

USAID Opportunity 2.0 Program:  
Second-Chance Opportunities for Out-of-school Youth

**LIFE SKILLS FOR SELF-DIRECTED LEARNING**



**MODULE 4: WORK HABITS & CONDUCT**

LEARNER'S HANDBOOK

## Acknowledgements

**Education Development Center (EDC)** would like to thank the staff of the USAID Opportunity 2.0 Program, Philippines local team, and the DepEd Alternative Learning System Task Force, whose invaluable insights guided the adaptation of this curriculum.

As part of the Journey to Self-Reliance, the education system of DepED ALS will be strengthened to reach vulnerable out-of-school youth through providing them with second chance education so that learners are better equipped with the soft and leadership skills they need to excel in the labor market today and into the future.

The Life Skills Curriculum is an adaptation of EDC's globally recognized Work Ready Now.

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## Module 4: Work Habits and Conduct

***“Ang magandang buhay ay makakamtan sa pamamagitan ng husay sa trabaho at sakripisyo.”***





*The good life is to be earned with hard work and sacrifice.*

### Work Habits and Conduct Objectives

By the end of the module participants will be able to:

- ✓ List and identify ways to find work opportunities
- ✓ Identify the main elements of a basic bio-data and application letter needed to apply for work
- ✓ Write a bio-data and an application letter
- ✓ Identify appropriate workplace behavior and attitudes
- ✓ Describe ways to manage time
- ✓ Describe ways to balance personal and work life

### Module Overview

 Activity	 Time
 <b>Session 1: Looking for Job Opportunities</b>	
1: Introductory Activity & Learner's Reflection	60-90 minutes
2: Preparing a Bio-Data & Application Letter	240-300 minutes
3: The Job Interview	240-300 minutes
4. Informational Interviews	60-90 minutes
 <b>Session 2: Appropriate Workplace Behaviors &amp; Attitudes</b>	
5: Introductory Activity	60 minutes
6: Workplace Behaviors & Attitudes	120 minutes
7: Time Management	120 minutes
	<b>Total Time: 15-18 hours</b>

### Written Assignments

*This is a checklist of all the written documents for learners to accomplish. The facilitator will put a tick mark on the submitted outputs and follow-up on those that have not been submitted yet.*

- ☐ 4.1: Sources of Information to Find Work
- ☐ 4.2: Sample Bio-data and Application Letter
- ☐ 4.3: Bio-data Writing Tips
- ☐ 4.4: Bio-data Format
- ☐ 4.5: Application Letter Format
- ☐ 4.6: Processes and Tips during a Job Interview
- ☐ 4.7: Informational Interviews
- ☐ 4.8: Sample Informational Interview Questions
- ☐ 4.9: How to Conduct Yourself during an Informational Interview
- ☐ Session 1 Writing Space
- ☐ 4.10: Informational Interview Form
- ☐ 4.11: Workplace Behavior Scenarios
- ☐ 4.12: Appropriate Workplace Behaviors and Attitudes
- ☐ 4.13: Work Habits Inventory
- ☐ 4.14: Time Management
- ☐ Session 2 Writing Space

## SESSION 1: LOOKING FOR JOB OPPORTUNITIES

**Learning Strand 4:** Life and Career Skills

**Content Standard:** Ability to Earn a Living (Employment)

**Performance Standard:** Apply working knowledge, attitudes, and work-related skills as an employed person to earn a living and improve one's economic status

**Learning Competencies:**

- |           |   |
|-----------|---|
| <b>21</b> | <p>Demonstrate the following work readiness skills: – LS4LC-AE-PSA-AE/JHS-21</p> <ul style="list-style-type: none"> <li>• Applying for a job             <ul style="list-style-type: none"> <li>○ Prepare a written job application</li> <li>○ Prepare a biodata/CV</li> <li>○ Prepare for a job interview</li> </ul> </li> </ul> |
|-----------|---|

### ↔ Key Topics and Learning Points ↔

1. Identifying employment information and resources for finding employment
2. Main elements of a bio-data and application letter
3. Processes and tips during a job interview

★ **Resources to use in finding a job:** Word of mouth, newspaper, radio and television announcements, job notices/bulletins, potential work places, internet, government agencies and offices, non-government organizations, cooperatives, recruitment agencies, networking

★ **CV writing tips:**

- ✓ Include relevant information only
- ✓ Keep it simple, clear and neat
- ✓ Limit to 1 -2 pages
- ✓ Be accurate: no spelling or grammatical errors
- ✓ Be consistent: punctuation, highlighting, verb tense, spacing...
- ✓ Use action words to describe your previous experience: provided, managed, participated, operated, ...
- ✓ Use bullets to describe duties/responsibilities of previous work
- ✓ Spell out acronyms the first time it appears, put the acronym in parentheses and then use the acronym after that
- ✓ If using a computer, font size should be between 10 and 12 points
- ✓ Use 2.5 cm margins

