



INTENTIONAL SKILLS ATTAINMENT

Work Ethic And Work Etiquette

ESTIMATED TIME REQUIRED



50 minutes

OVERVIEW

This session highlights the value of developing skills related to work ethic and work etiquette as necessary skills in preparing for post-service education and career opportunities. In this session, your service year corps members will explore the difference between work ethic and etiquette, while participating in activities that will help strengthen their skills in these areas.

LEARNING OUTCOMES



By the end of this session, your corps members will be able to:

- Define ethics and etiquette, as well as work ethic and work etiquette
- Understand the differences between work ethic and work etiquette
- Recognize how these skills show up during a service year or in a professional environment
- Understand the importance of these skills and identify where they are in developing and honing each of these skills

TRAINING SESSION RESOURCES

Before getting started with this training session, you should review the Preparation section below as well as familiarize yourself with this guide's Session Script. This session should be presented directly to corps members using this downloadable presentation:

- **Downloadable Presentation:** [*S4 Training Session: Work Ethic And Work Etiquette*](#)

The downloadable presentation includes speaker notes for program staff who are facilitating this session directly to corps members, making it easy for staff to walk through the presentations efficiently and effectively.

PREPARATION


Trainer Expectations

Throughout this training session, trainers will be asked to facilitate the group through small group discussions and full group discussions. Some of the topics may feel challenging for your corps members to engage with, and they may not want to engage in conversations on these topics at first. Part of fostering a belonging environment is making the space equal with corps members and program staff. Therefore, we recommend you, as the facilitator, prepare responses to the questions posed to the corps members throughout the session as a strategy to help spark conversation if needed. Before beginning this session, review the Session Outline & Script below and ensure familiarity with the content to be prepared to facilitate activities and answer potential questions from corps members. You'll notice in the Session Outline there are resources linked to provide background on the subject matters included in this training.

	TIME ESTIMATE
	LEARNING OUTCOMES
	VIRTUAL MODIFICATION
	ACTIVITY
	HELPFUL TIP

Necessary Materials

- Prepare to have note cards, blank paper, and writing utensils.
- Hand out one note card to each participant before beginning the session.
- Your corps members should bring their journal to this session
- One printed copy for each corps member:
 - [S4: Resource: Work Etiquette](#)
 - [S4: Resource: Work Ethic](#)
 - [S0: Resource: Glossary](#)

HELPFUL TIP 

Your service year corps members will use their Employability Skills Inventory for this session and throughout the rest of the program year. Encourage them to keep it in a safe place or collect it each time they use it.

Virtual Modifications



If you plan to facilitate the training session in a virtual environment, we recommend the following modifications:

- Use a whiteboard that can be displayed on camera or share your screen and work in a word or google document
- If you have group break out sessions, set up the groups in advance via your video conferencing software
- Don't forget to send an email with any necessary handouts (see printed materials above) in advance of your remote session
- One of today's activities suggests you poll your corps members. Determine whether you are using the chat functionality in your webinar software or make sure you are familiar with setting up polls in that software.

SESSION OUTLINE

The following outline walks you through what to expect throughout this session and how to prepare. Even if you are planning to utilize the recorded webinar version of this training, we recommend you still use this Session Outline to prepare for the session.

I. Introduction

ACTIVITY: Icebreaker - full group



To warm up before the session you will ask corps members 10 “yes or no” questions and they will go to different parts of the room based on their response. Make sure the room is set up for corps members to be able to move around. If you don’t have space to move around, you could ask participants to stay seated and raise their hands in response to your questions. If you are conducting this session remotely, determine if you will use the chat functionality or are familiar with setting up polls in the software.

II. Ethics and etiquette definitions and differences

You will define ethics and etiquette and share examples of the difference between them.

ACTIVITY: Poll questions - journaling & full group discussion



Prep needed: you will guide the group through a discussion about the questions you asked in the ice breaker and if they are related to ethics, etiquette or neither. You should review these in advance to ensure you are able to fully facilitate the group conversation.

ACTIVITY: Work ethic and etiquette - full group discussion



III. Work ethic & work etiquette

You will introduce the word “work” into the conversation on ethic & etiquette

Prep needed: review [Forbes article](#) in advance

ACTIVITY: Work ethic - journaling



ACTIVITY: Work ethic rubric - journaling & full group discussion



ACTIVITY: Work etiquette rubric - journaling & full group discussion



ACTIVITY: Exit Ticket - 3-2-1



You will prompt corps members to answer three prompts on a note card (with or without their name) before they leave the session.

