

VOCATIONAL SKILLS

II. ORIENTATION TO WORK PRACTICES

497.1 WORKING WORLD: Introduction

- "Why do people work?" (Earn money, pleasure of finished task, be independent . . .) ■ "Do all people work?" (No)
- "What does *employer* mean?" (Person or company for whom one works . . .) ■ "Who is your employer?"
- "What does *employee* mean?" (Worker, one who works for a person or company for money . . .) ■ "Are you an employee?"
- "Name three staff members here at (*name of agency*)."
- "Name three clients (trainees) here at (*name of agency*)."
- "What does *supervisor* mean?" (Person who directs work being done . . .) ■ "Who is your supervisor here at (*name of agency*)?"
- "How long is the average work day?" (Eight hours) ■ "How long is the average work week?" (Five days or 40 hours)
- "What does *full-time* work mean?" (Working 40 hours per week . . .)
- "What does *part-time* work mean?" (Working less than 40 hours per week . . .)
- "What does *temporary* work mean?" (Full- or part-time work for a short time . . .)

497.2 SAFETY ON THE JOB: Preventing Fires

- "Name three things you can do to prevent fires." (Turn off and unplug electrical equipment after use, smoke only in designated areas . . .)
- "Why should you turn off and unplug electrical equipment when you are finished using it?" (Prevent fire . . .)
- "Are you allowed to smoke on the job?" ■ "How can you find out whether smoking on the job is allowed?" (Ask supervisor . . .)
- "Where are the designated smoking areas at (*name of agency*)?"
- "Why is it important to smoke only in designated smoking areas?" (Prevent fires, may be flammable material in non-smoking areas, obey rules . . .)
- "What should you do if you smell smoke or see flames?" (Report it immediately to nearest staff member . . .)

FIRE OR FIRE DRILL

The following tasks are designed for use during fire drills or an actual fire.

- Client responds to alarm ■ Promptly ■ And appropriately
- Walks quickly ■ To nearest fire exit
- Exits building ■ And goes to designated area
- Remains in designated area until officially told building is safe to re-enter

497.3 SAFETY ON THE JOB: Preventing Damage To Equipment And Material

- "How should you always handle equipment and material?" (Carefully, properly, take good care of them . . .)
- "Why is it important to handle equipment and material carefully?" (So no one will get hurt; prevent damage to equipment . . .)
- "Name two things you can do to prevent damage to equipment." (Use it properly, use it for its intended purpose . . .)
- "Name two things you can do to prevent damage to *material*." (Stack carefully, store out of heavily trafficked areas, use material for its intended purpose . . .)
- "Why shouldn't you operate equipment you are not trained to use?" (Could hurt yourself or others, damage equipment or materials . . .)
- "Why are loose clothing, dangling jewelry, and long hair dangerous when operating equipment?" (Can get caught in equipment, cause injury, damage equipment . . .)
- "What could happen if you operate electrical equipment when your hands are wet?" (Could get a shock . . .)
- "What could happen if you get electrical equipment wet?" (Short out equipment, damage equipment, get a shock . . .)
- "If equipment you are using is not working properly, what should you do?" (Stop using it and report problem immediately to supervisor . . .)
- "Why is it important to stack material carefully?" (So material won't fall and get damaged or hurt someone . . .)
- "If you damage equipment or material, what should you do?" (Report it to supervisor immediately . . .)

497.4 SAFETY ON THE JOB: Preventing Accidents And Injuries

- "Name three things you can do to prevent accidents and injuries." (Use equipment properly, keep work area neat, report unsafe conditions, lift materials safely . . .)
- "Name two things you can do to prevent falls." (Wipe up spills immediately, climb stairs or ladder carefully, keep heavily trafficked area clear . . .)
- "Why is it important to look where you are going?" (So you won't trip, fall, bump into someone, knock over material . . .)
- "Why should you walk rather than run indoors?" (So you won't slip, fall, bump into someone . . .)
- "When you enter a building and your shoes are wet, what should you do?" (Wipe your feet) ■ "Why should you wipe your feet?" (So you won't slip . . .)