★ **Application letter writing tips:**

- ✓ Keep it simple, clear and neat
- ✓ Use proper spelling and grammar
- ✓ Use proper business letter format
- ✓ Use basic structure described above (why you are writing, what you have to offer, and how you will follow up)

★ **Interviewing Tips (see 4.6 below)**

## Activity 1: Introductory Activity

### Objectives:

- ✓ Review the main concepts of the previous module (Leadership)
- ✓ Share prior experiences and knowledge regarding seeking and gaining employment and their ideas of what behaviors and attitudes are important at the workplace
- ✓ Identify sources of information to find a job



**Recommended Time:** 60-90 minutes



Let us begin by jogging our memory. Make a list of concepts or ideas that you learned from the previous module in the space below. Please spend no more than 5 minutes.

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In Module 4 you will learn about finding and keeping a job. Think about the proverb found at the beginning of the module:

*“Ang magandang buhay ay makakamtan sa pamamagitan ng husay sa trabaho at sakripisyo”*  
(The good life is to be earned with hard work and sacrifice).

**What is the meaning?**



What do you think the proverb says about finding and keeping a job?



Think of a time in your life when you worked hard for something. Write down the story here (you can also write about someone you know).



Before we start, let us do some reflection so you can see what you already know or do not know about the topics. Relax, this is not a test, but it is important to be honest to yourself.

## Learners' Reflection: Module 4 Work Habits and Conduct

*This is not a test but is a way for you to see what you already know or do not know about the topics. You will read a skill that is listed in the left column. Think about yourself and your experience. Then read the statements across the top. Check the column that best represents your situation. The results will help you and your teacher know which topics may require more time, effort and guidance.*

*Ang mga katanungan dito ay hindi test. Ito ay isang paraan upang malaman mo ang iyong kaalaman, kasanayan o kakayahan tungkol sa paksang ito. Basahin mo ang mga kaalaman, kasanayan o kakayahan na nakalista sa kaliwang kolum. Magbalik-tanaw sa iyong sarili at mga karanasan, basahin ang lahat ng mga pangungusap at i-tsek ang sagot na naaangkop sa iyong sitwasyon. Ang iyong kasagutan ay magiging gabay mo at ng iyong guro sa pagpapalawak ng iyong kaalaman tungkol sa paksang ito.*

My experience	1	2	3	4
<b>Knowledge, skills and abilities</b>  <i>Kaalaman, kasanayan at kakayahan</i>	<b>I don't have any experience doing this.</b>  <i>Wala akong karanasan sa paggawa nito</i>	<b>I have very little experience doing this</b>  <i>May kaunting karanasan lamang ako sa paggawa nito</i>	<b>I have some experience doing this.</b>  <i>Mayroon akong karanasan sa paggawa nito</i>	<b>I have a lot of experience doing this.</b>  <i>Marami akong karanasan sa paggawa nito</i>
Finding information about possible work / <i>Paghahanap ng impormasyon tungkol sa posibleng trabaho.</i>				
Writing a job application letter & bio-data / <i>Paggawa ng sulat/ aplikasyon at bio-data para mag-aplay sa trabaho.</i>				
Responding to questions during a job interview with confidence / <i>Mahusay na pagsasagot sa mga tanong sa interbyu para sa inaplayang trabaho.</i>				
Demonstrating good behavior and a positive attitude at work /				



My experience	1	2	3	4
<b>Knowledge, skills and abilities</b> <i>Kaalaman, kasanayan at kakayahan</i>	<b>I don't have any experience doing this.</b> <i>Wala akong karanasan sa paggawa nito</i>	<b>I have very little experience doing this</b> <i>May kaunting karanasan lamang ako sa paggawa nito</i>	<b>I have some experience doing this.</b> <i>Mayroon akong karanasan sa paggawa nito</i>	<b>I have a lot of experience doing this.</b> <i>Marami akong karanasan sa paggawa nito</i>
<i>Pagpapakita ng mabuting asal at ugali sa trabaho.</i>				
Showing up to work on time. / <i>Pagtrabaho sa tamang oras.</i>				
Managing my time well. / <i>Mahusay na pamamahala o paggamit ng aking oras.</i>				

Let us think a bit more about finding and keeping a job.



What steps did you take to find a job? What went well? What didn't?



**Write:** When you have a job, what do you think are the most important behaviors and attitudes to remember at the workplace?



Now we will focus more on the information and skills that you need to find a job. In the space below, **make a list** of sources of information to help you find work, for example, the newspaper. Write as many sources of information that you can think of in 3 minutes. "Ready? Set, Go!"



