



What Is This Module About?

Are you working for a company at present? If you are, then you are considered a **worker** or **employee** and this module is for you. It will help you love your work even more, do your work better, help you stay longer in your job and even get promoted.

Even if you are still looking for a job, this module can still be useful to you. It can help you prepare for the job you have in mind and stay on this job longer and even get promoted in the near future.

After studying this module, you may want to apply what you have learned to become a world-class worker. Once you become a world-class worker, you can and should show and tell the world how proud you are of yourself.

This module is made up of three lessons:

Lesson 1—*Know Your Work: Your Life Depends on It*

Lesson 2—*Love Your Work: Your Success Depends on It*

Lesson 3—*Do Your Work: Your Future Depends on It*



What Will You Learn From This Module?

After studying this module, you should be able to:

- ◆ describe how to do your work efficiently;
- ◆ explain what can hinder you to work well;
- ◆ value work-related activities;
- ◆ identify the virtues of a world-class worker;
- ◆ identify undesirable work habits;
- ◆ demonstrate devotion to and diligence in your work; and
- ◆ practice effective time management.



Let's See What You Already Know

- A. Before you start studying this module, take this simple test first to find out how much you already know about the topics to be discussed.

Encircle the numbers corresponding to your sentiments regarding the following statements.

	Yes	No	Sometimes
1. I'm afraid to take any step or make any decision regarding work problems.	1	2	3
2. I don't have the courage to comment on the wrongdoings or unethical practices of my workmates.	1	2	3
3. I'm not keen on using any tools or equipment for fear of breaking them.	1	2	3
4. I don't like making promises to my bosses for fear of disappointing them.	1	2	3
5. I believe I can succeed in my work despite the many trials that are sure to come my way.	1	2	3

- B. Read each of the following situations and encircle the letters corresponding to the best courses of action that you would adopt for each.
1. You are a janitor/janitress in a company that imports goods from overseas. One day, your boss left the office without telling you what time he would be back. During his absence, a customer arrived and told you he was interested in doing business with your company. What will you do?
 - a. Hide from the customer.
 - b. Tell the customer to come back when your boss is around.
 - c. Offer the customer a seat, get his/her name and contact number and assure him/her that you will ask your boss to call him/her as soon as he arrives.
 - d. Ask the customer to wait for your boss to return.
 2. You are a machinist in a printing press. While you were checking your work, you noticed that the colors on the cover of the book you were printing were no good. You have already finished printing half of the number of book covers. What will you do?
 - a. Stop the presses and replace the toner.
 - b. Continue printing until all the work is done.
 - c. Consult your supervisor.
 - d. Start over.
 3. Your boss gave you work that you have to hand in at the end of the day. You know you can finish the job way before the deadline. What will you do?
 - a. Postpone doing the job since it will only be needed later in the day.
 - b. Continue what you are doing slowly so you won't be given any more jobs to finish after the job you were just given.
 - c. Finish the job immediately to give yourself more time to relax afterward.
 - d. Finish the job immediately to enable yourself to do more work.
 4. It was payday. The cashier gave you more money than was due you. What will you do?
 - a. Take the extra money.
 - b. Return the extra money.
 - c. Think of the extra money as overtime pay.
 - d. Ask your fellow workers to go out with you and celebrate.

5. You are a messenger in a certain company and you were asked by the secretary to run an errand. You were given a list of the names of the five firms she wants you to claim some checks from. Upon looking at the list, you noticed that the last firm was very far from all the others. What will you do?
- a. Say nothing and do what you are asked.
 - b. Be angry with the secretary for asking too much of you.
 - c. Calmly make your point to the secretary.
 - d. Skip going to the last firm since the secretary will not know about it.

Well, how was it? Do you think you fared well? Compare your answers with those in the *Answer Key* on page 42 to find out.

If all your answers are correct, very good! This shows that you already know much about the topics in this module. You may still study the module to review what you already know. Who knows, you might learn a few more new things as well.

If you got a low score, don't feel bad. This means that this module is for you. It will help you understand some important concepts that you can apply in your daily life. Are you ready?

You may go now to the next page to begin Lesson 1.

Know Your Work: Your Life Depends on It

How well do you know your work? Do you know everything about it? If you are a carpenter, painter, tailor, messenger, secretary, machinist, construction worker, mason, sculptor, etc., can you say you are already an expert in your line of work?

If you are unsure about answering these questions, then this module is right for you. It will give you an idea on how you can become more proficient and efficient in your work.

This lesson will tell you what can hinder you from succeeding in your chosen field.

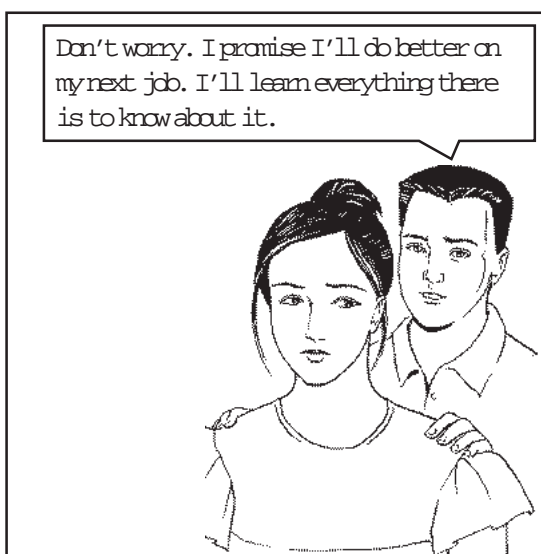
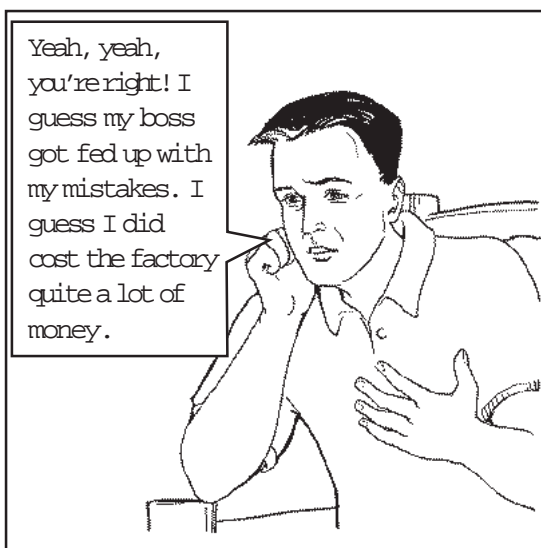
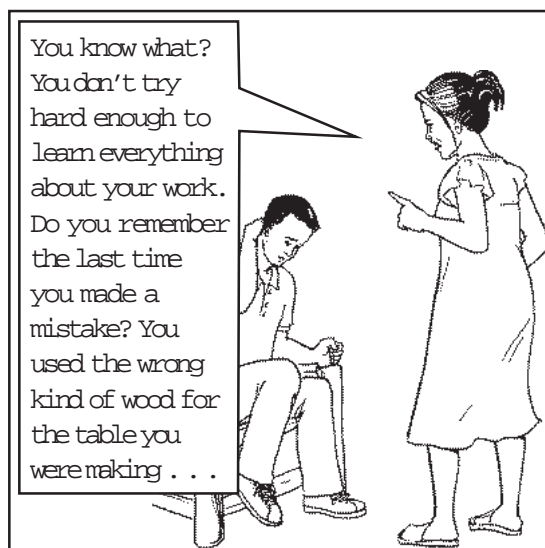
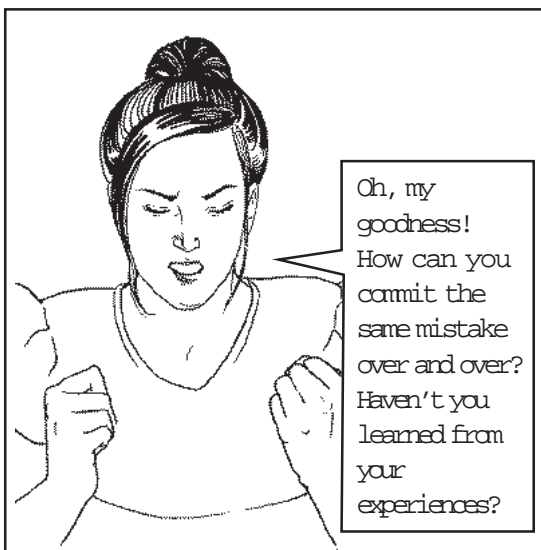
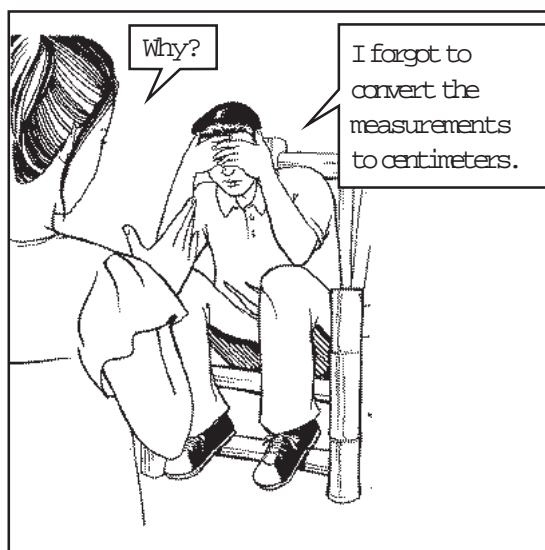


Let's Read

Read the following story.

One day, Buboy, a carpenter in a furniture factory, came home looking very sad . . .







Let's Think About This

One of the most depressing things that can happen to someone is losing a job. We all value our jobs because they are our sources of income.

1. If what happened to Buboy happened to you, how do you think you would feel?

2. If you were Buboy, what would you do so as not to get fired from your next job?

Compare your answers with mine below.

You should analyze what happened and consider losing your job a challenge to change the way you see your work as well as your work habits. You should, like Buboy, promise to do better on your next job.