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SAFETY ON THE JOB: Preventing Accidents And Injuries (Cont.)

- "What should you do if you spill something on the floor?" (Wipe it up immediately) ■ "Why?" (So no one will slip . . .)
- "Why is it important to keep your work area neat and clean?" (It's safer and easier to work, you can find tools readily . . .)
- "If the floor around your work area is littered, what can happen?" (Someone can trip, get hurt . . .)
- "What can you do to prevent falls on stairs?" (Hold handrail, step on each tread, place entire foot on tread, keep stairs clear of obstacles . . .)
- "What can you do to prevent falls from ladders?" (Hold onto ladder, keep both feet on rungs, place ladder properly, have someone steady ladder . . .)
- "Why is it important to have good lighting when working?" (See what you are doing, where you are going; prevent accidents . . .)
- "Why is it important to have good ventilation when working?" (Stay alert, awake, avoid breathing fumes . . .)
- "Name two pieces of safety equipment." (Goggles, gloves, knee pads, ear protectors, protective clothing . . .)
- "How should you lift heavy objects?" (Answer must include: bend knees, keep back straight, grasp firmly with both hands, keep weight evenly distributed)
- "Why is it important to lift heavy objects properly?" (Prevent back injuries . . .)
- "Where is a first aid kit located here at (*name of agency*)?" ■ "Where is the infirmary located here at (*name of agency*)?"
- "What should you do if you have an accident on the job?" (Report it immediately to supervisor, get first aid . . .)
- "If you have a serious accident at work and have to go to a doctor, are you covered by insurance?" ■ If yes, "What type of insurance covers accidents on the job?" (S.A.I.F., workers compensation . . .)
- "What should you do if you notice a dangerous or unsafe situation at work?" (Report it immediately to supervisor . . .)

498.1 AWARENESS OF WAGE CATEGORIES

- "What is a salary?" (Employee receives fixed amount of money at regular intervals . . .)
- "What is an hourly rate?" (Employee receives amount of money according to the number of hours worked . . .)
- "What is a piece rate?" (Employee receives amount of money according to the number of pieces produced . . .)
- "What does *minimum wage* mean?" (Least amount of money that can legally be paid per hour . . .) ■ "What is the current minimum wage?"
- "Are you paid a salary, hourly rate, or piece rate?"
- "If you are paid a salary, will each paycheck usually be the same amount?" (Yes)
- "If you are paid an hourly rate, will each paycheck usually be the same amount?" (No) ■ "Why not?" (Depends on number of hours worked . . .)
- "If you are paid a piece rate, will each paycheck usually be the same amount?" (No) ■ "Why not?" (Depends on how fast you work . . .)

498.2 PRODUCTIVITY AND PAYCHECK

- "How often do you get paid?" ■ "When do you get paid?"
- "What does it mean to work overtime?" (Work extra hours . . .) ■ "Do you earn more money when you work overtime?" (Yes)
- "What is productivity?" (Amount of work actually produced compared to a norm . . .)
- "What is a norm?" (Amount of work non-handicapped person produces per hour . . .)
- "What is your current productivity rate?" ■ "How does your productivity rate affect your paycheck?" (The faster you work the more money you earn . . .)
- "When you are paid piece rate, what can you do to earn more money?" (Increase productivity, work faster, produce more . . .)
- "How can you increase your productivity rate?" (Work faster, pay attention to your work, don't stop to chat . . .)

498.3 PAYROLL DEDUCTIONS

- "What does *gross* pay mean?" (Amount of money earned before any deductions are withheld)
- "What does *net* pay mean?" (Amount of money actually received after deductions are withheld)
- "Which is more, gross pay or net pay?" (Gross) ■ "Which is less, gross pay or net pay?" (Net)
- "What is income tax?" (Portion of earnings paid to government . . .)
- "Why do we pay federal income tax?" (Support federal government, help pay for the programs and services it funds . . .)
- "Do we have a state income tax?" ■ If yes, "Why do we pay state income tax?" (Support state government, pay for its services . . .)
- "What is F.I.C.A. (Social Security)?" (Money withheld for disability and retirement benefits . . .)
- "What is workmen's compensation insurance?" (Money withheld to help pay for expenses from on-the-job accidents . . .)
- "If you have any questions about your paycheck, whom should you ask?"