**Compare** your list to the list of sources of information to find work below. What is on your list that is not included in the list below? There are many sources of job information!



## 4.1: Sources of Information to Find Work

- Word of mouth: from friends, family, former colleagues, professional contacts, etc.
- Newspaper: employment section, advertisements
- Radio and Television Announcements
- Job Notices/Bulletins
- Potential Work Places
- Internet: jobstreet.com, jobfinder.com.
- Government agencies: National Youth Commission (NYC), Cooperative Development Authority (CDA), PESO, Department of Labor and Employment (DOLE), Department of Trade and Industry (DTI)
- Non-government organizations and private sector such as Local Chambers of Commerce and Industry and Industry groups and associations

- Recruitment agencies
- Job Fairs
- Networking: informational interviews, networking with people you know in the area in which you want to work, volunteering, interning



### Sharing is caring

This section encourages you to share your **output** to family and friends. It's always great to share your thoughts and hear feedback from people who care 😊

Share the list: **Sources of Information to Find Work** with a family member and ask if they have any other ideas on where to find such information. Remember to thank them for their help!



In the next activity you will learn about how to write a bio-data and application letter.

Stay tuned!

## Activity 2: Preparing a Bio-data and Application Letter

### Objectives:

- ✓ Identify the main components of a bio-data
- ✓ Identify the main components of an application letter
- ✓ Experience filling in a bio-data and writing an application letter



**Recommended Time:** 240-300 minutes



Employers look for people who are committed, positive, hardworking, respectful, and trustworthy. They want people who will show up on time, work hard and take initiative. They like people to be skilled and to have experience but often will hire people who they think they can train. To gain some experience, it is good to volunteer or do an unpaid internship where you can learn by participating in the work. Sometimes these can lead to paid opportunities.



Finding a job usually requires a bio-data and an application letter.

- **Bio-data:** It is a brief history of your education, work experience and activities, skills, accomplishments and any other information relevant to getting a job.
- **Application letter:** It is a letter to an employer expressing your interest in a particular job or area of work and highlights why you are qualified for the work.



Have you ever written a bio-data or an application letter? Share your experience in the space below. (e.g. How did you find the experience? What was hard? What was easy?) Leave the space blank if you have never written any of these.

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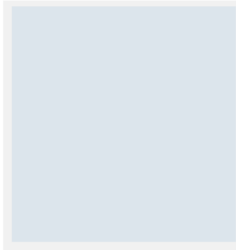
Review the samples of bio-data and application letter provided in the next pages and answer the following questions:

What type of information do you find in a bio-data?	
What type of information do you find in the application letter?	
What are the differences between a bio-data and application letter?	



## 4.2: Sample Bio-data and Application Letter

### Bio-data

<b>Name:</b>	<b>MICHELLE LOCSIN</b>	
<b>Address:</b>	Block 24, Lot 8 Talungon Drive, San Roque, Zamboanga City	
<b>Birthday:</b>	June 23, 1994	
<b>Age:</b>	21 years old	
<b>Contact Number:</b>	0926 763 5271	
<b>Email:</b>	<a href="mailto:mlocsin@gmail.com">mlocsin@gmail.com</a>	
<b>OBJECTIVE</b>		
To be gainfully employed and be a productive member of the community utilizing my acquired education and skills.		
<b>EDUCATION AND TRAINING</b>		
January 2015	Computer Hardware Servicing NC II USAID-MYDev Skills Training Program Barangay San Roque, Zamboanga City	
Year 2008-2012	San Roque National High School Zamboanga City	
Year 2002-2008	San Roque Elementary School Zamboanga City	
<b>SKILLS</b>		
<ul style="list-style-type: none"> <li>▪ Computer literate - familiar with MS Word, Powerpoint and Excel</li> <li>▪ Willing to take on new challenges and eager to learn</li> </ul>		
<b>WORK EXPERIENCE</b>		
April – June 2014	Assistant Encoder, "El Barato" Trading, San Jose, Zambo. City	
May 2013	Volunteer – ABS CBN Bayan Patroller	

**Application Letter**

March 15, 2015

**Ms. Melanie Luas**

Melanie's Computer Repair Shop  
San Jose Gusu, Zamboanga City

Dear Ma'am Luas,

**Re/Ref: Job Application as Computer Technician**

I am applying for the position of Computer Technician. The vacancy was advertised last March 8, 2015 in the Daily Zamboanga Times Newspaper. The position seems to fit my experience and career interests.

I am a high school graduate and a resident of San Roque, Zamboanga City. I am fluent in Filipino as well as the Visayan and Chabacano dialects. I am also a graduate of USAID's Mindanao Youth for Development (MYDev) skills training in Computer Hardware Servicing NC II and I passed TESDA's competency assessment.