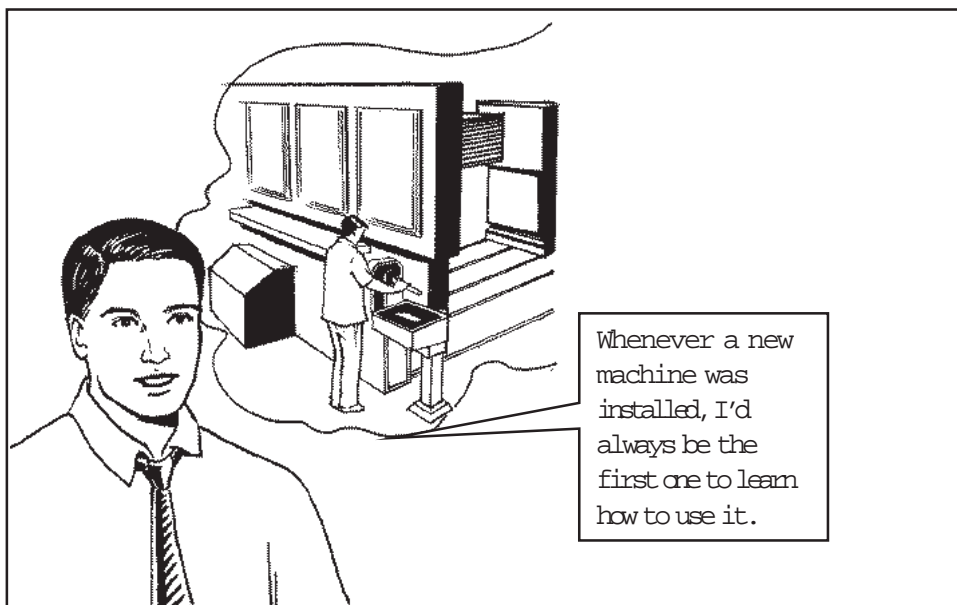
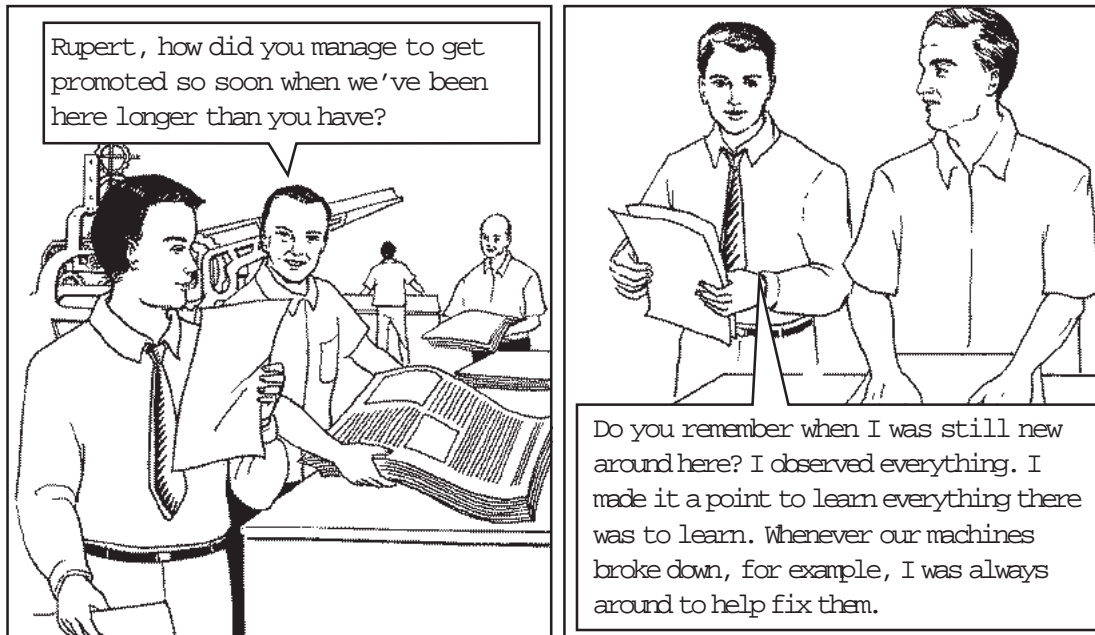
It is normal to feel sad after losing your job especially if you liked what you did. It is also okay to feel angry if you were not at fault. But no matter how you react, it would be best for you to charge what happened to experience and move on. You should learn from your mistakes and do better on your next job.

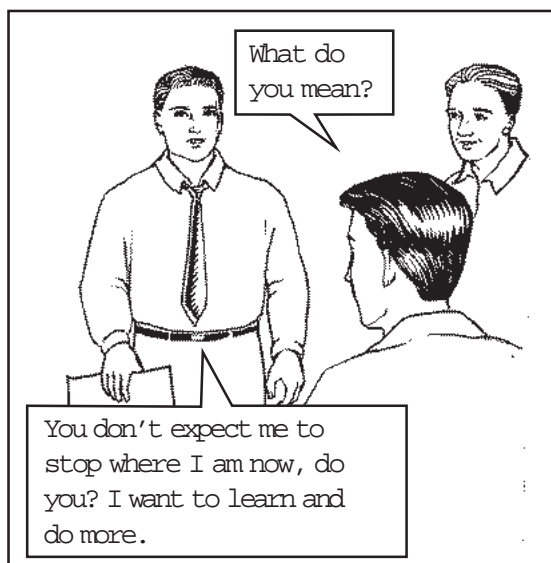
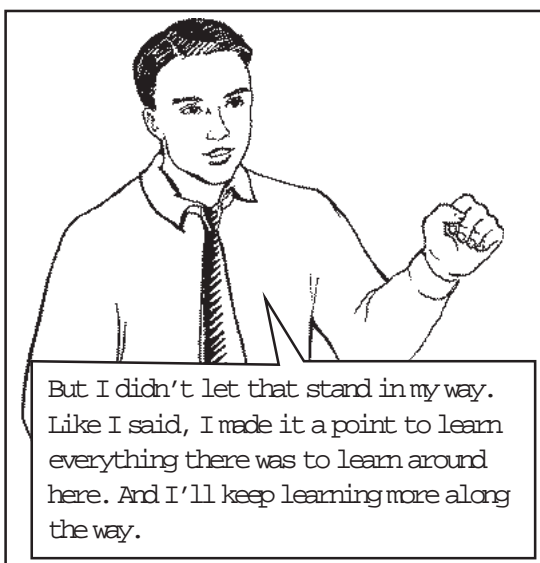
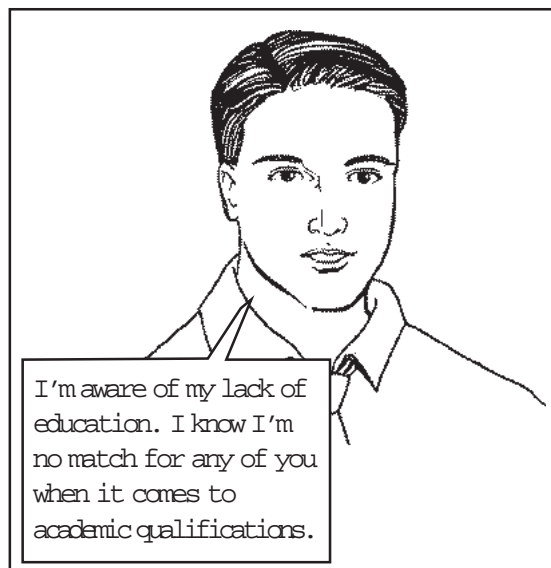
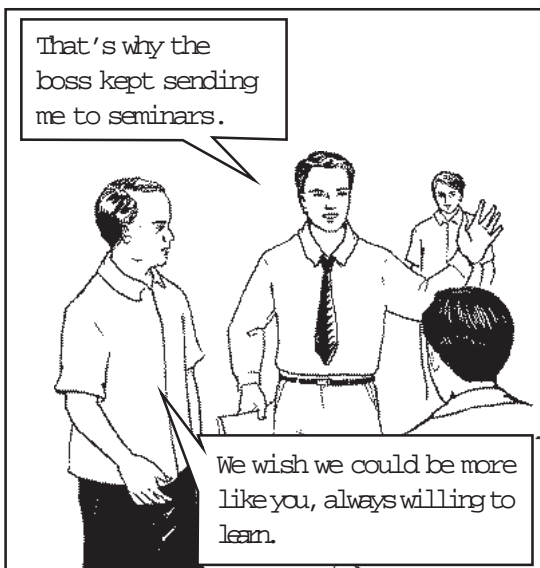
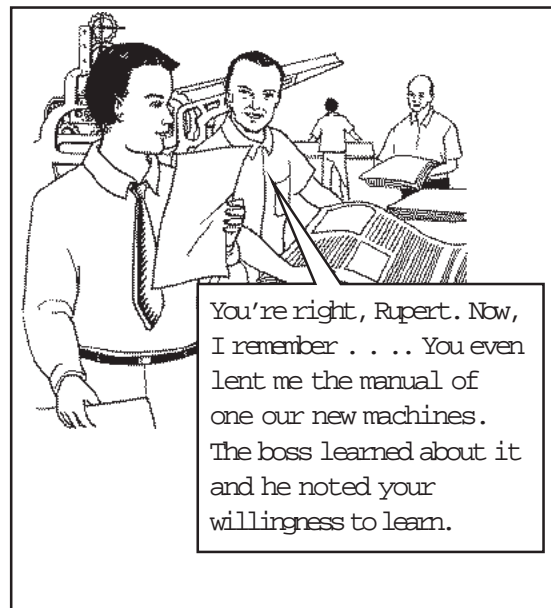
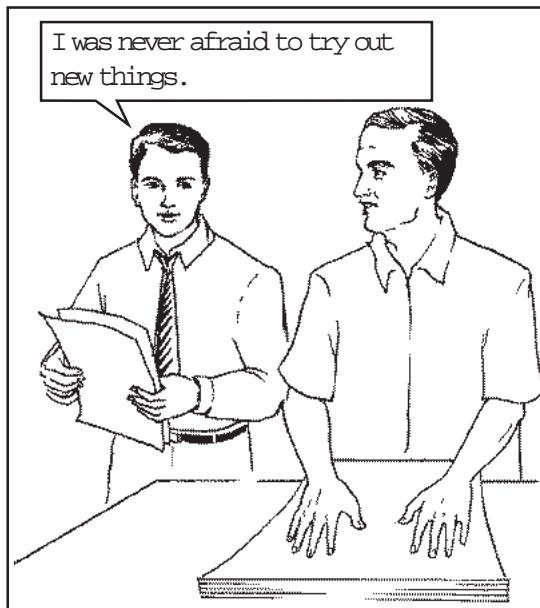


