library card				
Open a bank account				
Obtain a Social Security card				
Know about social services available				
Use the post office				
Avoid local check-cashing/loan businesses				
Use public telephones				
Obtain picture ID				
Obtain driver's license				
SOCIAL LIFE				
Invite friends/family to home				

	PLAN TO LEARN	NEED TO PRACTICE	CAN DO ALREADY	VERY GOOD!
SOCIAL LIFE				
Attend local events (festivals, street fairs)				
Visit library				
Go to movies, restaurants, etc.				
Arrange entertainment with friends				
Watch television shows with friends/family				
Help plan a party or celebration				
Get regular exercise				
Communicate safely on the Internet				
Responsible about alcohol				
Keep a calendar of social activities				
Volunteer				
EDUCATION				
Know local education options				
Research financial assistance				
Attend classes				
Be ready for employment				
Seek employment				



Sample Budget



TOTAL SALARY: \$20,000		MONTHLY PAYCHECK TOTAL: \$1666	
HOUSING		HEALTH	
Rent/Mortgage		Doctor's Appointments	
Utilities (electric, gas, trash, water)		Dental Care	
		Prescriptions	
TRANSPORTATION		Drug Store Items	
Public Transportation		Recreation	
Car Payment		Gym Expenses	
Car Repairs			
Parking		FAMILY MEMBERS	
		Pet Expenses	
ENTERTAINMENT/COMMUNICATION		Child Care	
Cable/Satellite TV		Assistance to Family Members	
Internet		Baby/Child Expenses	
Telephone Land-Line			
Cell Phone		EDUCATION	
Movies/Concerts		Tuition	
Books/Museums/Magazines/ Newspaper		Fees	
		Books	
Trips/Vacations			
Music		CHARITY	
FOOD AND CLOTHING		CREDIT CARD PAYMENT	
Groceries			
Lunch and Snacks		SAVINGS	
Clothes and Shoes			
Laundry and Cleaners			



Money and Daily Living

WHAT WOULD YOU DO IF YOU ARE TRYING TO STICK TO YOUR BUDGET?

1) You rush to the grocery store to buy toothpaste and deodorant. You realize that you might as well get milk and bread while you are there. Then you see potato chips that you have been wanting to try, and there are some cookies that look delicious.

Is there a better way to shop?

2) Your best friend is always borrowing money from you. It's not much, but he always needs a few dollars.

How do you handle this?

3) You would like to paint your apartment if the landlord will pay for the paint.

How would you approach the landlord about the idea?

4) You would like to have a good cell phone.

Can you afford it? How can you save money on a cell phone?

5) You finally get paid!

What will you do with the money first?

6) At the end of the month you never seem to have any money left. You are very careful about spending, but things come up unexpectedly. You are beginning to realize that you may need some help.

Where can you go to get some help in stretching your money?

7) You would like to be able to give your friends and family some gifts for special occasions.

How can you plan ahead so that you can do this?

Managing Work and Family



- Do you keep a family calendar for everyone to see?
- Do you mark special events, work schedules, and holidays?
- Have you planned for family time?



- Do you have support from family, friends, and neighbors?
- Do you know who to call if you need help?
- Do you have more than one backup for child care?



- Do you know how to obtain a cell phone?
- Can you be located in case of an emergency?
- Do you know how to reach family and friends on your phone?



- Do you make lists of what needs to be done?
- Do you delegate some tasks that you really don't have to do yourself?
- Do you try to keep paperwork in one place?



Do you schedule a time to shop for food?

Do you buy healthy foods?

Are you eating healthy foods and taking care of yourself?



Do you cook extra food to serve later in the week?

Do you have help in preparing food and cleaning up?

Do you save money and time by freezing foods?



Have you checked your child care arrangements for safety and loving care?

Do you arrange to check on your child when possible?

Do you talk to your child about their child care experience?



Do you find time to focus just on your children?

Do you use every opportunity to help your children learn?

Do you make sure that you have time with your family?



Self-Esteem

Circle the answer that you think is the right thing to do.