The said position requires competence in servicing computers, printers, local area networks to include software installation. I believe I possess the said qualifications and I am confident that I can work well with people and can readily follow given instructions.

My previous work experience includes being a volunteer ABS-CBN Bayan Patroller in 2013 and an Assistant Encoder at "El Barato" Trading in 2014.

My enclosed resume provides more details on my qualifications. I will be happy to come for an interview at your convenience.

Respectfully yours,

**Michelle Locsin**

Applicant



### Think about it!

This section encourages you to share your learning with family and friends about a topic. Start a discussion with them face to face, via text, chat, or whatever means available and comfortable to you. It's always great to share your ideas and hear more points of view 😊

Read additional information below about the bio-data and application letter as well as the bio-data writing tips on the next page. Share your learning with 2-3 of members your family, your friends, or professionals in your community whom you know well.

- Ask them about what they would look for from a potential employee's bio-data and application letter, or additional tips that they can give.
- Ask them if they are available to assist you in reviewing your bio-data and application letter.
- Record the key ideas from the discussion in this space.



A Bio-data presents the following information:

- contact information
- skills summary
- work experience
- education
- references





An Application letter contains the following information:

- contact information
- purpose of letter
- summary of skills necessary for a particular job
- closing statement
- NOTE: An application letter should not just re-state your bio-data; it should emphasize those skills and experiences that are most relevant to the particular job for which you are applying.



If you have little or no formal work experience, you may include activities that you have been involved in, including activities in church/mosque or youth groups, family businesses, etc. If you have difficulties identifying activities, think about your daily, weekly, and monthly activities. For daily activities, you can draw a clock and label what you do at different times of the day. For a weekly schedule, you can draw a square for each day of the week and draw pictures representing your activities. These will help you capture how you spend your time, and give you ideas of what you can include in the bio-data.



### 4.3: Bio-data Writing Tips

- Include relevant information only: Your bio-data should not include all details about your life!
- Keep it simple, clear and neat
- Limit to 1-2 pages
- Be accurate: no spelling or grammatical errors
- Use bullets to describe duties/responsibilities of previous work
- Spell out acronyms the first time you use it, put the acronym in parentheses and then use the acronym after that
- If using a computer, font size should be between 10 and 12 points
- Use 2.5 cm margins



### Let's Apply!

You will now prepare your own bio-data using the form below. Make sure you follow the writing tips discussed earlier.



## 4.4: Bio-data Format

# BIO-DATA



### PERSONAL DATA

Position Desired	:	_____	Date	:	_____
Name	:	_____	Gender	:	_____
City Address	:	_____			
Provincial Address	:	_____			
Telephone	:	_____	Cellphone	:	_____
E-mail Address	:	_____			
Date of Birth	:	_____	Birth of Place	:	_____
Civil Status	:	_____	Citizenship	:	_____
Height	:	_____	Weight	:	_____
Religion	:	_____			
Spouse	:	_____	Occupation	:	_____
Name of Children	:	_____	Date of Birth	:	_____
	:	_____		:	_____
	:	_____		:	_____
Father's Name	:	_____	Occupation	:	_____
Mother's Name	:	_____	Occupation	:	_____
Language or dialect spoken and written: _____					
Person to be contacted in case of emergency: _____					
His or her address and telephone: _____					

### EDUCATIONAL BACKGROUND

Elementary	:	_____	Year Graduated	:	_____
High School	:	_____	Year Graduated	:	_____
College	:	_____	Year Graduated	:	_____
Degree Received:	:	_____			
Special Skills	:	_____			

### EMPLOYMENT RECORD

Company Name	:	_____				
Position	:	_____	From:	_____	To:	_____
Company Name	:	_____				
Position	:	_____	From:	_____	To:	_____

### CHARACTER REFERENCE

Name	:	_____	Company	:	_____
Position	:	_____	Contact No.	:	_____
Name	:	_____	Company	:	_____
Position	:	_____	Contact No.	:	_____

Res. Cert. No.	:	_____
Issued at	:	_____
Issued on	:	_____
SSS	:	_____
TIN	:	_____
NBI No.	:	_____
Passport No.	:	_____

I here certify that the above information is true and correct to the best of my knowledge and belief. I also understand that any misinterpretation will be considered reason for withdrawal of an offer or subsequent dismissal if employed.

\_\_\_\_\_  
Applicant's Signature



Go back to review the sample application letter in the previous step. You can see that there are three main parts in the letter. Refer to the information below to understand more about how to write a good application letter.