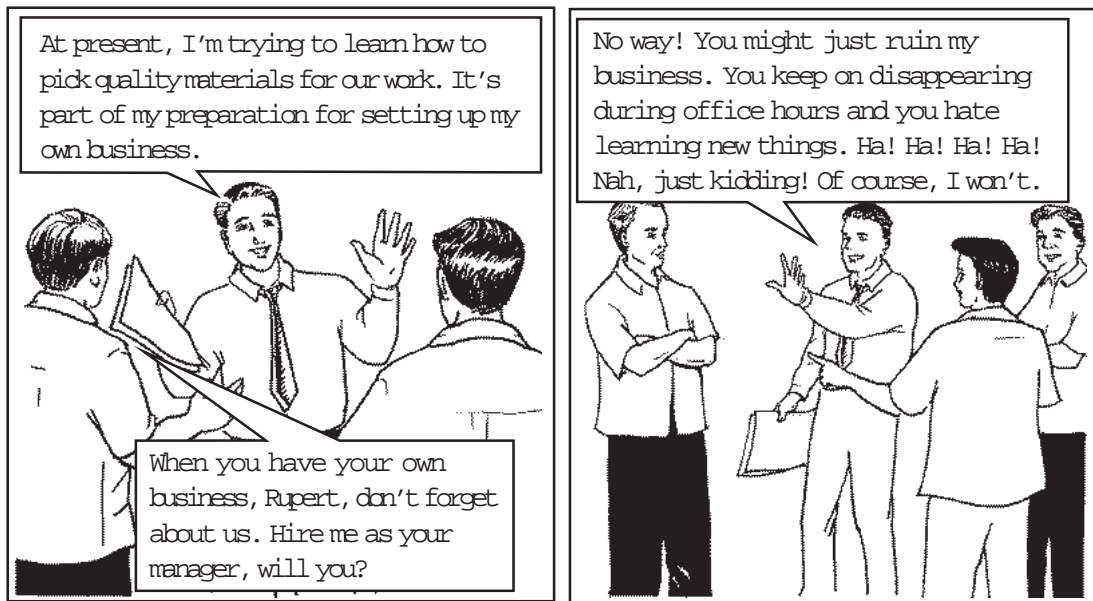
Let's Learn

Now, read another story.

Rupert has been with the printing press he was working in for only three years but he has already been promoted to a management position. He was made division chief just recently. Many of his fellow workers were wondering how he managed to do so in just a short time despite his lack of education.







How did Rupert's story inspire you?

Compare your answer with mine below.

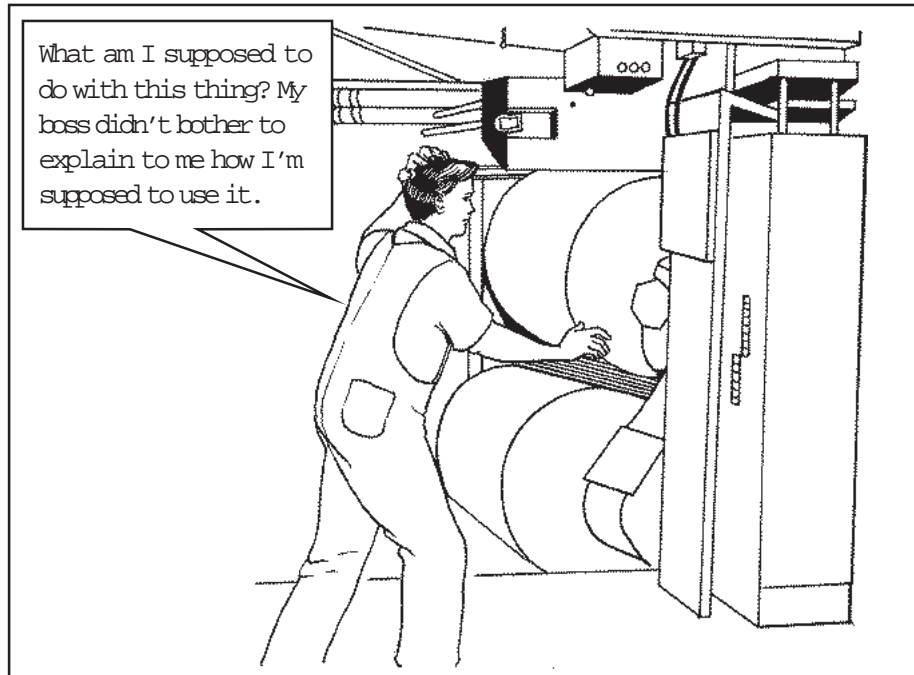
Rupert's story tells us that people who lack education can still make their lives better as long as they exert effort and are willing to learn on the job. Lacking a diploma should not hinder a person from achieving great things in life. It should not prevent anyone from becoming the best person he/she can be.



Let's Learn

A worker can encounter work problems for the following reasons:

ONE: The worker can encounter work problems if he/she does not know how to do his/her job properly.



This happens when the worker lacks supervision, instruction or training.

1. Under the same circumstances, what would you do?

If you do not know how to do the work given to you properly, you should not hesitate to ask your superiors for help. Be open to suggestions on how you should do your work as best you can.

You may even suggest that you and your co-workers be given relevant seminars or training to do your jobs more effectively.

TWO: There are people who or things that can also cause a worker some trouble leading to inefficiency.

There are workers who are so insecure of their positions in the company that they are likely to do anything or everything to prevent others from getting ahead of them in any way. They often refuse to mentor their subordinates so they won't be able to surpass their status.

Physical and mental disabilities such as deafness or blindness can also cause a person to become an inefficient worker. Unattainable deadlines and other time constraints can also prevent a worker from being as efficient as they can be. Workers, especially those who procrastinate often, rush their work unnecessarily at the expense of quality.



2. What would you do under the same circumstances?

If you are having problems with some people in your office, you should:

- ◆ not pay any attention to them;
- ◆ always remember that you are not working for them but for yourself;
- ◆ call the attention of your manager and seek his/her help; and
- ◆ not be too emotional. Refrain from becoming angry. Try instead to talk things over calmly with the people concerned.

If you are having problems with, for instance, office tools and equipment or your working environment, then you should ask your manager to do something about it. You should, however, point out that doing something about the situation is more for his/her interest as well as the company's.



3. What would you do under the same circumstances?

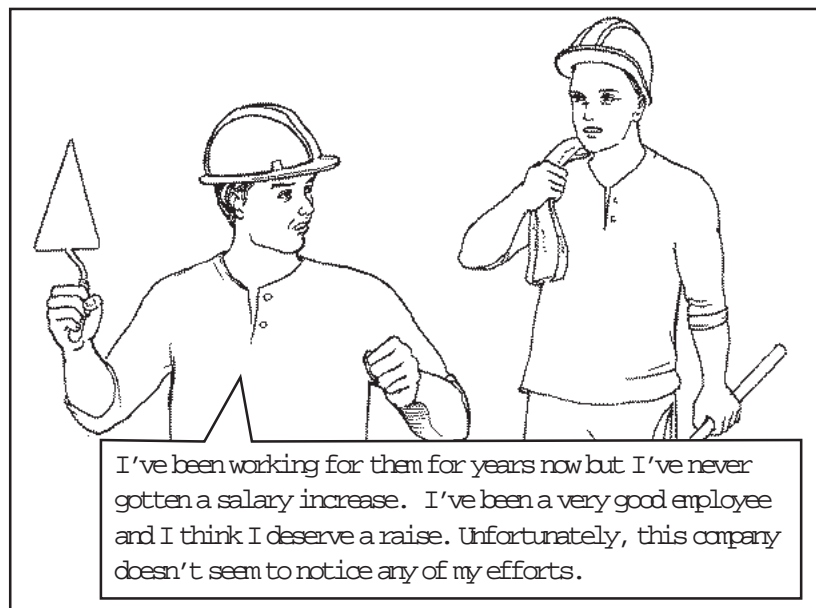
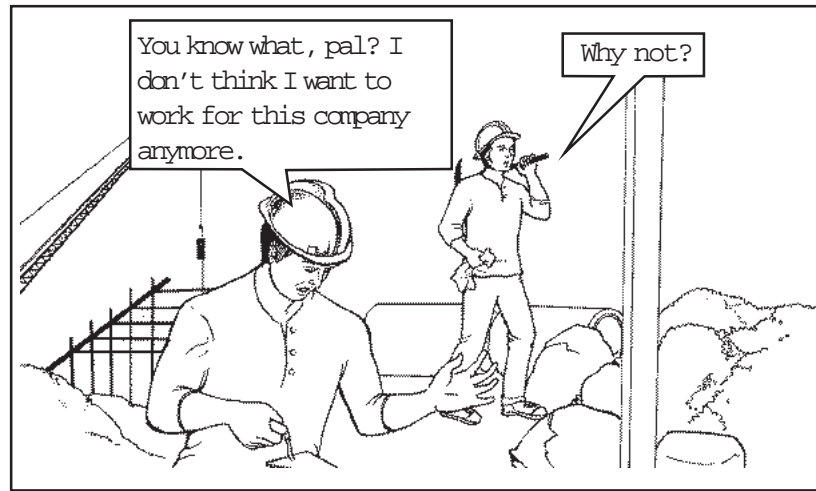
If you are unsure about which materials you should use for a certain job, do not hesitate to ask the right people. There is nothing wrong in seeking help from others to ensure you are doing things the right way.

THREE: A worker can also lose interest in his/her job due to the following reasons:

- ◆ demoralization arising from the failure of the company to acknowledge and reward his/her outstanding contributions;
- ◆ boredom; and
- ◆ discontentment.