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PAYROLL DEDUCTIONS (Cont.)

- "Before you can cash your paycheck, what do you have to do to it?" (Endorse it)
- Client is shown a paycheck and asked to indicate gross pay, net pay, and payroll deductions. It is suggested client's most recent paycheck (or a photocopy of it) be used when training the tasks below. Instructor may wish to include additional payroll deductions.
- "How much is your gross pay?" ■ "How much is your net pay?"
- "How much money was withheld for federal income tax?" ■ "How much money was withheld for state income tax?"
- "How much money was withheld for F.I.C.A. (Social Security)?"
- "How much money was withheld for workers compensation insurance?"

499.1 EMPLOYEE BENEFITS

- "What are employee benefits?" (Programs advantageous for employees . . .)
- "Name two types of employee benefits." (Paid vacation, sick pay, health insurance, retirement plan, credit union, discount, transportation . . .)
- "Who pays for employee benefits?" (Employer, employee, or both)
- "Do you have to take advantage of all employee benefits?" (No)
- "Name the employee benefits available to you." ■ "Which employee benefits do you use?"
- "If you have questions about employee benefits, whom should you ask?"

499.2 AWARENESS OF INCOME TAX

- "What is income tax?" (Portion of earnings paid to government . . .)
- "Why do we pay federal income tax?" (Support federal government, help pay for programs and services it funds . . .)
- "Do we have a state income tax?" ■ If yes, "Why do we pay state income tax?" (Support state government, pay for its services . . .)
- "What is an income tax return form?" (Form filled out each year to determine amount of income tax . . .)
- "When do you have to fill out an income tax return?" (Between January 1st and April 15th of each year . . .)
- "Who could you ask to help you fill out your income tax return?"
- "When do many people pay income tax?" (Every time they receive paycheck by having tax withheld . . .)
- "How do you indicate to your employer how much income tax to withhold?" (Fill out Employee's Withholding Exemption Certificate — W-4)
- "When should you fill out an Employee's Withholding Exemption Certificate (W-4)?" (Change employers, marital status, number of dependents . . .)

499.3 WORK HABITS: Attendance

- "Why is it important to go to work every day?" (Employer expects you to be there, others must do your work if you're absent . . .)
- "What can happen if you are absent often?" (Get fired, supervisor will be upset with you, co-workers may resent it . . .)
- "Why might your supervisor be upset with you if you are absent often?" (Difficult to keep production on schedule, can't depend on you . . .)
- "What should you do if you get sick at work?" (Ask for permission to lie down, go home if necessary . . .) ■ "Where is the infirmary located here at (name of agency)?"
- "Give an *acceptable* reason for being absent from work." (Too ill to work, death in immediate family, crisis . . .)
- "Give an *unacceptable* reason for being absent from work." (Don't feel like working today, relatives visiting, overslept, missed the bus . . .)
- "What might happen if you leave work early without permission?" (Get fired, supervisor will be upset with you, people who need to see you won't be able to locate you . . .)

499.4 WORK HABITS: Punctuality

- "Why is it important to arrive at work on time?" (Employer expects you to begin working at specific time . . .)
- "What can happen if you are late for work often?" (Get fired, put on probation, supervisor will be upset with you . . .)
- "Why might your supervisor be upset with you if you are late often?" (Others have to do your work until you arrive, you miss instructions . . .)
- "Why do some employers get upset if you arrive at work too early?" (Interferes with workers on earlier shift, you get in the way . . .)
- "About how many minutes before work begins should you arrive?" (About fifteen minutes . . .)
- "What can happen if you return late from break often?" (Get fired, supervisor will be upset with you . . .)
- "What can happen if you take longer lunch periods than you are allowed?" (Get fired, supervisor will be upset with you . . .)