## 4.5: Application Letter Format

Adapted from: Alison Doyle, About.com (<http://jobsearch.about.com/od/coverletters/a/aa030401b.htm>)

First Paragraph – Greetings and why you are writing	<ul style="list-style-type: none"> <li>• In some cases, you may have been referred to an employer by a friend or acquaintance. Be sure to mention this person.</li> <li>• If you are writing in response to a job posting, indicate where you learned of the position and the title of the position. Express your enthusiasm and the likely match between your credentials and the position's qualifications.</li> <li>• If you are writing a letter in which you inquire about possible job openings - state your specific job objective.</li> </ul>
Middle Paragraphs – What you have to offer	<ul style="list-style-type: none"> <li>• In responding to an advertisement, refer specifically to the qualifications listed and show how your particular abilities and experiences relate to the position for which you are applying.</li> </ul>
Concluding Paragraph – How you will follow up	<ul style="list-style-type: none"> <li>• Close by restating your interest in the job and letting the employer know you can make yourself available for an interview.</li> <li>• In conclusion, you may indicate that your references are available on request. Also, if you have a portfolio or writing samples to support your qualifications, state their availability.</li> </ul>

**Let's Apply!**

Now you will get to develop your own letter, using the writing space below. You can also write your letter with a computer. You can assume a scenario of a job opening that you would like to apply for, based on your experience. It can also be an application letter to a current job opening you are interested in.

Note the details of the job that you are applying for below.

Space for writing application letter. Feel free to use a separate sheet of paper or to write with a computer.



### Sharing is caring

This section encourages you to share your **output** to family and friends. You worked hard on this so now it is time to tell others about the task you have just completed. Do it face to face, via text, chat, or whatever means available and comfortable to you. It's always great to share your thoughts and hear feedback from people who care 😊

Review your bio-data and your application letter carefully one more time before sharing them with three people. These can be your family members, your friends or professionals in your community whom you know well for comments and feedback on any improvement you can make. Summarize their comments here.

If you would like to get support as you write, you can make the decision to reach out to your family and friends during the preparation process.

Reviewer	Feedback on the Bio-data	Feedback on the Application Letter

**Congratulations! Now you have a solid bio-data and application letter that you can use in the future! If your application is selected, you will be invited for an interview. We will focus on job interview in the next activity.**

### Activity 3: The Job Interview

#### Objectives:

- ✓ Identify the main parts of an interview and tips to keep in mind while being interviewed
- ✓ Recognize typical questions asked during a job interview
- ✓ Demonstrate proper demeanor during a job interview



**Recommended Time:** 240-300 minutes



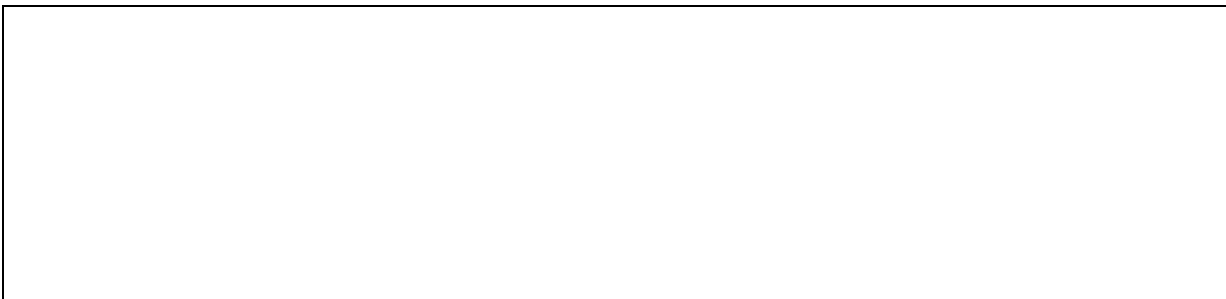
Now that you know the main elements of a bio-data and application letter, it is time to discuss and practice being interviewed.

We will start with a fun quiz to see how much you already know about interview techniques. This is not a test. Just give quick responses by putting ✓ after good interview behavior and ✗ after bad interview behavior.

Interview Behavior	✓ or ✗
a. If you do not like a question at an interview, you should act as if you did not hear the question.	
b. You should prepare to aggressively defend your thoughts and show some arrogance so that your leadership stands out.	
c. If you cannot answer a question, it is better to give a vague answer than admitting that you do not know.	
d. If you are nervous at an interview, it is helpful to look away from the interviewer as much as you can.	
e. Keep your mobile phone on vibration mode during the interview. Occasional vibrating sounds show that you are busy and active.	
f. If you stop by a possible place of employment to ask if they have job openings, you should behave as you would in an interview.	

Reflect on previous job interviews. What was it like? What went well and what did not? If you do not have previous experience, you may leave this section blank.