4. What would you do under similar circumstances?

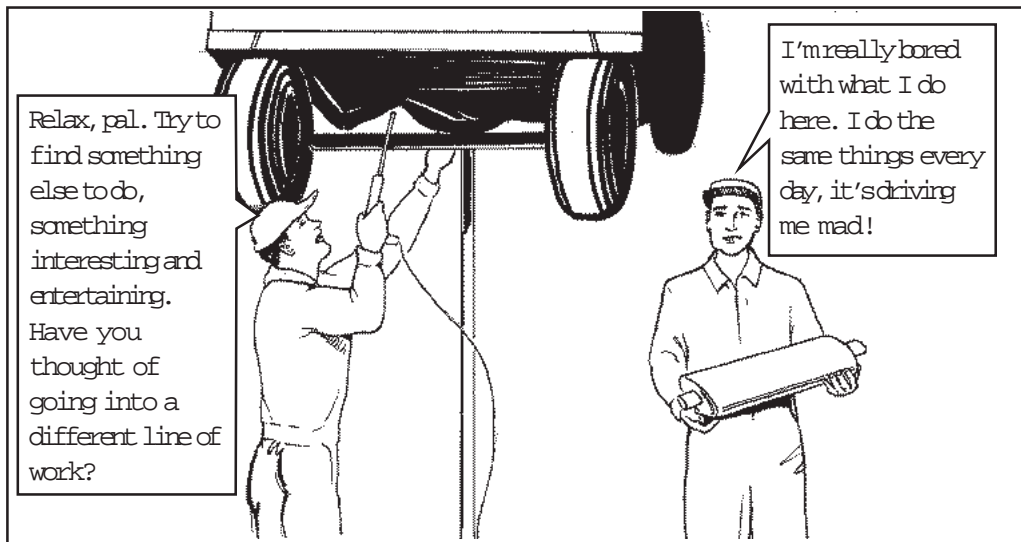
If you are sure that the company you are working for does not appreciate your efforts, then you should start exploring your options. You may consider leaving the company for another, specifically one that cares for the welfare of its workers.



Boredom, especially when it arises from burnout, is probably one of the hardest things to cope with. A worker may experience boredom for any of the following reasons:

- ◆ dislike for one's job;
- ◆ dissatisfaction with one's job; and
- ◆ becoming fed up with one's daily routine.

5. What would you do if you were under any one of the circumstances mentioned?



To cope with boredom, you can do any of the following:

- ◆ Find out why you are in such a state of mind.
- ◆ Confide in people you trust and who can give you good advice.
- ◆ Unwind by going out with your family or friends.
- ◆ Do something that interests you.



Let's See What You Have Learned

Answer the following questions briefly.

1. Why do work problems arise? Explain your answer.

2. Cite a work problem you have had in the past. What circumstances gave rise to it? How did you solve this problem in the end?

Compare your answers with those in the *Answer Key* on page 42. Did you get the right answers? If you did, that's very good. You may then go to the next lesson. If you didn't, don't worry. Just review the parts of the lesson you didn't understand very well before going to Lesson 2.



Let's Remember

- ◆ A worker may encounter work problems for the following reasons:
 1. inability to do one's work well;
 2. work hindrances; and
 3. loss of interest in one's job.

Love Your Work: Your Success Depends on It

In the previous lesson, you learned that to become a world-class worker, you have to know all there is to know about your work. However, this is only one of many ways of measuring your value as a worker. Your devotion to your work is another measure. Fortunately, we, Filipinos, are well-known around the world for our devotion to our work. That is why this lesson only aims to intensify your love for your work as well as teach you how to succeed in it.

How do you show love for your work? What do you have to keep in mind so as to succeed in your chosen field?



Let's Try This

Answer the following questions briefly.

1. The workers of a company are its most valuable asset. What do you think would happen to a company if its workers showed no concern for it?

2. Which of the two do you think will suffer more if a company closes down—the owner of the company or its workers? Why?

Compare your answers with mine below.

If a company's workers do not care for it, then it is likely to close down. But even if they do, then its growth and development as well as that of its workers will surely happen.

If a company does close down, both its owner and workers will suffer. But its workers will suffer more since their jobs are their only sources of income. On the other hand, the owner of the company can always move on and put up another business because he/she has the resources to do so.

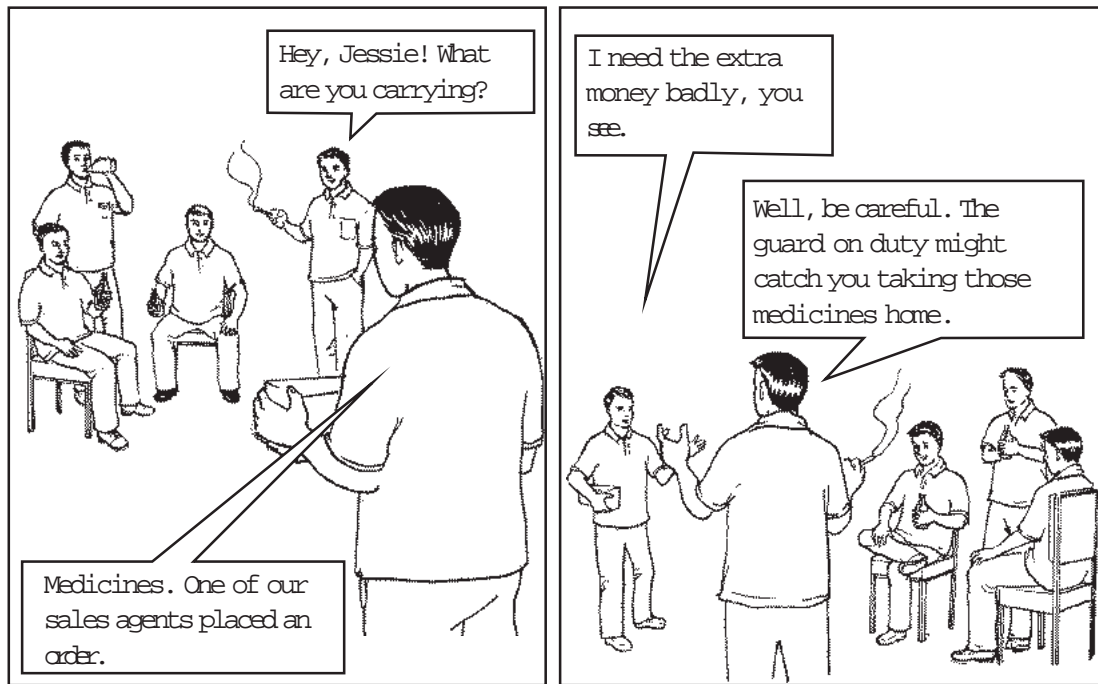


Let's Read

Read the following story then share your thoughts about it afterward.

Royo works for a pharmaceutical company. He operates the machine that pours medicinal solutions into bottles.





A few months passed and Royo's fellow workers continued what they usually did. They even managed to influence many other workers except Royo.

One day . . .





Let's Try This

A. Encircle the letter of the correct answer to each of the following.

1. Why do you think the company was about to close down?
 - a. because its sales dropped excessively
 - b. because it was becoming bankrupt
 - c. because it was relocating
 - d. because it cannot afford the employees' overtime pay anymore
2. Why do you think the company was losing a lot of money?
 - a. because its products were not marketable
 - b. because of incompetent managers
 - c. because of the numerous thefts it was experiencing
 - d. because of its workers, unreasonably high salaries
3. Who do you think were responsible for the closure of the company?
 - a. the corrupt workers
 - b. the industrious workers
 - c. the president or chief executive officer (CEO)
 - d. everyone in the company
4. Why do you think Royo was partly responsible for the company's closure?
 - a. because he worked overtime a lot
 - b. because he could not get along with his fellow workers
 - c. because he was diligent
 - d. because he turned a deaf ear and a blind eye to the wrongdoings of his fellow workers
5. What lesson did you learn from the story?
 - a. You have to learn to assert yourself especially when you are right.
 - b. You have to be courageous enough to fight for what you believe in.
 - c. You have to look the other way to get along with others.
 - d. You have to follow what others are doing.

B. Define the following terms.

1. *ningas cogon*

2. *“bahala na”* attitude

3. *pakikisama*

Show your answers to your Instructional Manager for some feedback. How well did you do?

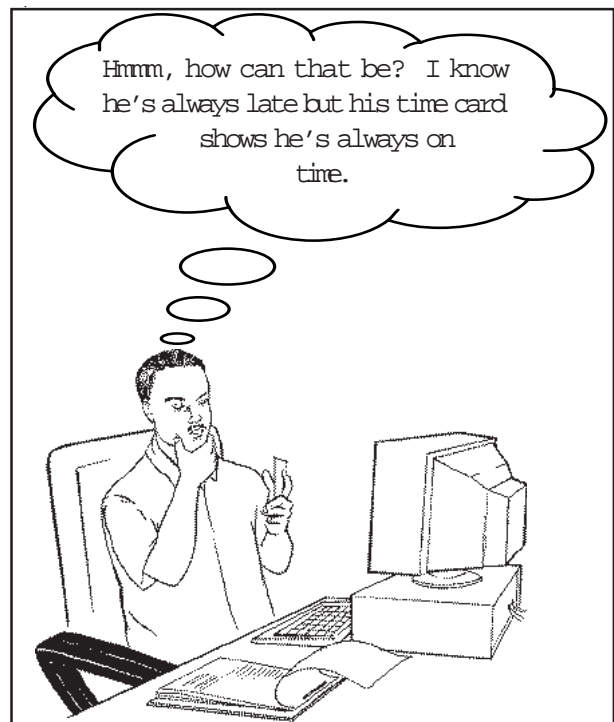


Let's Learn

A company may close down for a lot of reasons. Some of them are the following:

Inefficient or unproductive use of time of the employees

- ◆ loafing around while charging overtime
- ◆ habitually coming late to the office but not showing it on one's time card
- ◆ chatting, gambling or just roaming around the office during office hours

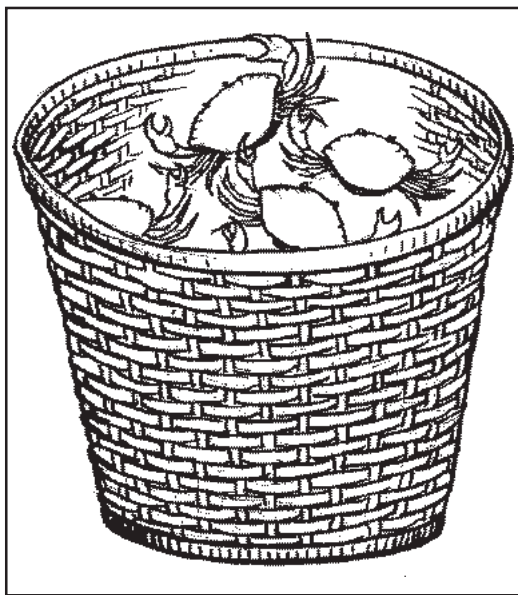


Theft

- ◆ stealing office supplies
- ◆ stealing office products
- ◆ making false reimbursements

Lack of concern for or just plain indifference to the company

- ◆ being unproductive
- ◆ being too slow
- ◆ wasting office resources



Crab mentality

- ◆ being envious of fellow workers
- ◆ begrudging the promotion of fellow workers
- ◆ discrediting fellow workers
- ◆ bad-mouthing fellow workers



Let's Think About This

What does the term “crab mentality” mean? Explain your answer.