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500.1 WORK HABITS: Notifying Employer Of Absence Or Late Arrival

- "If you are going to be absent from work, what should you do?" (Telephone employer . . .) ■ "When should you telephone your employer?" (As soon as you realize you will be absent, at time you normally report for work . . .) ■ "What information will your employer probably want about your absence?" (Reason for absence and expected length of absence . . .) ■ "If you are absent two or more consecutive days, why should you call your employer each day?" (Employer needs to know if you are coming to work . . .) ■ "If you are absent several consecutive days due to illness, what might your employer request?" (Written verification from your doctor . . .)
- "If you are going to be late for work, what should you do?" (Telephone employer . . .) ■ "What information will your employer probably want about your late arrival?" (Reason for tardiness and expected arrival time . . .)
- "Why is it important to notify your employer about absence or lateness?" (Employer needs the information to schedule work . . .)
- "If you need help to telephone your employer, who can you ask?"
- "Whom should you call at (*name of agency*) if you are absent or late?": ■ "What is the telephone number at (*name of agency*)?" (Indicates correct number from memory or shows number in written form on own initiative — e.g. shows card in wallet)

Role-play: Client is asked to imagine a situation in which it would be necessary to notify employer of *absence* (e.g. has fever and cannot come to work) or *late arrival* (e.g. missed bus). It is suggested instructor vary the situation used each training session. See *COMMUNITY SKILLS PROGRAM, Section VI*, for formal training on use of telephone.

- Dials telephone independently ■ Dials correct number ■ Reaches appropriate person ■ Client identifies self
- Absence**
 - States will be absent from work ■ Intention is clearly expressed
 - Gives reason for absence ■ And expected length of absence
- Late arrival**
 - States will arrive late for work ■ Intention is clearly expressed
 - Gives reason for tardiness ■ And expected arrival time
- Terminates telephone conversation appropriately

500.2 WORK HABITS: Scheduling Appointments

- "When is the best time to schedule appointments?" (During free time, before or after work, on days off)
- "Why is it important to schedule appointments during your free time if possible?" (Employer expects you to be at work, you can't earn money if you're not at work . . .)
- "If it is necessary to schedule an appointment during working hours, when would be a good time?" (Beginning or end of work day, at lunch time . . .) ■ "Why is it a good idea to schedule appointments at the beginning or end of the work day or during lunch time?" (Miss less time from work . . .)
- "If you have an appointment scheduled during working hours, what do you need to do?" (Notify your employer . . .)
- "When should you notify your employer you have an appointment during working hours?" (In advance, as soon as you schedule the appointment . . .)
- "Why do you need to notify your employer if you have an appointment during working hours?" (Need permission to leave work . . .)
- "What information might your employer want about an appointment?" (Type and date of appointment, time leaving and returning . . .)
- "Whom should you notify at (*name of agency*) if you have an appointment during working hours?":

Role-play: Client is asked to imagine having an appointment during working hours (e.g. dental appointment on Tuesday the 10th at 2:00 p.m.). It is suggested instructor vary the details of appointment each training session.

- Notifies appropriate person
- Asks permission to leave work for appointment ■ Request is clearly expressed
- States type of appointment ■ And date of appointment
- States time leaving work ■ And expected time of return

500.3 WORK HABITS: Cooperating With Supervisors

- "What does *cooperate* mean?" (Work willingly with others to get job done . . .)
- "Why is it important to cooperate with supervisors?" (They are in charge, they're responsible to see that work is completed . . .)
- "What can happen if you are uncooperative with supervisors?" (Get fired, get in trouble . . .)
- "Give two examples of *cooperative* behavior." (Following instructions, working overtime when asked and you are able, working on jobs you don't like without complaining . . .)
- "Give two examples of *uncooperative* behavior." (Complaining often, refusing to work, ignoring supervisor, arguing . . .)
- "How can you let your supervisor know you don't like a job without appearing uncooperative?" (Discuss it calmly, maturely . . .)