Read **Processes and Tips during a Job Interview** on the next pages.



## 4.6: Processes and Tips during a Job Interview

Adapted from *The Interview*, A&E, DepED, EQUALLS, Bureau of Alternative Learning System BALS), Philippines, 2001.

A job interview is an opportunity for the employer to find out more about you – your education, work background, interests, personality – and for you to find out more about the employer/business/company/organization and the specific job to which you are applying.

In general, there are three main parts to the interview:

1. Opening: greetings, introductions, employer states purpose of interview
2. Body: interviewer asks questions. Typical questions include:
  - a. Tell me about yourself.
  - b. What qualities and skills do you have that will help you perform this job?
  - c. What previous experiences do you have that are related to this position?
  - d. Describe the responsibilities you had in your previous job.
  - e. Are you familiar with this company/business/organization?
  - f. How did you learn about this company/business/organization?
  - g. Why do you want this job?
  - h. What are your strengths and weaknesses?
  - i. Why should we hire you?

Once the interviewer is finished asking questions, s/he might ask you if you have any particular questions about the job or the organization.

3. Closing: The interviewer thanks you, provides information on the next steps of the hiring process and says goodbye/shakes hands. The interviewee also thanks the interviewer and expresses interest and enthusiasm regarding the next step. If the interviewer does not have a copy of your CV with your contact information, make sure to provide one before leaving.

### **Tips during a Job Interview**

#### Before the interview ...

- ✓ Learn as much as you can about the organization or business to which you are applying for a job – What do they do? Where? Size? Who are their clients?
- ✓ Think about how your previous work experience, schooling and activities will help you perform the job to which you are applying.
- ✓ Dress appropriately for the interview: neat, clean clothing and shoes
- ✓ Allow plenty of time to get to the interview.
- ✓ Bring copies of your CV and a list of references (names, addresses, phone numbers).
- ✓ Write down questions you may have for the interviewer.

#### During the interview ...

- ✓ Greet the interviewer properly (handshake).
- ✓ Speak slowly and clearly.
- ✓ Think before speaking.
- ✓ Be respectful.
- ✓ Be a good listener – wait until the interviewer has finished talking before you respond.
- ✓ Stay calm.
- ✓ Ask the interviewer to repeat or re-phrase a question if you have not fully understood it.
- ✓ If you do not know the answer to a question, be honest and let the interviewer know why.
- ✓ Be honest in your answers but present any negative experiences in a positive light or as lessons learned.
- ✓ Present yourself as being confident that you can do the job.
- ✓ Shake the interviewer's hand at the end and thank him or her for meeting with you to discuss the position.

#### \*After the interview ...

- ✓ Send a thank you letter by post or email if appropriate.
- ✓ Follow up with a phone call after a week if appropriate.

\*Note: These are example of things that may be helpful to do after an interview. But what is expected and appropriate to do (or not to do) after an interview may vary by industry or sector. It may be helpful to hear advice from people who work in similar jobs.



**Let's Exercise!**

To grow your interview skills, you will get to practice three rounds of interview in this activity. The first round you will interview yourself in the mirror. The second round you will practice with a family member or a friend. The third round you will ask a professional whom you know well in your community to do a mock interview with you. Let's get started.

Note the details of the job that you are applying for below.

Now write your answers to the potential interview questions in the space below.

- ✓ Tell me about yourself.
  
  
  
  
  
  
  
  
  
  
- ✓ What qualities and skills do you have that will help you perform this job?
  
  
  
  
  
  
  
  
  
  
- ✓ What previous experiences do you have that are related to this position?
  
  
  
  
  
  
  
  
  
  
- ✓ Describe the responsibilities you had in your previous job.

- ✓ Are you familiar with this company/business/organization?
- ✓ How did you learn about this company/business/organization?
- ✓ Why do you want this job?
- ✓ What are your strengths and weaknesses?
- ✓ Why should we hire you?
- ✓ What are the questions about the job or the organization that you may ask?

Once you finish writing down the answers to all questions, review the **Tips during a Job Interview** again and practice interviewing yourself in the mirror. You can also record yourself using a phone camera, if that is possible.



Reflect on how you did in the exercise. Make a note of what went well, what can be better and how to improve them in the space below. Feel free to go back and revise the answers to the questions if needed.

**Think about it!**

In this section you will get feedback from family and friends about your job interview skills. Ask them if they can give you a practice interview face to face, via phone, video call or whatever means available and comfortable to you. It's always great to hear more points of view 😊.

Ask a family member or a friend to be a practice partner for the job interview. If you are doing the practice interview face to face or via video call, you should dress-up accordingly to truly depict an actual job interview.