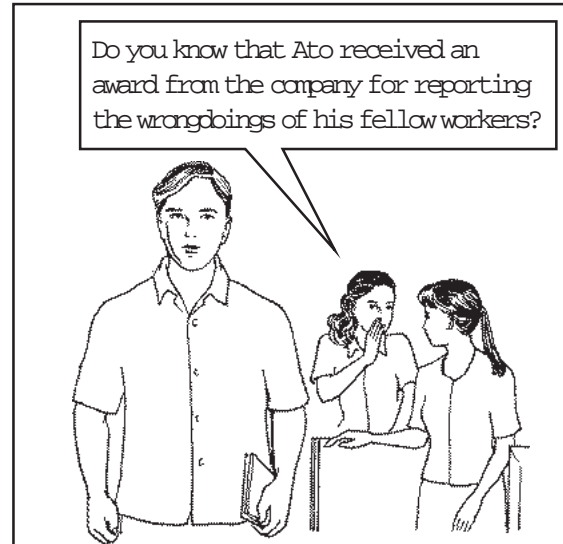
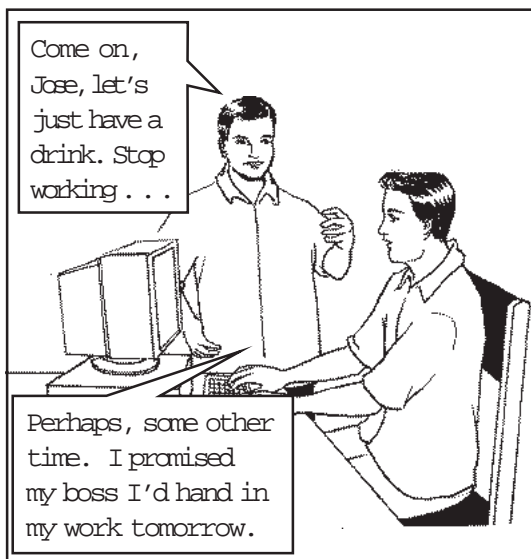
What do you notice when you fill a basket with crabs and fail to put a lid on it? Notice how the crabs pull each other down so that not even one manages to escape. Similarly, some people, particularly Filipinos, can be likened to crabs in that they become unhappy when they see their fellow Filipinos succeeding and will do everything to ruin them.



Let's Learn

Filipinos have a lot of admirable virtues. We should uphold them to succeed as workers.

◆ Being devoted to one's work

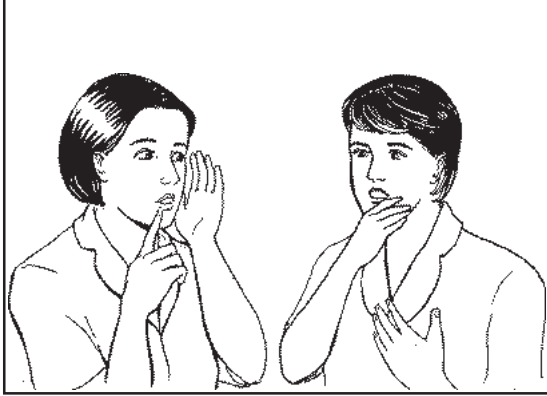


◆ Keeping one's promises

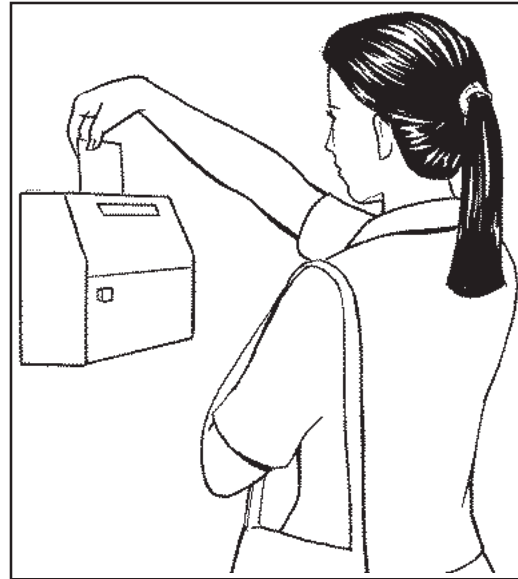
◆ Always producing quality work



Do you know that when you chat with your fellow workers during office hours, you are wasting precious time? Rather than chat with them you should be doing more important things.



- ◆ **Using one's time wisely or effective time management**



- ◆ **Being punctual and diligent**
- ◆ **Being respectful of fellow workers**
- ◆ **Being obedient to company policies and regulations**
- ◆ **Being well-groomed**
- ◆ **Being well-disciplined**



Let's Review

Check the characteristics that can help a worker succeed in his/her line of work. Explain your answers.

1. _____ Cheating on your overtime

2. _____ Being passionate about producing quality work

3. _____ Being respectful of fellow workers
- _____
- _____
- _____
4. _____ Being disciplined
- _____
- _____
- _____
5. _____ Giving one's boss special attention in return for special favors
- _____
- _____
- _____
6. _____ Doing one's best only when the boss is around
- _____
- _____
- _____
7. _____ Making excuses for deliberate and inadvertent mistakes
- _____
- _____
- _____
8. _____ Being punctual and diligent
- _____
- _____
- _____
9. _____ Being principled
- _____
- _____
- _____

10. _____ Doing as little work as possible

Have your Instructional Manager check your work. How well did you do?



Let's See What You Have Learned

How can you show love for work?

Compare your answer with the sample answer in the *Answer Key* on page 42. Was your answer similar to mine? If it was, that's very good. You may then go to the next lesson. If it wasn't, review the parts of the lesson you didn't understand very well before doing so.



Let's Remember

- ◆ A company may close down for the following reasons:
 - inefficiency of its workers;
 - loss of resources due to theft;
 - workers' lack of concern for or just plain indifference to the company; and
 - crab mentality of some of the workers in the company.
- ◆ Some of the admirable Filipino traits that we should uphold to succeed in our jobs include the following:
 - being devoted to one's work;
 - being passionate about producing quality work;

- using one's time wisely or being effective time managers;
- being punctual and diligent;
- respecting one's fellow workers;
- obeying all company policies and regulations;
- being well-groomed; and
- being well-disciplined.

Do Your Work: Your Future Depends on It

In the previous lessons, you learned how important it is to love your work. Doing this, however, is not enough to become a world-class worker. You have to do your best at work too. This means applying what you know every time. You have to apply all the necessary skills and virtues while you're at it. Only the proper application of these can guarantee your best as well as your success.

This lesson will teach you how to properly apply what you have just learned from the previous lessons.



Let's Think About This

Explain what the following sayings mean.

1. Time is gold.

2. Time well spent is time well used.

Time is said to be golden because it is very precious. We should not waste time. After all, we can never regain wasted time. No one can just turn back the hands of time. The same is true with the other saying, "Time well spent is time well used." Using one's time wisely can minimize the possibility of regretting wasting it in the first place.

When can we say that a person uses his/her knowledge productively? unproductively?

A person's knowledge can be said to be productive when he/she applies what he/she knows in his/her daily life. On the other hand, it becomes unproductive when it is kept dormant or unused.

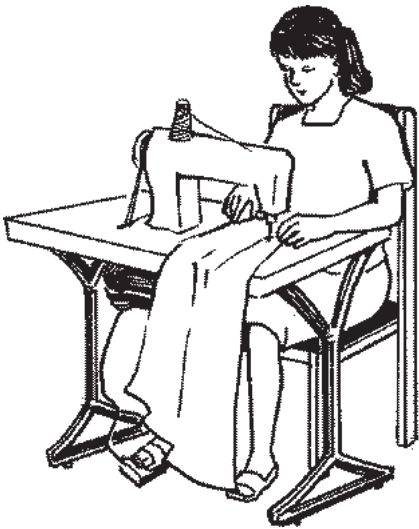




Let's Study and Analyze

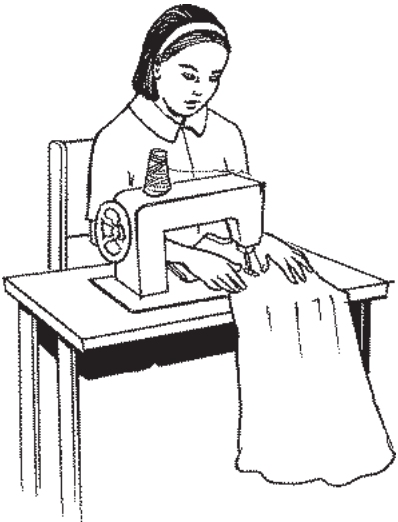


Compare the two dressmakers below then answer the questions that follow.