SESSION SCRIPT

The following script should be used for presenting this session directly to your corps members. It is recommended that you review this script before beginning the session. Italicized prompts are intended to be guidance for you as the trainer rather than part of the script you will communicate to your corps members.

Slide #1

Hi everyone! Welcome! Today we are going to take a closer look at the work ethic and work etiquette skills from the Employability Skills Inventory. We will think about the differences between the two, why they are both important for career success, and where we are in our development of these skills.

Slide #2

Before we begin, let's start by warming up our brains and our bodies with a little game! We are going to take a poll. If the answer is yes to the question, stand on the right side of the room and if the answer is no, stand on the left.

Read through each of the poll questions and allow 15-20 seconds between questions for corps members to go to the appropriate side of the room.



Use the chat or set up polls in your webinar software.

Poll Questions:

1. Have you ever had pizza for breakfast?
2. Have you ever played a musical instrument in front of an audience?
3. Have you ever been in a wedding?
4. Have you ever held a door open for someone?
5. Have you ever had an argument with someone in a language other than English?
6. Have you ever changed a diaper?
7. Have you ever changed someone's mind about something?
8. Have you ever not shown up to an appointment or event without letting someone know?
9. Have you ever shown up to a costume party with no costume?
10. Have you ever borrowed something without asking?

Ask everyone to return to their seats for the debrief

Slide #3

What did you notice about the results? What have we learned about our group? What questions do you have?

Allow a few corps members to answer the debrief questions as you ask them or call on participants if you don't have any or many volunteers. Field a few answers verbally. If folks are slow to jump in, you can get them started by sharing what you notice about poll trends, e.g., "Wow! Almost everyone has had pizza for breakfast!"

We will come back to this, but let's move on so I can share our agenda for the day.

Slide #4

Today we are going to do a deep dive into the employability skills: work ethic and work etiquette. We just did our brain warmer, so from here we'll look at definitions of ethics and etiquette, and then do 3 activities that will help us sort out what we mean specifically by work ethics and etiquette. Then, we will put a spotlight on some essential elements of ethics and etiquette. And finally, I'll ask you to do a quick "exit ticket" activity, which I'll explain when we get to it.

I have a few housekeeping notes before we move on: This session is very interactive, so please try to turn off any other distractions. We have some fun things planned, so I think you'll find that this session will go by very quickly, and hopefully you will get something useful out of it!

You should have some paper and a pen or pencil to work with today. If you are keeping a journal, that will work fine, but just make sure you have something to write with because we will be doing a few exercises where you will need pen and paper.



Give corps members a few minutes to grab pen and paper. Ask them to have their cameras on so we can all get to know each other a little better. Sessions are always more fun when we can actually see each other!

Slide #5

Let's start by looking at some definitions.

Ethics are a set of moral principles that govern a person's behavior or the conducting of an activity.

Etiquette is the customary code of polite behavior in society or among members of a particular profession or group.

Slide #6

In other words, ethics is related to principles. Etiquette is related to behavior.

Ethics is personal; right and wrong are judged by the individual. Etiquette is social; it is not created or determined by an individual.

Slide #7

Let's look again at the questions from our poll. I'd like you to take a few minutes to read through and decide if any of the questions are related to ethics or etiquette or neither. Write down your answers.

HELPFUL TIP



Some of the questions are clearly one or the other. For example: "Have you ever borrowed something without asking?" – this is ethics. And, "Have you ever held a door open for someone?" – this is etiquette. Some are not clearly one or the other, but allow time for people to discuss them and present their arguments.

After allowing for some discussion, ask if they are clear on the differences. If not, help to further clarify.

Slide #18

Now that we have an understanding of what we mean by ethics and etiquette, what do you think we mean by specifically “work” ethics and “work” etiquette?

Take a couple minutes to have a group discussion. Allow for volunteers to share their thoughts. Share your own thoughts to start a conversation if needed.

Slide #9

Now that we have kicked around our own ideas about this, let’s look at what Forbes says. Forbes tells us that: “Business (or work) etiquette comprises the rules that govern polite interactions between two or more people. Business (or work) ethics comprises the rules that govern the rights and responsibilities business people have with respect to each other and the companies they work for.”

