

Workshop V: Professionalism

Materials: You Tube Video, *starbucks manager with anger management issue 1*, Skills to Pay the Bills, Activities 2 & 26 (Flipping the Switch & The Cultural Divide), Email Hire PPT, copies of article: *Thank You for Sharing. But why at the Office?*, Exit Ticket

Activity 1: starbucks manager with anger management issue 1

Purpose: Employees discuss the experience of receiving poor customer service.

Procedure:

1. Facilitator plays video, *starbucks manager with anger management issue 1*.
2. Facilitator directs employees into a “staff meeting” circle and poses the following guiding questions.
 - ✓ Give a one word response to the video.
 - ✓ Who do you sympathize with more, the manager or the customer?
 - ✓ What the most disturbing part of the manager’s behavior?
 - ✓ What advice do you have for the manager?
 - ✓ How might her boss respond to seeing this video on the internet?
 - ✓ Should she get a second chance or should she be fired?

Activity 2: Skills to Pay the Bills, Activity 26. The Cultural Divide

Purpose: Employees consider how we perceive others and how others may perceive us.

Procedure:

1. While still in the staff meeting circle, facilitator reads each scenario and questions to employees.
2. Employees respond.

Activity 3: Skills to Pay the Bills, Activity 2. Flipping the Switch

Purpose: Employees practice different modes of communication for different settings.

Procedure:

1. Facilitator asks for volunteers to role play the situations in the Flipping the Switch Worksheet.
2. Facilitator models SITUATION 1 from the worksheet, and encourages employees to be authentic in their role play. (ex. with friends, any language goes, talk how you would really talk).

Activity 4: Digital Profiling

Purpose: Employees consider email addresses can affect how others perceive them.

Procedure:

1. Facilitator displays Email Hire PPT slides, reading the email addresses aloud.
2. Upon showing the last slide, facilitator asks employees to share out which candidate they would hire, based on their email addresses.
3. Facilitator poses the following guiding questions for employees to consider their social media presence.

- ✓ Do you think that potential employers may google your name and look at Facebook, Twitter or other social media profiles that belong to you?
- ✓ Does your social media profile (posts, tweets, pics, instagrams, etc.) give a professional representation of you?
- ✓ Do your posts include profanity, references to sex, drug, alcohol or other controversial topics?
- ✓ Do you think that anyone has ever lost a job, scholarship or acceptance to a school based on their use of social media?

Literacy Component

Thank You for Sharing. But Why at the Office? By Peggy Klaus

<http://www.nytimes.com/2012/0819/jobs/sharing-too-much-information-in-the-workplace.html>

Procedure:

1. Facilitator reads article aloud as employees follow along.
2. Facilitator guides whole group discussion of article.
 - ✓ I can relate to.....
 - ✓ The most important piece of advice was.....
 - ✓ I agree/disagree with.....
 - ✓ This information will help me.....

Closing

1. Employees complete Exit Ticket.