A. Quality work

1. First dressmaker

Sewing a dress . . .	Sewing a second dress . . .
	
<p>At the end of the day . . .</p>  <p>The dressmaker managed to make five dresses.</p>	

2. Second dressmaker

<p>Sewing a dress . . .</p>  A black and white line drawing of a woman with dark hair tied back, wearing a light-colored dress. She is seated at a wooden table, operating a vintage-style sewing machine. A long, light-colored dress is draped over the side of the table, and she is in the process of sewing it.	<p>Looking over every dress made before starting on the next one . . .</p>  A black and white line drawing of the same woman standing behind a table. She is holding up a finished, light-colored dress with both hands, looking at it intently. The dress has a simple, elegant design with a round neckline and a full skirt.
<p>At the end of the day . . .</p>  A black and white line drawing of the woman standing and showing three finished dresses to a customer. The customer, seen from the back, is looking at the dresses. The woman is holding one dress, and two others are on the table. The dresses are all light-colored and have a similar simple design. <p>The dressmaker managed to make three high-quality dresses.</p>	

In your opinion, which of the two dressmakers was able to use her time more productively?

Compare your answers with mine below.

If you chose the second dressmaker, then you have chosen correctly. Why? Unlike the first dressmaker, the second one paid more attention to quality rather than to quantity. The second dressmaker did not work with undue haste. In fact, she spent a little more time on each dress to make sure that she did not produce poor work.

What do you think is a virtue that the first dressmaker did not possess?

- a. diligence
- b. passion for producing quality work
- c. being self-sacrificing
- d. devotion to one's work

B. Punctuality in meeting deadlines

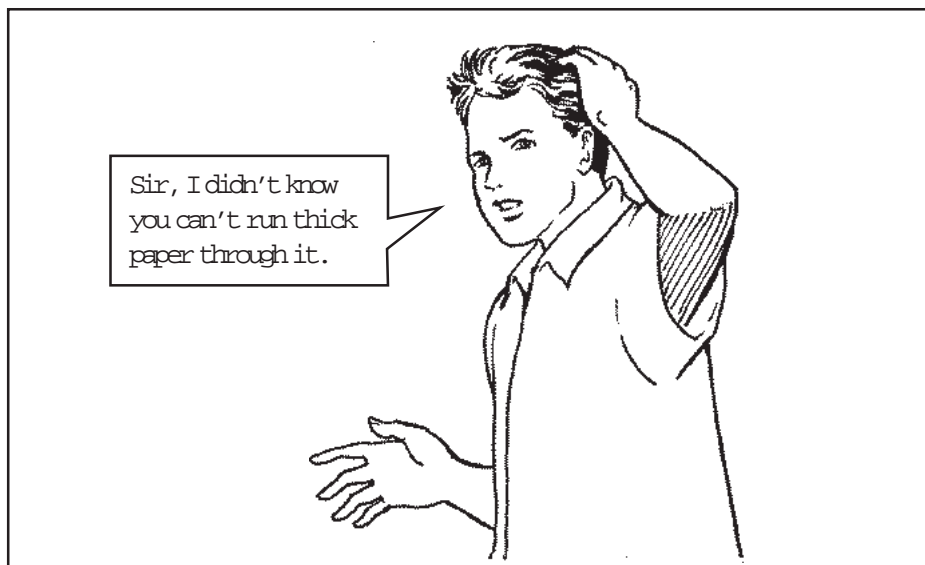
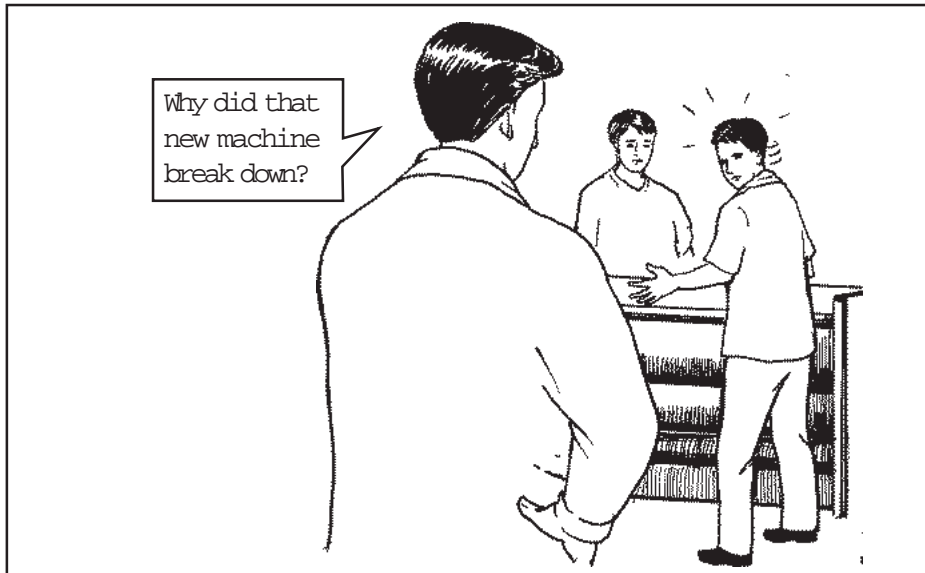


Meeting deadlines should always be a priority since the reputation of a company depends on it.

What can happen if a company fails its consumers?

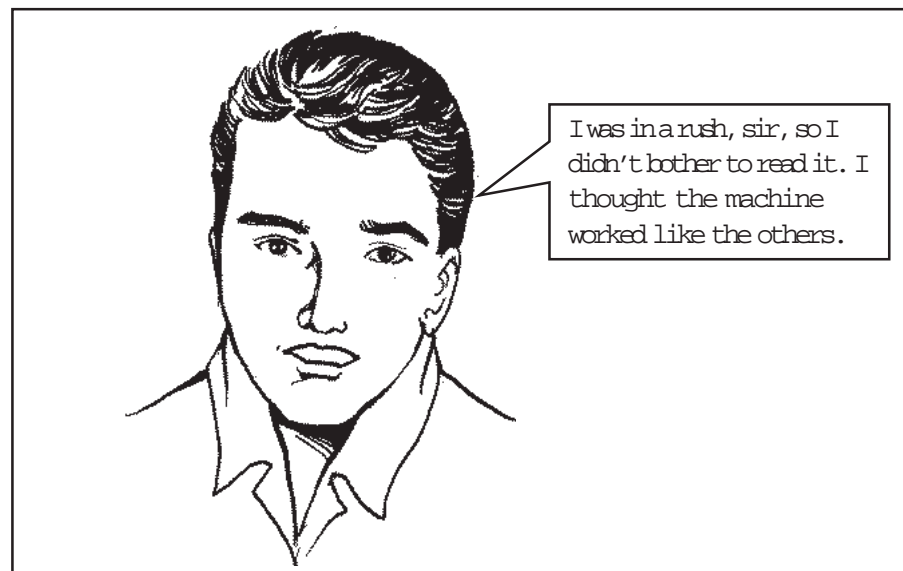
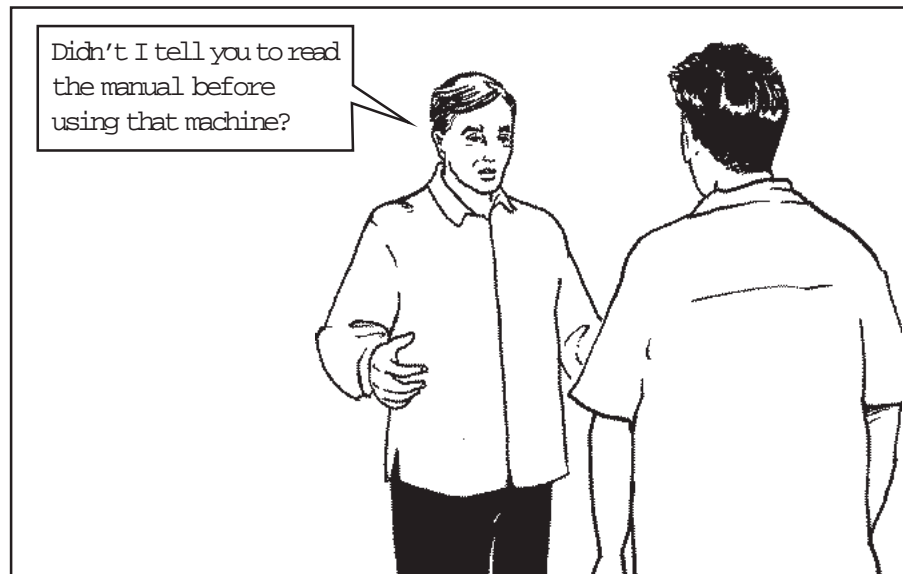
- a. The company will get the approval of its customers.
- b. The company will suffer great losses.
- c. The customers will suffer great losses.
- d. The company's sales will decrease.

C. Being conscientious



What do you think are the consequences of this breakdown to the company?

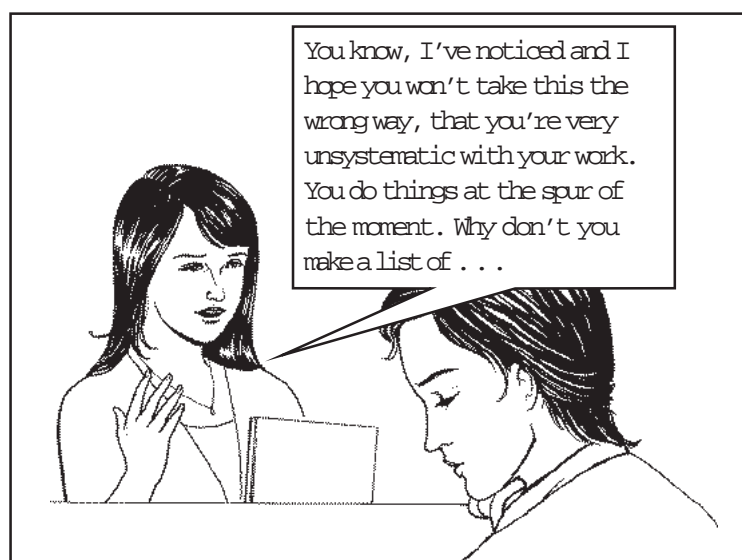
- a. producing poor-quality work
- b. waste of production materials
- c. disbursement of huge sums for repairs
- d. major setbacks in the production schedule



D. Being systematic

What do you think is the most effective way of doing work systematically?

