

Student name: _____ Date: _____

MODULE 10

List ways you can show interest and enthusiasm on the job.

Objectives:

- A. Define interest.**
- B. Define enthusiasm.**
- C. List ways of showing interest.**
- D. List ways of showing enthusiasm.**

MODULE 10: INFORMATION SHEET

TO THE STUDENT: Read and study this information sheet and then complete the student activities at the end of this module to show your understanding.

What is interest?

Interest is the immeasurable quality that is seen, perceived and read by people around us. We state this by our actions, questions and facial expressions.

There are people who show interest by watching an instructor or supervisor on the job with such an intensity that they appear mesmerized. Some get lost within the subject materials (rapport).

There are others who are inherently inquisitive, who ask questions impulsively according to their thought. For example, they think aloud. This is a form of showing interest.

These are some ways in which we speak silently, or use body language:

- Our eye movements
- Our posture
- Our hand motions

Attitude shows interest. Let's look at the *pessimist* and the *optimist*.

A pessimistic attitude is neither good nor bad. However, most people might consider this a poor attitude.

Example: "Gee... look at all the work the boss gave me. He must be crazy." This person looks at the negative side.

An optimistic attitude is again neither good or bad, but it is most often perceived by others as a good attitude.

Example: "Gee... look at all the work the boss gave me. He knows I'll get it done and he trusts me." This person looks at the positive side.

Define Enthusiasm

Enthusiasm is a way of showing our interest in what we do. If at work, how do we get the job done? If we approach our work with eagerness and get the job done with as few complications as possible, we are thought to be enthusiastic workers. If we are working and it appears to be fun to others, they say we are enthusiastic.

Most of the time you can sense the type of people working in a place as you walk through. You feel an uplifting, almost electrifying, feeling when people are happy and enthusiastic.

Try watching people some day to get an idea of what this means.

Where?

- Shopping malls
- Offices
- Places of business

Who?

- Professionals
- Clerks
- Maintenance personnel
- Security personnel

Why?

To observe habits, attitudes and enthusiasm.

Ways of showing interest

1. Asking questions.
2. Be alert.

3. Be on time.
4. Volunteer if volunteers are requested.
5. Work overtime.
6. Help the people around you.
7. Consider everything in your area as your responsibility.
8. Take pride in your work.
9. Don't spread gloom.
10. Don't talk about others.
11. Suggest ways of improving the job.
12. Don't bring personal problems to work with you.

Ways of showing enthusiasm

1. Be cheerful on the job.
2. Be optimistic...look on the bright side.
3. Be helpful to everyone.
4. Work equally with subordinates as with your supervisors.
5. Never refuse to give a helping hand.
6. Be alert to others' needs.
7. Don't take advantage of employment benefits (arrival time, breaks, lunch, sick days).
8. Meet the deadlines; help others to do the same.

5. Describe in a complete paragraph how you react to a very pessimistic person.

6. If a job in your department has to be accomplished within a two-hour period by someone other than yourself, would you:

- A. Hide from the boss
- B. Stay at the water fountain
- C. Make sure they know it isn't your job
- D. Offer your help

MODULE 10: STANDARDS ADDRESSED IN THIS MODULE**Pennsylvania's Academic Standards for Career Education and Work****13.3.11. Career Retention (Keeping a Job)**

- A. Analyze work habits needed to advance within a career.

Pennsylvania's Academic Standards for Reading, Writing, Speaking and Listening (RWSL)**1.1.11. Learning to Read Independently**

- E. Establish a reading vocabulary by identifying and correctly using new words acquired through the study of their relationships to other words. Use a dictionary or related reference.

1.5.11. Quality of Writing

- A. Write with a sharp, distinct focus.
- Identify topic, task and audience.
 - Establish and maintain a single point of view.
- B. Write using well-developed content appropriate for the topic.
- Gather, determine validity and reliability of, analyze and organize information.
 - Employ the most effective format for purpose and audience.
 - Write fully developed paragraphs that have details and information specific to the topic and relevant to the focus.
- F. Edit writing using the conventions of language.
- Spell all words correctly.
 - Use capital letters correctly.
 - Punctuate correctly (periods, exclamation points, question marks, commas, quotation marks, apostrophes, colons, semicolons, parentheses, hyphens, brackets, ellipses).
 - Use nouns, pronouns, verbs, adjectives, adverbs, conjunctions, prepositions and interjections properly.
 - Use complete sentences (simple, compound, complex, declarative, interrogative, exclamatory and imperative).

Secretary's Commission on Achieving Necessary Skills (SCANS)**PERSONAL QUALITIES**

Self-Esteem: Believes in own self-worth and maintains a positive view.

Sociability: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings.

Self-Management: Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals; self-starter.

COMPETENCIES

Interpersonal: Works well with others, including being skilled team members and negotiating with others to solve problems or reach decisions.