

Examining Work Attitudes

1. Justin is a stock clerk at the local grocery store. Justin does only what he is told to do, no more and no less.
 - **Question:** *Does Justin have a good attitude toward work? Why or why not?*
2. One day, one of Justin's co-workers knocked over a product display. Boxes were scattered all over the floor. At the time, Justin was working close by. He ignored the scattered boxes and left his workstation to tell others what had happened.
 - **Question:** *If you were the co-worker who knocked over the display, what would you have said to Justin?*
3. Later the same day, Justin was stocking shelves. The item he was stocking belonged in another part of the store. A co-worker trying to help Justin told him he was making a mistake. Justin insisted he was right and started an argument.
 - **Question:** *Was it right for Justin to argue with his co-worker? What could Justin have done differently?*
4. Before Justin went home that night, he overheard a personal conversation between two co-workers and the supervisor. The next morning, Justin told everyone what he had heard. The entire grocery store was soon talking about what Justin told them.
 - **Question:** *Was Justin correct in discussing what he had overheard? Explain.*
5. When Justin's supervisor found out what had happened, she called Justin into her office for a conference.
 - **Question:** *What do you think was said to Justin?*
 - **Question:** *If you were one of Justin's co-workers, what advice would you give to him?*
 - **Question:** *If you were Justin's supervisor, what could you do to help him become a better employee?*

From *Skills to Pay the Bills – Mastering Soft Skills for Workplace Success*. U.S. Department of Labor, Office of Disability Employment Policy. <http://www.dol.gov/odep/topics/youth/softskills/> . Page 121.