Show your interview partner the details of the job and example interview questions that they can use. Also show them the **Tips during a Job Interview** and discuss with them after the practice interview about what they think you did well, what can be better and how to improve.

If possible, you can also reverse roles and see how your family or friends behave as an interviewee. You learn a lot by being a careful observer.

Reflect on how you did in the second round of interview with a family member or a friend as the interviewer. Make a note of the key learnings and useful feedback.

Remember to thank your practice interview partner for their time!



### Let's Apply!

Ask a professional in your community whom you know well whether they can give you a mock interview. You might need to ask a few people before you can find someone who is available. If you are doing the mock interview face to face or via video call, you should dress-up accordingly to truly depict an actual job interview.

Show your interview partner the details of the job and example interview questions that they can use. Please be prepared that the interviewer might ask questions outside this list and you will have to think on your feet. Be respectful at all times and do not be late since this person can possibly end up being your referee or even your employer in the future.

Discuss with the interviewer after the practice interview about what they think you did well, what can be better and how to improve. Remember to thank your mock interview partner for their time. If appropriate, you might like to send a thank you letter by post or email.

Reflect on how you did in the third round of interviews. Make a note of the key learnings and useful feedback.

**“Excellence is not a gift, but a skill that takes practice.”**

Now that you have had several rounds of practice, you should feel good about you interview techniques. Each time you go into an interview, think about it as another practice that will make you even better next time.

## Activity 4: Informational Interview

### Objectives:

- ✓ Recognize the potential opportunities that an informational interview can have
- ✓ Identify ways to pursue an informational interview
- ✓ Demonstrate how to use an informational interview to develop leads for job opportunities

 **Recommended Time:** 90 - 120 minutes



We have all heard that personal connections will help you find a job. But what if you don't think you know the right people. Take Mel. She is twenty years old. She is in a culinary program. She knows she needs to build a professional network, but doesn't know how. She doesn't think her family will be particularly helpful. Her father owns a small shop and her mother is a housekeeper. None of their family members or friends own a restaurant.

How can Mel start to build her own professional relationships?

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We will now focus on how you can start to meet with employers in real life. By doing this, they will get to know you. And if you apply for a job, they will already know who you are.



Now that you know the main elements of a job interview, you can learn about a different type of interview called "informational interview". Have you ever heard about or have been in an informational interview? Read the description of an informational interview below and respond to the questions that follow.

*"An informational interview is conducted by you, at a workplace. This is different from a job interview because in an informational interview you ask the questions. There may or may not be employment opportunities available. It gives you the opportunity to speak to someone in an industry that interests you. This person does not need to be a supervisor. The aim is to find out whether you are interested in making your career in that industry. It*

*is also a chance for you, as a future jobseeker, to learn about an industry or specific company, its workplace culture and to get advice on your career from someone who has walked a similar professional path in order to help you decide if this might be the right fit. It helps you find employment leads and expand your professional network."*



These questions aim to get you started thinking about informational interviews. You will learn a lot more about this type of interview later in the activity.

- a. Who is the interviewer in an informational interview?
- b. What does the interviewer get from it?
- c. Who is the interviewee in an informational interview?
- d. What does the interviewee get from it?



An informational interview can be useful when you are looking for a job or looking to change the type of work you are engaged in. Through Informational interviews you can learn more about a specific field (or about a specific industry or company) or about ways to start your own business.



When you go to an informational interview you are NOT directly asking for or inquiring about a job opening. The purpose is to collect information from the person you interview.



Read the following information about **Informational Interviews**.



## 4.7: What Are Informational Interviews?

What is an informational interview?

- ✓ A meeting in which a job seeker asks for advice rather than employment.
- ✓ Differs from a job interview because it is the job seeker who mostly asks the questions.
- ✓ Try to talk to actual people doing the work you think you'd love to do.
- ✓ There may or may not be employment opportunities available.
- ✓ It can be used to gather information about the industry, career paths, workplace culture, find employment leads and expand their professional network.
- ✓ It is also a chance for to get advice on your career from someone who has walked a similar professional path in order to help the job seeker decide if this career or company might be the right fit.

How can I get an informational interview?

- ✓ Informational interviews are initiated by the job seeker.
- ✓ You can do an information interview at a workplace where you did an observation.
- ✓ You can get the names of people from workmates, classmates, teachers, friends and project staff.
- ✓ The job seeker sets up the appointment with the relevant person in advance.
- ✓ Expect that you will be meeting someone for the first time.

What you will learn in an informational interview:

- ✓ You learn about the company
- ✓ You learn about the individual's career
- ✓ You learn about the skills and qualities they look for
- ✓ You learn about the entry level jobs they typically hire for
- ✓ Ideally you get ideas about which types of careers would benefit from your skills and if any opportunities may be available.



