

TRAINING ACTIVITY
“ATTITUDE CHECK”
ASSESSMENT

ACTIVITY DESCRIPTION

This quick and simple exercise will challenge open discussion on how our attitude impacts our job and those around us.

Instructions:

- ?? Distribute the Attitude Check exercise sheet.
- ?? Ask the class to read it and check all answers that apply.
- ?? Stress the fact that there are no right answers and that they should be honest with themselves.
- ?? Promote discussion with questions like: “Did you find any surprises?” or “How does this impact the role of your job?” “How does it impact the people you come in contact with?”

KEY LEARNING POINTS

This activity will challenge the learner to identify their attitude and the impact it has on others.

VARIATIONS

- ?? Have co-workers complete the form and compare how they see you with how you see yourself.

RESOURCES NEEDED

- ?? Printed Attitude Check exercise sheet (example attached).
- ?? Writing Instruments.
- ?? Time: 5-10 minutes.

SOURCE

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ATTITUDE CHECK

- ⚡⚡ Do you show a pleasant attitude at all times?
- ⚡⚡ Are you courteous, polite and professional at all times?
- ⚡⚡ Do your manners indicate a sincere desire to be of service?
- ⚡⚡ Do you show genuine concern?
- ⚡⚡ Do you answer promptly and in the correct manner?
- ⚡⚡ Do you lose your temper when dealing with belligerent people?
- ⚡⚡ Are you, or will you be the object of complaints?
- ⚡⚡ Do you slam things when you become upset?
- ⚡⚡ Do you antagonize people with your attitude?
- ⚡⚡ Are your feelings hurt easily?
- ⚡⚡ Are you able to explain politely to a citizen as to why service has been delayed or why services cannot be provided?
- ⚡⚡ Do you refer citizens to the proper agencies for services not provided by your department?
- ⚡⚡ Are there outward signs of stress when it gets busy or when there are questions in which you cannot answer?
- ⚡⚡ Do you use profanity or slang when talking to the public?