- 1. When I am feeling frustrated, I will:**
 - (a) blame myself
 - (b) blame everyone else
 - (c) pick one small problem to solve
- 2. When someone else makes me frustrated, I will:**
 - (a) get mad at myself for being impatient
 - (b) let everyone else know that I'm frustrated with them
 - (c) concentrate on calming down, taking a break, then fixing the problem
- 3. When someone tries to make me feel bad about myself I will:**
 - (a) argue with them
 - (b) agree and feel worse
 - (c) plan to live my life to prove them wrong
- 4. When I am afraid to try something new I will:**
 - (a) put it off as long as possible
 - (b) pretend that it's not important
 - (c) figure out why I'm afraid and get help in overcoming the problem
- 5. When I feel like I have low self-worth, I will:**
 - (a) act like it doesn't bother me, but feel hurt inside
 - (b) agree and give up
 - (c) take steps to build my self-confidence

The answer is "c" for all of the questions.

Copy each of the "c" answers on the back of this sheet and use them as a guide when you are working on improving your self-esteem.

WORRIED?



As you think about your first day on a new job, what are you worried about?

Who can answer some of your questions?

What do you need to do to make sure that you are prepared for the first day on a new job?

First Days on the Job Situations

Tomorrow is your first new job on the second shift, starting at 3:00.

You can get the bus to work at either 2:15 or 2:30.

What should you do?

On your first day on the job you are sent to an orientation session. The first assignment is a pile of paperwork. You don't understand all of it, so you ask questions to the new employee sitting next to you. The two of you get along right away. By the third day of the Orientation you realize that your new friend is clinging to you but you want to meet new people.

How do you meet more people at work?

You are invited to sit in the cafeteria during your lunch break with a co-worker who has been training you. After a few minutes you realize that the co-worker and his friends are complainers. They criticize everything, even the boss, without worrying about being overheard. You really want to stay clear of them in the future.

How do you meet new people without insulting the complainers?

You want to save money, so you bring your lunch and take the bus. The team of employees in your department go out to eat every Friday.

What can you do?

The job is a lot more complicated than you thought it would be, and you are feeling overwhelmed. You don't want to whine, but working at your job is a lot harder than you thought it would be.

How do you cope during this transition to a new job?

Adjusting to Working



Go to bed
early



Arrange for
transportation



Get your
clothes
ready



Shower and
Shave



Pack your
lunch



Plan for your
paycheck



Get your
questions
ready



Stay
Positive!

WOULD YOU DO BUSINESS WITH YOU?

Employees who have excellent customer service demonstrate the following characteristics.

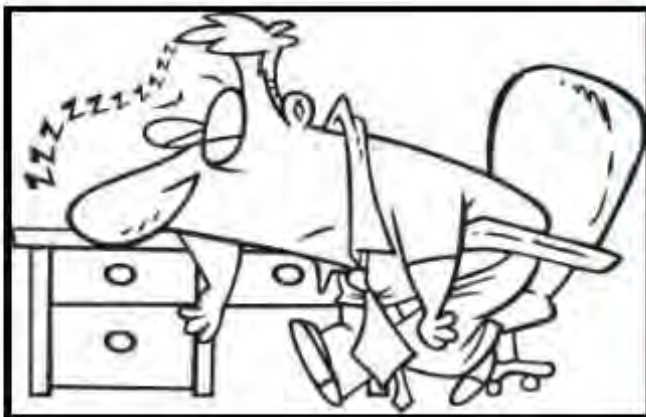
Check off the characteristics that describe you.

- Pleasant to just about everyone
- Able to set aside my personal problems when helping others
- Interested in people
- Interested in solving problems
- Stick to policies of my employer
- Enjoy meeting all different types of people, even the grouchy ones
- Generally don't take things personally
- Comfortable on the phone
- Patient, even when frustrated
- Calm when under pressure
- Know when to get assistance if a problem can't be handled by me
- Look forward to working with people
- Willingness to learn
- Able to control emotions

DON'T GET FIRED!



stealing
petty theft
damaging equipment



sleeping on the job
not completing tasks or
meeting deadlines
sloppy work



absenteeism
repeatedly late for work
not prepared for job responsibilities



**forging documents
cheating
lying**



**smoking in nonsmoking settings
use of drugs and alcohol at work
taking breaks without permission**



**destroying company property
showing anger
inappropriate behavior**



**difficult to work with
uncooperative
refusing to follow instructions**



**threatening
bullying
harassment**



**personal use of the computer
illegal use of the computer
wasting time on the job**



**offensive language
complaining, angry
insubordinate**

HOW AM I DOING IN MY NEW JOB?