- a. List all the things you have to do.
- b. Report for work early.
- c. Obey company policies and regulations.
- d. Perform your duties carefully.



Let's Think About This

Complete the following sentences.

1. Avoid undue haste because _____
2. _____ so that you know when you are supposed to finish your work.
3. Make it a habit to read the _____ especially when you are using a new machine.
4. Before getting down to work, make _____.

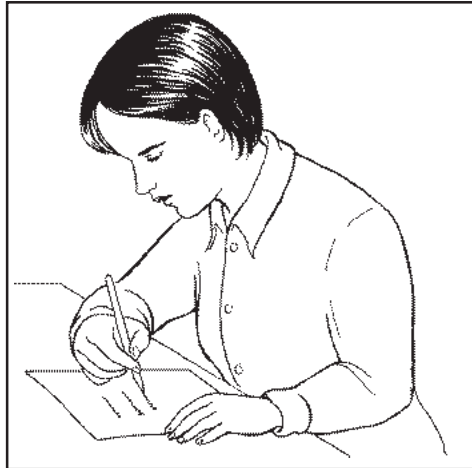
Compare your answers with those in the *Answer Key* on page 43. How well did you do?



Let's Learn

The following are some more things you have to keep in mind to become a world-class worker:

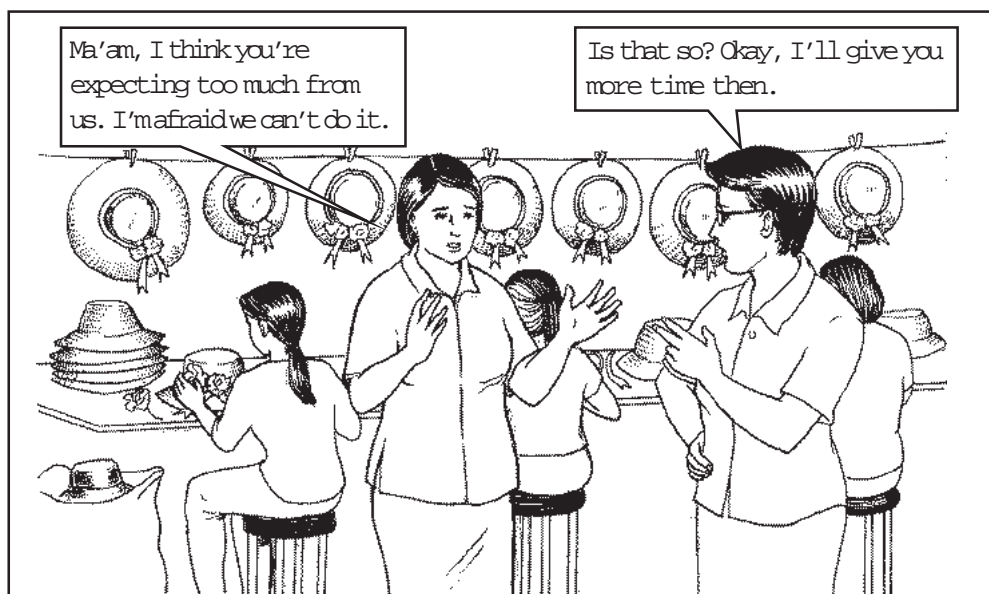
1. Plan your work according to priority.



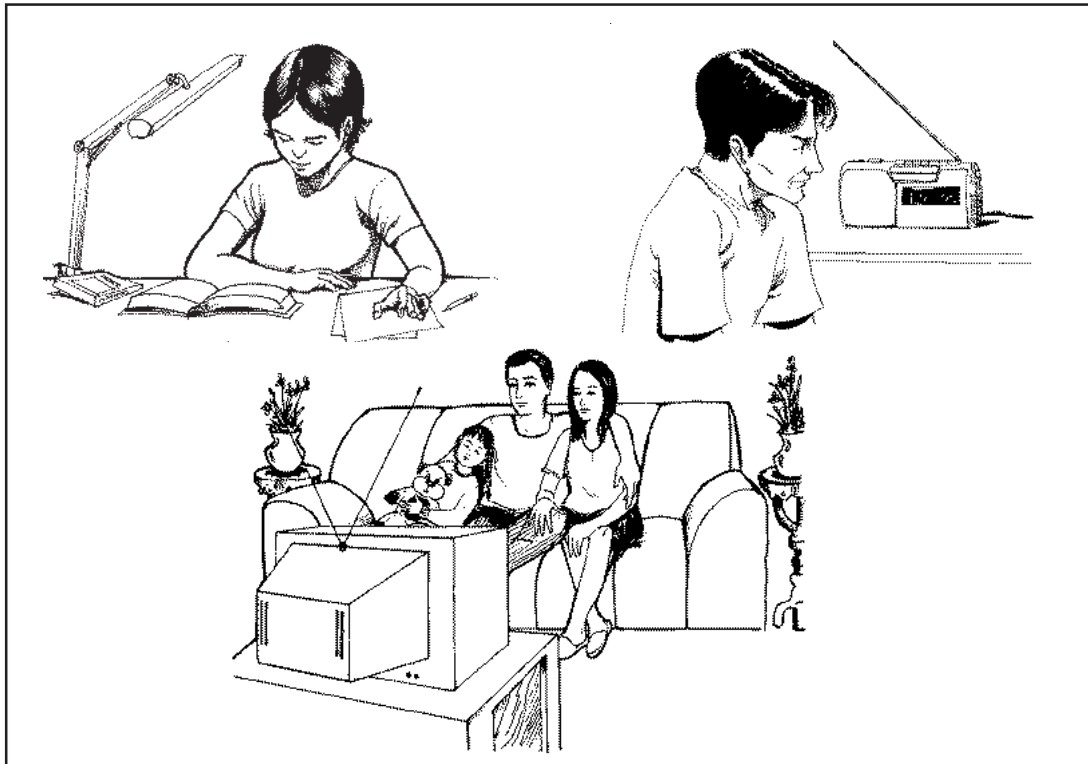
2. Learn to say “No.”

If you don't think you can finish the work that was given to you on or before the deadline, do not accept it. Remember the following:

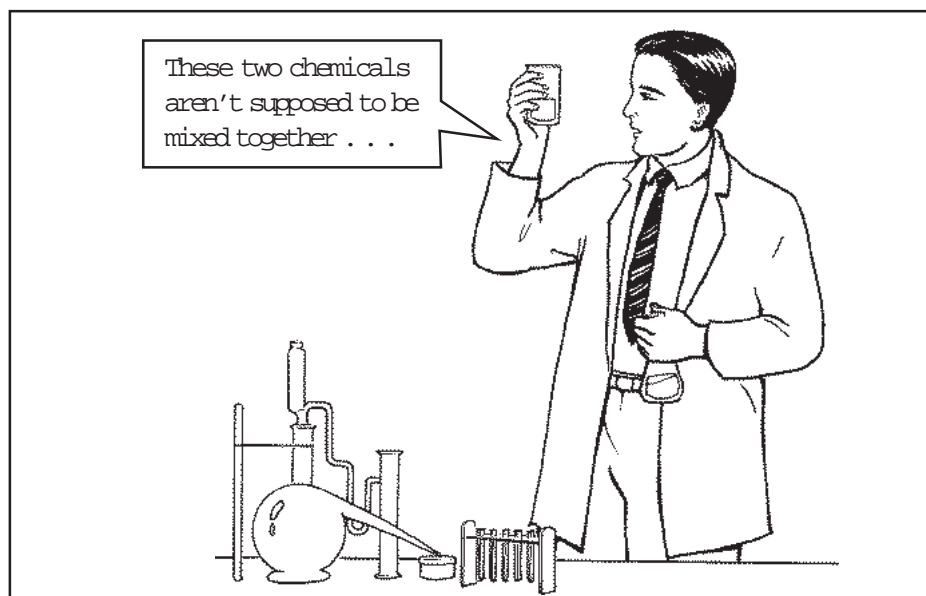
- ◆ You can plan to do as much work as you want according to priority but try not to make any promises.
- ◆ Do not accept more work than you can possibly handle.
- ◆ Learn when you should ask for help from your fellow workers. Do not try to do the work alone especially if it is too difficult for you.