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501.1 WORK HABITS: Accepting Constructive Criticism

- “Why is it important to follow instructions?” (Job needs to be done a certain way . . .)
- “If you have questions about your work, what should you do?” (Ask . . .) ■ “Whom should you ask?” (Supervisor . . .)
- “If a supervisor indicates you are not doing a job correctly, what should you do?” (Listen, ask for help to do job correctly, be cooperative . . .)
- “Why does a supervisor let you know if you are doing a job incorrectly?” (Wants to help you learn to do job correctly . . .)
- “What might happen if you act upset or discouraged when a supervisor corrects your work?” (Supervisor might feel you are uncooperative, immature . . .)
- “How should you accept suggestions and constructive criticism about your work?” (In a polite manner, maturely . . .)
- “Why is it important to accept suggestions and constructive criticism maturely?” (Get along on the job, supervisor will appreciate your cooperation . . .)

501.2 WORK HABITS: Working Independently

- “Why is it important to keep working without anyone reminding you?” (Show initiative, get more work done, earn more money . . .)
- “If a supervisor has to remind you often to keep working, what can happen?” (Get fired, put on probation, supervisor will be upset with you . . .)
- “If you run out of materials, what should you do?” (Request more, tell supervisor what you need . . .) ■ “Why is it important to request materials when you need them?” (Keep working, get more work done, show initiative . . .)
- “What should you do if someone is talking to you or bothering you while you are working?” (Ask person to wait until break, ignore person, tell supervisor . . .) ■ “When is a good time to talk with co-workers?” (Breaks, lunch time, before or after work . . .) ■ “Why isn’t it a good idea to talk while you are working?” (Slows down your work, disturbs people around you, causes mistakes . . .) ■ “If you talk on the job often, what might happen?” (Won’t get job done, supervisor will be upset with you . . .)
- “If you daydream on the job, what can happen?” (Won’t get job done, supervisor will think you can’t work independently . . .)
- “When is the best time to use the restroom or get a drink of water?” (Break or lunch time, before or after lunch) ■ “What might happen if you use the restroom or get drinks often during work time?” (Won’t get your job done, supervisor might think you’re trying to get out of working . . .)
- “Why is it important to stay in your work area?” (Can’t get your job done when you’re wandering around, people who need to see you will know where to find you . . .) ■ “If you need to leave your work area, what should you do first?” (Ask for permission . . .) ■ “If you leave your work area without permission, what can happen?” (Supervisor may get upset with you, you may get in trouble, supervisor won’t know where you are . . .)
- “Name three ways you can get more work done.” (Stay in area, keep working, request materials, work quietly, ignore distractions . . .)

501.3 WORK HABITS: Interpersonal Relationships

- “Why is it important to be friendly with your co-workers?” (Co-workers will like you, you’ll make friends, enjoy your work more . . .)
- “Why is it important to help your co-workers when you can?” (They will appreciate it, help you when you need help . . .)
- “What can happen if you spend your break and lunch time by yourself?” (Won’t make friends, co-workers may think you don’t like them . . .)
- “What can happen if you monopolize conversation with your co-workers?” (Co-workers won’t want to talk with you, may begin to dislike you . . .)
- “What can happen if you argue with your co-workers?” (They probably won’t want to talk with you or be around you, you’ll hurt their feelings . . .)
- “What can happen if you tease co-workers too often or they don’t like it?” (May lose friends, get in trouble, embarrass . . .)
- “What can happen if you want to have things your way too often?” (Others may not invite you to participate, you create bad feelings, it’s selfish . . .)
- “What can happen if you complain often?” (Co-workers may not want to talk with you, may lose respect for you . . .)
- “If you want to make friends, what can you do?” (Initiate conversation, listen more to what others have to say, be helpful to others, be pleasant and cheerful, invite participation . . .)

501.4 WORK HABITS: Quality Of Work Produced

- “Why is it important to produce good quality work?” (Feel good about your job, employer and customer expect it . . .)
- “What can happen if you produce poor quality work?” (Get fired, waste material, work has to be redone, waste time . . .)
- “Name two reasons someone might be producing poor quality work.” (Working too fast, not interested in job, not following instructions, talking too much on the job, not asking questions when uncertain about what to do . . .)