Check off the items that are true about YOU.

- I have a plan for transportation, and a backup plan.
- I have two alarm clocks.
- I keep my uniform clean and have work clothes ready to go.
- I make sure to eat a good breakfast.
- I pay attention to good health habits and hygiene.
- I try to meet many people, forming friendships slowly and carefully.
- I get to work on time – in fact, I am often early.
- I take breaks only when they are allowed.
- I am a good team player and help out other workers.
- I do not quit working until my shift is over.
- I ask questions often, and consult with respected co-workers.
- I maintain a positive attitude, even if I don't really feel like it.
- I have a budget and I stick to it, even on payday.
- I resist temptations to spend my paycheck right away.
- My relatives see me as a good role model.

What else do I need to do to make sure that I am ready for my new job?

Personal Hygiene on the Job

- _____ Hair combed and in an appropriate style
- _____ Hats...usually best left behind. Worn outdoors only
- _____ Face clean. (Girls should wear minimal make-up)
- _____ Scent free, that is no perfume or after shave lotion
- _____ Deodorant
- _____ Teeth brushed and flossed
- _____ Simple jewelry, if allowed
- _____ If you have an open shirt, only top button is open
- _____ Neck clean-take a shower or bath every day
- _____ Buttoned dress shirt and tie, if appropriate
- _____ Hands clean with limited jewelry
- _____ Clean and well manicured fingernails
- _____ Watch-usually work on left hand. Correct time?
- _____ Belt-put through all the loops
- _____ Belt length-should be 5 inches longer than your waist
- _____ Pants-ironed and worn at the waist and not lower
- _____ Shoes-shined
- _____ Most important!! Your smile!



EXCERPTS FROM DRESS CODES

Unacceptable Attire

- Plain or pocket T-shirts
- Cutoffs
- T-shirts with logos
- Athletic wear
- Thongs of any kind
- Blue denim jeans
- Spandex or Lycra such as biker shorts
- Tennis shoes
- Tank tops, tube tops, halter tops with spaghetti straps
- Deck shoes
- Underwear as outerwear
- Beach wear
- Midriff length tops
- Provocative attire
- Off-the-shoulder tops
- Workout clothes or shoes
- Evening wear

Enforcement

Department managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If questionable attire is worn in the office, the respective department supervisor/manager will hold a personal, private discussion with the employee to advise and counsel the employee regarding the inappropriateness of the attire.
2. If an obvious policy violation occurs, the department supervisor/manager will hold a private discussion with the employee and ask the employee to go home and change his/her attire immediately.
3. Repeated policy violations will result in disciplinary action, up to and including termination.

SAMPLE DRESS CODE POLICY

Clothing and professional appearances are important and help create the first impression to our customers and the community. Although first impressions may be wrong, they are likely to be lasting.

Extremes with respect to hairstyles and grooming may also project an unprofessional image.

Employees not required to wear uniforms are expected to be neatly dressed in appropriate attire for their position.

Staff members are expected to wear Company logo shirts and slacks or dress shirt, tie and slacks.

Managerial and clerical staff should dress appropriately to meet the public in a casual business environment. Jeans, shorts, halter tops, tank tops, T-shirts, flip-flops, tops that reveal the stomach area, low-cut blouses and other sports attire are not to be worn in the office.

Uniforms will be purchased by the Company to ensure uniformity, and the cost will be divided equally between the employee and Company.

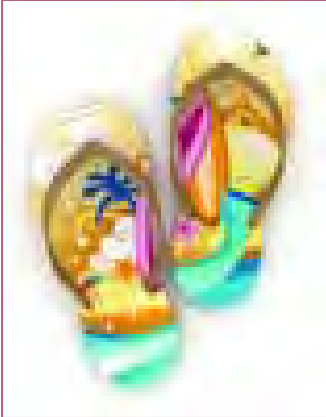
Name badges will be provided and are to be worn at all times during normal working hours.

