

## Activity 1:

Below are 3 examples of positive and negative attitude, can you think of another 2 Examples:

### **Positive attitudes**

1. You appreciate what you have, family, friends, health and possessions.
2. You look at a difficult time in your past and identified something positive that came from that experience.
3. You take responsibility for your life
4. You will be grateful for the good things in your work and life.
5. You will be more empathetic and understanding toward others.

### **Negative attitudes**

1. Lack of self-worth or self-confidence.
2. Feelings of ill will towards others.
3. Complaining and believing that others are out to “get you”.
4. Self-Defeating Talk
5. Laziness or Procrastination

## ACTIVITY 2 - Presentation

Scenario - You work for a clothing company and recently sales have been dropping. Your manager has decided to have an open day for new prospective customers and has asked you to deliver a presentation. Can you think of 3 positive and 3 negative attitudes you may have about delivering the presentation?

### Positive

- you might be enthusiastic about the opportunity to showcase the company's products and services.
- you might approach the presentation with confidence by being well-prepared and knowledgeable about the company's products.
- you might see this presentation as an opportunity to improve my-self as a chance to gather feedback and customers' needs.

### Negative

- You might get the feeling of anxiety about the pressure to perform well.
- You might get frustrated or feel overwhelmed.
- You might worry about the viability of convincing new customers to engage with the company.

## ACTIVITY 3 – ATTITUDE QUIZ

<https://forms.gle/AiMt7B5rePaMPL6h9>

## ACTIVITY 4 – Behavior & Reactions

You're waiting in a shop to be served and someone pushes in front of you. Using the 3 behaviors below: what do you say/do?

Assertive behavior

I can calmly and firmly address the person who pushed in front of me, saying, "Excuse me, I was next in line. Would you mind waiting for your turn?".

Aggressive behavior

Passive behavior

## ACTIVITY 5 – List 10 examples of positive behavior at workplace

1. Communicating effectively
2. Listening Carefully
3. Adaptability
4. Team Work
5. Motivation
6. Confidence
7. Collaboration
8. Punctuality

9. Flexibility
10. Seek Advice

## ACTIVITY 6 – Case study

### ***Appropriate and inappropriate behavior:***

***We can get carried away with the mood of the moment and sometimes we do or say things that are perhaps going just too far. The reasons for this can be that we feel scared, happy, excited, angry, frustrated or even that we feel everyone is watching and we can't lose face. This last one is quite common and is at the bottom of a lot of anger management issues. So how do we know what is appropriate and what is not?***

Read over the following case study (or can be role played):

Andrea arrived late for College class; she entered the room and sat down, not speaking to or looking at anyone. The tutor was in the middle of hosting a discussion with the class and everyone was very involved. The tutor stopped speaking, and looked at the clock on the wall, hands on hips and eyebrows raised. The young student currently speaking stopped when he realized no-one was listening.

Tutor: "You're late this morning".

Andrea: Shrugs

Tutor: "And you didn't even apologize. How dare you just swan into my class and be so rude? I'll speak to you later about this, young lady".

Andrea: Frowns. "What you on about? I'm only 10 minutes late. 'it's not the end of the world for God's sake"

Tutor: "Just who do you think you are talking to? And don't you dare blaspheme in my class. I think you need to go home and think about your attitude Andrea. Come back when you think you can behave like

a civil human being!"

Andrea: Shouting now. "Get a life, why don't you? I hate this course anyway and you're about as much use as a chocolate teapot! Call yourself a teacher! You're garbage – I've got problems, right, and I just don't need this trouble. I'm going alright, but I won't be back! Oh – and you better not park your car in a quiet street!"

Tutor: Shouting back. "Are you threatening me?"

The tutor storms over to Andrea who stands up and looks the teacher straight in the eye.

Andrea: "You're a fool" and turns and walks out.

Tutor: "Well I'm sure you'll all back me up when I take this matter to the police. You stupid, won't get away with threatening me! I'll be back in a minute".

Tutor goes out of the classroom.

### **QUESTIONS TO CONSIDER**

What did each person do that was appropriate or inappropriate?

In this scenario, both of them exhibited inappropriate behavior.

Andrea came late and responded disrespectfully, using offensive language and making threats. The tutor also acted inappropriately by escalating the situation and making threats to involve the police.

Who do you think was to blame for the way things went?

Blame can be shared for both parties. Andrea's initial lateness and disrespectful behavior and attitude triggered the conflict, but the tutor's response, escalating situation and also using inappropriate language, contributed to the escalation.

What do you think could happen next?

Consequences could range from warnings for both parties to more severe disciplinary actions depending on the school policies.

What do you think the outcome would be?

The outcome might involve discussions between the tutor, Andrea, and Potentially the school administration to resolve the issue.

How do you think Andrea is feeling now?

Andrea might be feeling frustrated, angry, and possibly regretful for the way she reacted.

How do you think the tutor is feeling now?

The tutor might feel upset, angry or even threatened after the encounter.

How do you think the rest of the class were feeling during and after the incident?

The rest of the class likely felt uncomfortable shocked and possibly fearful during the incident. Afterward they might feel uneasy about the tension and severity of the conflict between Andrea and tutor.

Identify the offensive statements or words used by both tutor and student.

Offensive statements or words used by both include Andrea's disrespectful language toward the tutor and the tutor's threatening remarks and accusations toward Andrea.

## ACTIVITY 7: Personality Test

Pen and Paper - In person.

<https://docs.google.com/document/d/1BGFQkiOPLZcmjwHm7qN0GvQSp5D0t5ByBX8DfhtvYqM/edit?usp=sharing>