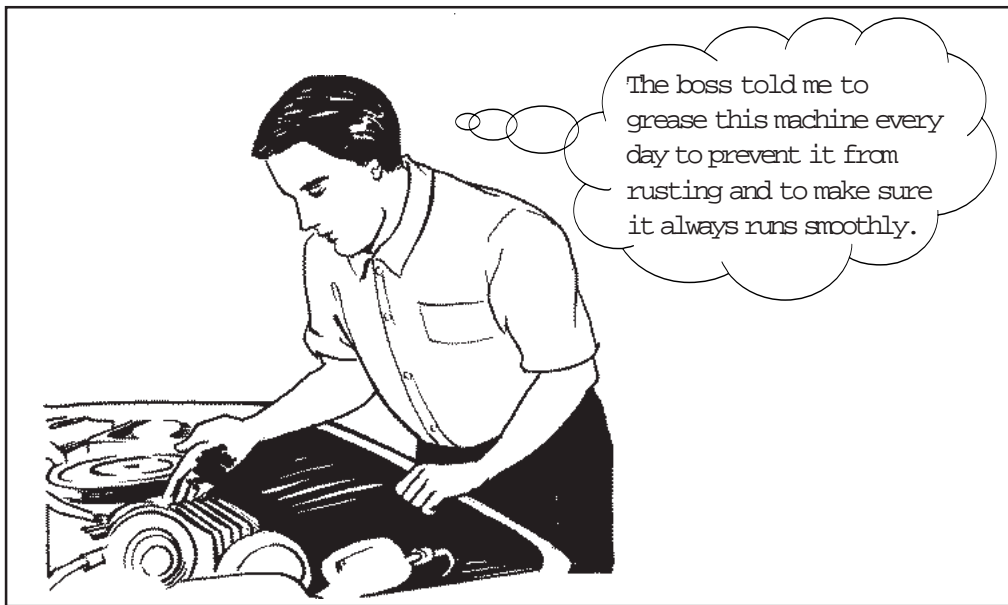
3. **Take reasonable breaks only.**
4. **Take time out to improve yourself.**



5. **Always keep in mind your important duties at work.**

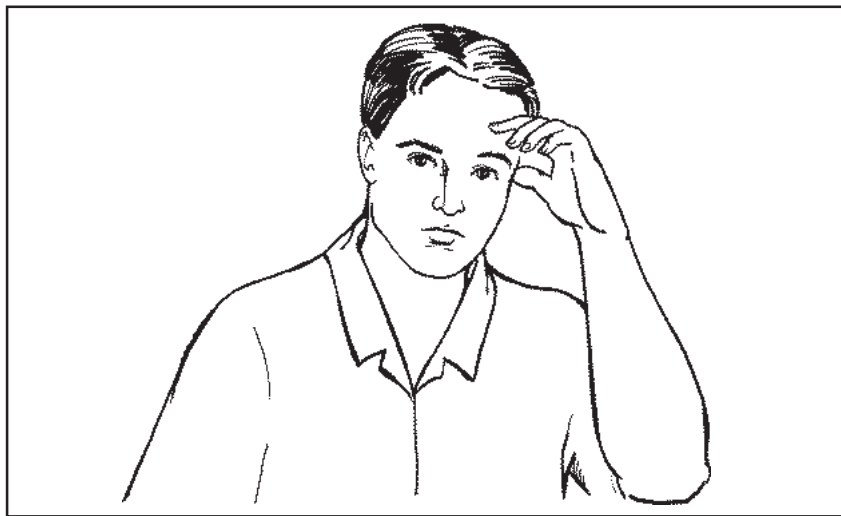


6. Make it a habit to listen to and learn from your superiors.



Doing all these things can ensure you of becoming a world-class worker.

Many workers are anxious to prove how diligent they are and how willing they are to work overtime. But some actually do this only for show. They even reach the point of just pretending to be busy when they are not really doing anything.



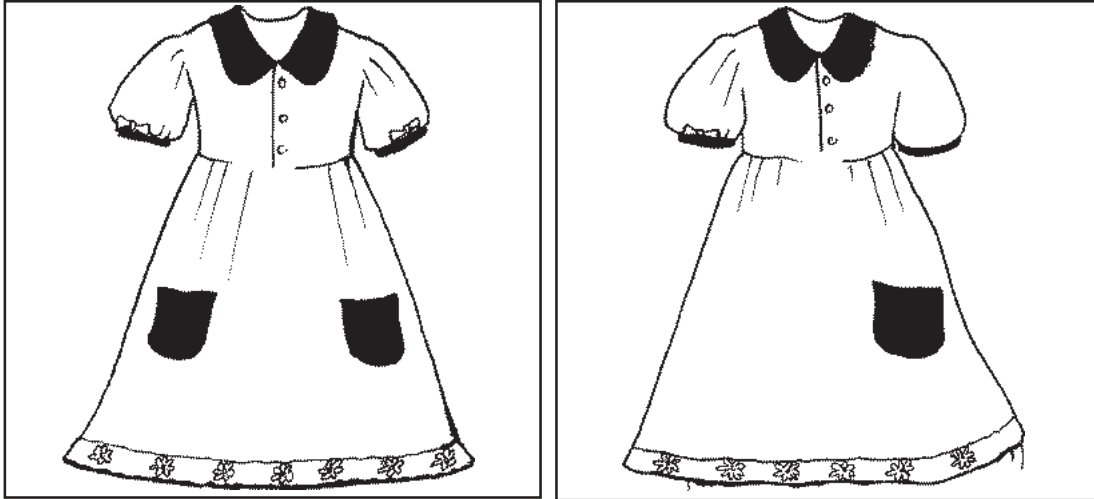
To avoid doing this, you should always make it a habit to ask yourself the following questions: "How efficient am I as a worker? How long does it usually take me to finish a job?"

-



Let's See What You Have Learned

A. Analyze the two pictures shown below.

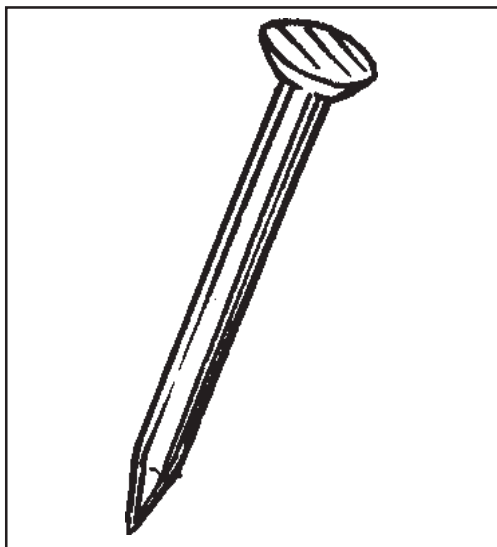


What do you notice about the two dresses? Spot the differences between them.

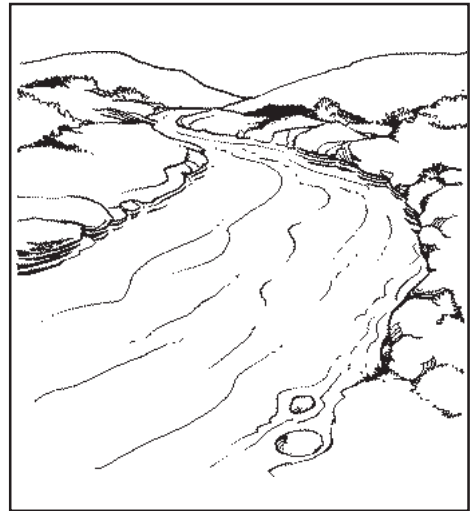
1. _____
2. _____
3. _____

Which of the two can be considered of high quality? Why?

B. Compare yourself to a nail. Explain your answer.



C. Compare yourself to a river. Explain your answer.



Compare your answers with those in the *Answer Key* on page 43. How well did you do?



Let's Remember

- ◆ To become a world-class worker, you have to be guided constantly by the following reminders:
 - Plan your work according to priority.
 - Learn to say “No.”
 - Take only reasonable breaks.
 - Take time out to improve yourself.
 - Always keep in mind your important duties at work.
 - Make it a habit to listen to and learn from your superiors.

Well, this is the end of the module! Congratulations for finishing it. Did you like it? Did you learn anything useful from it? A summary of its main points is given on the next page to help you remember them better.



Let's Sum Up

This module tells us that:

- ◆ A worker may encounter work problems for the following reasons:
 - inability to do the work;
 - work hindrances; and
 - loss of interest in one's work.
- ◆ A company may close down for the following reasons:
 - inefficiency of its workers;
 - losses due to theft;
 - workers' lack of concern for or just plain indifference to the company; and
 - crab mentality of some of the workers.
- ◆ We should uphold the following Filipino virtues to succeed in our jobs:
 - devotion to one's work;
 - keeping one's promises;
 - being passionate about producing quality work;
 - using one's time wisely or being an effective time manager;
 - punctuality and diligence at work;
 - respect for one's fellow workers;
 - obedience to company policies and regulations;
 - being well-groomed; and
 - being well-disciplined.
- ◆ To become a world-class worker, you have to be guided constantly by the following reminders:
 - Plan your work according to priority.
 - Learn to say "No."
 - Take only reasonable breaks.
 - Take time out to improve yourself.
 - Always keep in mind your important duties at work.
 - Make it a habit to listen to and learn from your superiors.



What Have You Learned?

Find out whether or not you have gained more self-confidence after studying this module. Encircle the numbers corresponding to your sentiments about the following sentences. Be honest with your answers.

	Yes	No	Sometimes
1. I believe that not everyone can do what I do.	3	2	1
2. I believe that I can do more with more knowledge and further training.	3	2	1
3. I believe I will succeed at work if I devote myself to it.	3	2	1
4. I believe that diligence is the key to my success at work.	3	2	1
5. I believe I can succeed at work despite the many trials that come my way.	3	2	1



Answer Key

A. Let's See What You Already Know (*pages 2–3*)

A. If you got a score of 11 to 15, very good! This shows that you love your work. If your score is 8 to 10, then you need to improve on your perception about your work. If you got a score of 7 or lower, then you need to study the module very well to get the right attitude toward your work.

- B. 1. (c)
2. (a)
3. (d)
4. (b)
5. (c)

B. Lesson 1

Let's See What You Have Learned (pages 15–16)

1. Work problems usually arise due to:
 - a. one's inability to do his/her work; and
 - b. certain hindrances.
2. The answer to this question may vary depending on the learner's own experiences.

C. Lesson 2

Let's See What You Have Learned (page 26)

The answer to this question may vary depending on the learner's own understanding of the lesson but below is given a possible answer.

I can show love for my work by being devoted to it, being passionate about producing quality work, using my time efficiently, being punctual and diligent, being obedient to company policies and regulations and being well-disciplined.

D. Lesson 3

Let's Think About This (page 34)

1. it is important to pay attention to the quality of your work
2. Be aware of deadlines
3. manual
4. make a list of all the things you have to do

Let's See What You Have Learned (pages 38–39)

- A.
1. The dress in the first picture had two embroidered sleeves while the second one only had one.
 2. The dress in the first picture had two pockets whereas the second one only had one.
 3. The space between the floral designs at the hem of the dress in the first picture were equal while they were not so in the other dress.

The quality of the dress in the first picture is far better than that of the dress in the second one.

- B–C. The answers to these may vary. Just consult your Instructional Manager to determine whether they are correct or not.



Reference

Andres, Thomas D. *Quality Management by Filipino Values*. Quezon City: Apple's Lithographic and Printing Services, 1989.