Employees may purchase up to five (5) full uniforms per calendar year, at a 50/50 cost sharing with the Company. Any cost for quantities exceeding five within one year will be the sole expense of the employee.

This dress code will remain in effect all during the year, unless relaxed by the General Manager, for seasonal reasons or specific functions.

The Company reserves the right to interpret and apply this dress code with respect to employee attire and professional appearance. Employees who do not follow this policy may be sent home to change or, if appropriate, other disciplinary action may be taken, up to and including termination of employment.

DESTRESSING STRATEGIES



Calm down by breathing and leaving the stressful situation.

Tell MAC participants if stress starts to build up, change the setting. Walk away. Go somewhere else. Then concentrate on how you are breathing. Take deep breaths at first, then breathe normally.

Pay close attention to diet.

MAC participants should be encouraged to eat foods that do not cause stress on the body, make them feel unhealthy, depressed, or disappointed in themselves.

Communicate to resolve differences.

Encourage MAC participants to address a problem by communicating about it.



Avoid people who cause stress.

If possible, release friendships that cause stress, communicate with difficult co-workers only to make peace, reduce contact with family members who cause tension.

Expand contact with friends.

Socialize with friends who have the same interests and are supportive and kind.



Have something to look forward to.

Plan a movie, a hobby, a visit with someone special.

Schedule a time with family that is dedicated to relaxing.

Just 15 minutes of time dedicated to just family can reduce stress for everyone in a chaotic situation.



Identify the causes of the stress of children (for parents or caregivers).

Children need their basic needs taken care of first: hugs, sleep, food, bodily comforts.

Discuss the stress.

Talk to friends, trusted adults, or the MAC Coach about worries and possible solutions to problems.

HANDLE STRESS AT WORK

How would you handle these stressors?



- Your boss is always yelling at everyone.
- You are not sure if you are doing the job correctly.
- One of your co-workers is really annoying.
- You have a hard time paying attention to directions.
- You are not included in lunch activities by co-workers.
- You are exhausted from constant shift changes.
- You have to work overtime a lot.
- Your paycheck is a lot less than you thought it would be.
- You don't enjoy the work that you are required to do.
- The working conditions are hot and messy.
- You keep making mistakes, even if you try very hard.
- You can't afford to contribute to collections for gifts.
- You have trouble reading instructions for your job.
- Your evaluation is coming up.

WORDS OF WORK IN CONTEXT

HUMAN RESOURCES - GENERAL

When I went to apply for a job, they sent me to an office called Human Resources, or HR. I filled out an application and gave them my resumé. When I started to leave, an HR Supervisor asked me to come into her office for an interview.

I was glad that I was wearing a blazer and a nice shirt and tie.

She told me that they had several candidates for the position. She needed to fill the job right away. She felt that I was qualified for the job, but I would need more training. She wanted me to meet her manager.

She explained that if I was hired she would have to give me a drug test. I would then go through an orientation.

I would be on probation for 90 days. Then I could be appointed full-time.

She told me the salary and benefits. I don't know if it was a good salary, but agreed to meet the manager. Did I do the right thing?

WORK SETTINGS – GENERAL

I take the bus to work. It pulls up at the back entrance to the building, next to the big parking lot. I punch in my time card to let the employer know what time I arrived. I take the bus that will get me there 15 minutes early.

My hours are 8:30 to 4:30 Monday through Friday.

I go straight to the break room and store my coat and lunch in my locker. I stop by the supervisor's office to say hello and to find out if there are any new work assignments.

Then I walk down the hallway, passing the restrooms, supply room, copy room, and offices of the managers.

Some mornings I have a meeting in a conference room before we go to work. My desk is in a cubicle in a huge room. I am answering phones during my shift. I think I am very good at customer service.

When it's time for a break, I use the men's room and then get something to drink at a vending machine. We have 30 minutes for lunch. Sometimes some of us order takeout, but most of us bring our own bag lunch.

I am a good employee because I come to work every day, on time. I am allowed three sick days and six vacation days. I haven't used any of that time yet.

I would like to take a day off to visit my friend in another city. I am a new employee and don't want to look like I'm not taking my job seriously. Should I take the day off?