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WORK HABITS: Quality Of Work Produced (Cont.)

- "Name two ways you can improve the quality of your work." (Pay close attention to job, follow instructions, ask when unsure . . .)
- "If you are not sure you are doing a job correctly, what should you do?" (Ask supervisor to inspect your work . . .)
- "If you don't care about your work, will you probably do it well?" (No)
- "If you daydream or talk with co-workers often while working, will you probably produce good quality work?" (No)
- "If you ignore instructions or constructive criticism about your work, will you produce good quality work?" (No)
- "If you take an interest in your job and care about your work, will you probably produce good quality work?" (Yes)
- "If you follow instructions and pay attention to your work, will you probably produce good quality work?" (Yes)
- "What can happen if you always do good quality work?" (Get promotion, raise, employer will think highly of you . . .)

502.1 WORK HABITS: Honesty

- "Name two ways you can demonstrate you are an honest worker." (Return lost items, ask permission to borrow, tell truth . . .)
- "Why is it important to be honest?" (Earn trust of employer and co-workers, feel good about yourself . . .)
- "What will happen if you are dishonest?" (Get fired, get in trouble, lose friends, people won't trust you . . .)
- "If you find a lost item, what should you do with it?" (Turn it in to supervisor, lost and found, return it to owner . . .) ■ "Why is it important to return an item you find?" (It is not yours, owner will appreciate your honesty . . .) ■ "What can happen if you keep an item you find?" (Might be accused of stealing it . . .)
- "If you want to use something that belongs to someone else, what do you need to do?" (Ask owner's permission to borrow . . .)
 - "Why is it important to ask the owner's permission before borrowing something?" (It isn't yours, respect for property of others . . .)
 - "What can happen if you take something without asking the owner's permission?" (Be accused of stealing . . .)
- "If you make a mistake at work, what should you do?" (Tell supervisor the truth . . .) ■ "What can happen if you lie?" (Get fired, employer will think you are dishonest, won't trust you . . .) ■ "What can happen if you don't tell your supervisor about a mistake you made?" (Supervisor might think you are dishonest . . .)
- "Why is it dishonest to take longer breaks or lunches or waste time at work?" (Company is paying you for a full day's work . . .)
- "Why is it not alright to take extra or damaged materials from work?" (They're not yours, employer may have use for them . . .)
 - "If you want to take extra or damaged materials from work, what do you need to do?" (Ask appropriate person for permission . . .)
 - "If you take materials from work without permission, what can happen?" (Get fired, be accused of stealing . . .)

502.2 WORK HABITS: Care Of Tools And Equipment

- "How should you treat tools and equipment?" (Take good care of them . . .) ■ "Why should you take good care of tools and equipment?" (So they will last longer, work properly . . .) ■ "What can happen if tools and equipment don't receive proper care?" (Break, won't work properly, have to be replaced . . .)
- "What should you do with tools and equipment when you are finished with them?" (Put them away in appropriate storage area . . .) ■ "Why is it important to put away tools and equipment?" (Others can find them; prevent damage; safety . . .)
 - "What can happen if tools and equipment are not put away?" (Get lost, damaged, others can't find what they need . . .)
- "If you find a tool or piece of equipment that is damaged or not working properly, what should you do?" (Tell supervisor . . .)
- "If you are careless with tools and equipment, what can happen?" (Injure yourself, damage tools, not be allowed to use them . . .)

502.3 WORK HABITS: Personal Grooming

- "Why is it important to look clean and neat at work every day?" (Feel good about yourself, co-workers will appreciate it . . .)
- "Why might you not enjoy working near someone who needs to bathe?" (Odor is unpleasant . . .)
- "Name two conditions the clothing you wear to work should be in." (Clean, pressed, in good repair . . .)
- "Give an example of the type of clothing that is appropriate for the work you do." (Client gives reasonable answer)
- "Give an example of clothing that is *not* appropriate for the work you do." (Client gives reasonable answer)

(Last task set — July 14, 1982)

Notes:

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