

Community Support Worker
Professionalism - Communication

1. **A co-worker has just pointed out that your contribution in the team meeting came across as being judgmental and offensive. How would you reword this response so that it is appropriate in a professional environment?**

“It’s a free space where I can voice my opinions, it’s not like it was aimed at you.”

2. **Your boss asks you to do something that is not within your job description or professional competence. Provide three ways in which a professional should respond?**
3. **Your co-worker comes to your office to “chat”. During the chat, your co-worker starts to disclose personal information about a client and another staff member. How would you respond?**
4. **The email below is being written by a student who is addressing his potential practicum placement contact. Re-write this email so that it reflects professionalism:**

Hi, thank you for getting in contact with me but I don’t think your practicum is what I am looking for. I do not see how cleaning up after clients in the kitchen is going to help me become a Community Support Worker, I am looking to practice skills like counselling referring and group work I think I need to keep looking for something else because this is not going to give me the skills that I need.

5. **A student receives some bad news and due to this does not attend class. The instructor follows up via email and tells the student that he/she have been marked absent. Without wasting a single second, the student drafts an email and address the unfair treatment. The student gives the instructor a piece of his/her mind by telling him/her how inconsiderate and unfair this is, given that the student is committed to this program.**

Did the student act professionally?

What prompted the student’s reaction?

What should the student have done instead?

Should the student have responded to the instructor? If so, what would have been the appropriate?