TEAM MEETINGS

I clean rooms in a large hotel. We have team meetings every day before the shift begins. The team leader goes over the schedule and assignments, and we get our questions answered.

Yesterday we got new name tags and talked about security because a famous guest was registering at the hotel. We are always reminded that we work as a team to get our work done quickly and efficiently.

My goal is to be a desk clerk in the hotel. I would get a raise in salary and better benefits. I need to work on my English and my customer service skills.

What does a desk clerk do?

BUSINESS MEETINGS

In my new job I go to a lot of meetings. We sit in a conference room. The chair of the meeting usually has an agenda. We find out the objectives of the meeting and the topics.

We go over ground rules and read the minutes from the last meeting. Someone is assigned to take notes.

Sometimes the meetings are boring, but once in a while there's lots of brainstorming, discussion, or debate.

Sometimes we do introductions if there are new committee members. A speaker may do a presentation and pass out handouts. It may be a teleconference or videoconference, or a PowerPoint presentation. The chair describes decisions and action plans.

How can I share my thoughts at a meeting so that people will listen to me?

RESTAURANT SERVER

I'm a waiter in a chain restaurant. I am also called a server. A party of five customers came in without a reservation. They were seated in my station and ordered cocktails. The bartender carded them because it's the law that you can't order alcohol unless you are 21 years old. (I can't serve liquor or beer because I'm not 21 yet.)

I took their order. They wanted an appetizer. They also ordered salads, fries, burgers, sandwiches, and other entrées and sides. They ended the meal with coffee, sundaes, and pie.

They left me a big tip because of my good customer service. What do you think I did as a server to earn such a big tip?

FAST- FOOD RESTAURANT

I work part-time in a fast food restaurant. I am paid minimum wage.

I work different shifts and my hours change each week. Sometimes I work over-time. I have to wear a clean uniform and have a spare in my locker in case I spill something on it. I like to take orders at the drive-in window and work the register.

I have to ask the customers if they want to purchase a beverage, and if they want their meal super-sized. Behind the counter we work as a team and we all know how to fill the order in less than two minutes. Why do you think the 3-11 shift is the busiest?

COOK

I have a job as a short-order cook in the kitchen of a diner. I help decide the menu and the specials, order inventory for the ingredients, prepare the dishes, and set up the orders, cafeteria style. Customers like our restaurant because the portions are huge.

The breakfast shift is busier than the lunch and dinner shifts. I don't like to work breakfasts because I have to be at work at 3 a.m. to get ready to open at 6 a.m.

Sometimes I have to do the dishes or bus the tables. I love the cooking part of my job and my boss says I should go to culinary school to become a chef. Should I do that?

NURSING HOME ASSISTANT

I work in a nursing home and am training to become a Certified Nursing Assistant (CNA). I have ten residents to check on. (They are called residents, not patients.)

If a resident is not feeling well, a doctor will make a diagnosis and take care of illness and medicines. I am supposed to let a nurse know if I notice any new cuts, bruises, and coughs – or if residents seem to be confused or sick.

I am not allowed to touch any pills or give injections. I know my residents very well and love to help them. I help them get dressed and bathed, and comb their hair while they tell me the stories of their lives.

For some I push their wheelchairs or help them move around with their walkers and canes. Why do you think I love my job?

HOSPITAL WORK

I want to work in a hospital, but I'm not sure if I want to take blood, do ultrasounds, or take X-rays and CAT scans. There are classes that teach you how to do those medical tests.

I would also like to work in an emergency room, usually called the ER. Departments like Pediatrics (working with children) or Obstetrics (where babies are born) would be interesting!

I may go to school to become a nurse – either an LPN or an RN. Someday I may become an MD, also called a doctor, physician, or provider.

Wouldn't it be great to be able to diagnose a disease and help to cure someone? How do I find out if I really would enjoy working in a hospital?

HEALTH CARE WORK

Yesterday my family had to go to a clinic because my sister had a stomachache. The receptionist was a nurse and she took my sister's medical history. She asked if we have health insurance.

My English is getting better, so I translated for my family. I explained how my sister's blood pressure would be checked. I told my sister they would check her weight, height, and temperature.