Slide #10

Now that we all have shared definitions of work ethics and work etiquette, let’s dive into each and learn how these skills may show up for you during your service year. We will start with work ethics.

Slide #11

We are going to do an individual free-write activity. I’m going to give you 3 minutes to do this. Your job is to write whatever comes to mind (without censoring or judging yourself!) in response to only one of these questions:

- Why is it important to have a good work ethic?
- How do I know if I have a good work ethic?
- How can I improve my work ethic?

Ask if anyone is comfortable sharing their response. Field a few answers from corps members.

We’ll end this section with a quote by the wrestler Bret Hart, one of Canada’s hardest working and most celebrated professional wrestlers. He says, “If you’ve got the confidence and the work ethic, you can make any dream come true.”

Slide #12

Let’s reflect on the activity with some standard work ethic characteristics. Take a look at this descriptive list from your Work Ethic rubric.

Work ethic is:

- Being honest and cultivating a personal work ethic.
- Handling confidential, sensitive information appropriately and respectfully and keeping equipment safe.
- High levels of effort and perseverance, and a positive attitude towards work and service.
- Considering the impact of decisions and actions on one’s peers and community.
- Eagerness to learn new skills and improve upon existing ones.
- Ability to work and serve with minimal supervision.

Take 3 minutes to reflect on where you think you are in some of these areas. What questions do you have? Are there any areas where you are unsure? Use your journal to write your thoughts. After you reflect, we will discuss as a group.

Set a timer to allow 3 minutes of personal reflection. After personal reflection, take 4 minutes for group discussion.



Use the chat or ask participants to get off of mute to share for virtual sessions.

Slide #13

We are now going to turn our attention to work etiquette. We know now that work etiquette involves several components, but one of the most obvious and important is how we present ourselves through our clothing choices. There is an old saying that goes, "You never get a second chance to make a first impression!"

Why is that important, especially in the workplace? Consider this, according to Psychology Today, research shows that it takes people between 20 to 32 seconds to make a good or poor first impression at a job interview, despite an interviewer's mental attempts to remain neutral. Proper business attire played a large role in determining who "passed muster," according to the article.

Slide #14

Some organizations will tell you the required dress code. However, if you're unsure, the most important rule is: "If you don't know, look around. If you still don't know, ask."

Some organizations don't have an official dress code, the assumption being that employees will figure it out themselves. But if you can't figure it out by observing other employees during your interview, you should err on the side of dressing more formally, and plan to ask HR if there's a policy surrounding proper dress code.

Slide #15

Dressing professionally is only one aspect of work etiquette. Other aspects of work etiquette are described in your Work Etiquette rubric on your printed handout. Let's review this list together.

Work etiquette is:

- Being aware of the professional culture you are a part of, for example, how people dress, present themselves or interact with each other, and how they let leadership and peers know when they will be out or late.
- Being aware of professional greeting norms, which include making eye contact, turning to a person when speaking, and noting what physical greeting, if any, is used by your organization (e.g., shaking hands, fist or elbow bumps, etc.).
- Possessing phone, email, and internet etiquette (answering the phone in a professional manner, responding in a timely fashion, having out-of-office messages on, knowing when to use your cell phone in a professional setting, etc.).
- Possessing meeting etiquette (never arriving late, but if so, letting the right person know in advance).

Take 3 minutes to reflect on where you think you are in some of these areas. What questions do you have? Are there any areas where you are unsure? Use your journal to write your thoughts. After you reflect, we will discuss.

Set a timer to allow for 3 minutes of personal reflection. After personal reflection, take 4 minutes for group discussion.



Use the chat or ask participants to get off of mute to share for virtual sessions.

Slide #16

Let's wrap-up our discussion with any questions, comments, or thoughts you have about everything we discussed during today's session.

Allow for this time to be an open discussion.



Use the chat or ask corps members to get off of mute to share for virtual sessions.

Slide #17

Hand out 1 notecard to each participant.

Thank you all for your time and attention today! The last thing I am going to ask you to do is fill out an Exit Ticket. Please write these answers on the notecard provided and hand those back to me before you leave:

- Three things I learned today are...
- Two things I found interesting are...
- One thing I still wonder is...

HELPFUL TIP



You can have participants put their name on the note cards but it is not required for in-person sessions.



Ask participants to send you a private message in the chat before they log off.