She has already been tested for diabetes and lead poisoning. The doctor did an exam while I explained to my sister what was going on.

He listened to her heart with a stethoscope. I liked helping my family. I wonder how I could help other families with their health care.

GROUNDSKEEPER

I have a friend who works as a groundskeeper for a large office building. He mows lawns, plants flowers, and trims hedges. In the fall he rakes leaves.

I would love to have a job outdoors, but the climate where I live in the United States makes it hard to work outside all year long.

I don't know much about grass and fertilizer and sprinklers, but I'm sure I could learn. I have watched my friend spread grass seed and use a weedwhacker, and it looks like fun.

My friend's job is seasonal, so he works at a garden shop in the winter. Do you think I should get a job that I can only do for part of the year?

LANDSCAPER or ARCHITECT

Our new apartment is near a public park. I enjoy walking down the brick pathway. I sit on the park bench near a fountain and imagine my own park.

I would plant shrubs and trees around a path leading to a playground and track. I would ride a big lawnmower and rake leaves to keep the park environment clean and neat.

I would build a stone wall and plant bushes to protect the area. I talked to the landscaper at the park near our apartment. He told me the park was designed on a computer.

Do you have to be an architect to design public places?

CHILD CARE

I would like to be a home day care provider. Then I could be home with my own children while providing childcare to other families.

I have to learn first aid and home safety rules. The state has standards for sanitation, meals, and space. I would like to take care of infants and toddlers, but I would start with school-age children. The school bus could drop them off at my apartment.

There are childcare classes at the community college, so I am going to enroll in those. The first class is on the regulations, with information about how to become certified. I will have to figure out my rates and how many children I am allowed to babysit.

Once my children are older I would like to go to college and become a teacher. Do you think it is possible to do daycare during the day and go to evening classes?

FINANCE

Before I came to the United States I worked in my family's store. I was really good at selling the merchandise and keeping track of the money. I have been learning how to do arithmetic, like addition and subtraction. I really enjoy working with numbers!

I am going to try to get a job in a store where I can learn more about mathematics and accounting. I could start with budgeting and bookkeeping. If I take classes in finance, I could work in a bank or become an accountant.

How can I learn more math right now?

CLEANING

My new job is to clean three floors of an office building at night. I vacuum, mop, dust, and empty wastebaskets.

There is a small kitchen where I wash the counters with sponges and sweep the floor.

Some people don't know that even the elevator buttons and the railings on the stairs and escalators are cleaned.

I even spray the light switches and doorknobs with cleaner and wipe it off with paper towels. I don't like cleaning the restrooms, but it's part of my job.

The rest of the cleaning crew meets for a break at midnight. I like working at night because it's very quiet and my team members are fun to work with. They will help me if I fall behind in my work. Sometimes the offices are really messy.

Why do you think I enjoy my job as a cleaner?

MANUFACTURING

I work in a factory on an assembly line. I am part of a team that packages the product to get it ready to ship. The equipment can be dangerous, so I wear safety glasses and special gloves and work boots.

The plant manager does inspections of our work and approves overtime. He has been training me in how to repair the equipment when it breaks down. My goal is to be a line supervisor so that I'll get a pay raise and more responsibility. I like working where goods are manufactured, especially when I see people using them. What do you think we manufacture?

OFFICE WORK

I work in an office as an intern. I answer the phone, collect papers from the fax machine, and make copies. Yesterday I printed a document from the computer and put it in a three-ring binder.

Sometimes I have to staple papers. I hate to file because everything is in alphabetical order. I also have to fill the coffeepot and take care of lunch delivery. I deliver the mail in the office.

I am learning how to use the office software. I am hoping that I will be able to job shadow my co-workers to find out more about their job responsibilities.

What can I do so that my internship can become a job?

COSMETOLOGY

I really enjoy doing haircuts and hair styling. I'd like to learn how to do manicures and pedicures, facials, and other beauty treatments. I helped my sister prepare for her wedding and I would love to do that for a career.

I understand that I have to complete training and get certified. I need to learn about hygiene and laws about sanitation. I guess I can rent a booth in a hair or nail salon, or I can work for a business that provides a lot of different spa services. Should I go to cosmetology school?