Make a list of people or companies in your community that you want to do an informational interview with.

You will do a practice mock informational interview with a family member or a friend. How are you going to describe an informational interview to your interviewee? Prepare your description in the space below.

What is an informational interview? Why are we practicing it?

With your interviewee, pick a hypothetical workplace and the interviewee's position that you both feel comfortable with. For example: Store Manager at Jumbo Lechon or Head of Hospitality at Pan Philippines Hotel. Review the following **Sample Informational Interview Questions** below together.



#### 4.8: Sample Informational Interview Questions

Sample questions for job seeker to ask:

- What kind of work do you do?
- How did you get into this line of work?
- What do you like the most about it?
- What is difficult about your work?
- What types of jobs would someone do in the first 1-2 years of this career?
- How can someone prepare to join this field of work?
- Do you know of work opportunities, places I should look into, or people I should talk to?



#### Let's Exercise!

Perform a 3-5 minute mock informational interview with a family member or a friend as your interviewee.





Reflect on your mock informational interview. Did you get the information you want to learn? Why or why not? Did the interviewee have good impression about you? If not, how would you improve it next time?



Now you will prepare to do an actual informational interview. Let's start by reviewing how to do it!



## 4.9: How to Conduct Yourself during an Informational Interview

Before the interview ...

- ✓ Identify what you want to gain from the interview: what kind of information do you want to obtain?
- ✓ Make the appointment for an informational interview – recognizing that someone is doing you a favor by meeting with you so be courteous and flexible according to their schedules. You will need about twenty minutes.
- ✓ Prepare questions that you will ask and write them down. This should include questions about the business, questions about the interviewer and their experience and career path, and follow up questions about other people that you may be able to connect with to support your job search process.
- ✓ Bring a copy of your biodata with you.
- ✓ Dress appropriately

During the interview ...

- ✓ Be on time for your appointment.
- ✓ Greet the interviewer properly (handshake).
- ✓ Show interest: say something nice about the interviewer or the business/company.
- ✓ Reference your network or individual people that connected you to the interviewer.
- ✓ Explain that you are there to learn and gather information about his or her career field. Explain you are not looking for a job but that this is a learning opportunity.
- ✓ Describe yourself a little bit – what you are studying and where, any work experience

you have, and any goals or interests that may be helpful for them to know.


- ✓ Speak slowly and clearly.
- ✓ Think before speaking.
- ✓ Be respectful.
- ✓ Be a good listener – wait until the interviewer has finished talking before you respond.
- ✓ You should take notes.
- ✓ Stay calm.
- ✓ Identify next steps for how you will use the information gained and how it will support your job search process.
- ✓ Plan to take at least twenty minutes. Remember that their time is valuable.
- ✓ Shake the interviewer's hand at the end and thank him or her for meeting with you.

\*After the interview ...

- ✓ Send a thank you letter by post or email if appropriate.
- ✓ Follow up with a phone call after a week if appropriate.



### Let's Apply!

You will conduct an informational interview with someone in your community at a workplace you are interested in. They do not need to be a supervisor. If you cannot do it in person, you can do it over the phone. During the interview, ask the questions and complete  4.X: Informational Interview Form.



## 4.10: Informational Interview Form

General Information			
Your Name:		Date:	
Employee's Name:		Position:	
Company:			
Informational Interview Questions			
1. What kind of work do you do? What are your responsibilities?			

2. Why did this type of work interest you, and how did you get started with your career?	
3. What type of education and training prepared you for this career field?	
4. How did you get your job? What jobs and experiences led you to your present position?	
5. What challenges did you have to overcome to get to your position?	
6. What types of jobs would someone do in the first 1-2 years of this career?	
7. What personal qualities and skills do you believe contribute most to being successful in your job?	
8. In your experience, what are the top three reasons why young people have difficulties being hired?	
9. In your experience, what are the top three reasons why young people have challenges keeping their jobs?	
10. What advice do you have for young people who want to advance in their career?	
11. With the information, you have about my education, skills and experience, what other fields or jobs would you suggest I research further?	
12. Do you know of work opportunities, places I should look into, or people I should talk to?	
13. How much demand is there for people in this occupation?	
14. What is the starting salary for entry level positions?	

15. How can someone prepare to join this field of work?	
16. Would you mind taking a look at my resume/CV?	



Review information about **How to Conduct Yourself During an Informational Interview** below and respond to questions that follow.



### Let's Reflect

- a. What was it like approaching the employer to obtain the informational interview? Were you nervous? Confident? What was the reaction of the employer?

- b. What are some highlights that you learned during your interview?

- c. How did this person get started in his/her career? What roles did he/she have which led to his/her current position?

- d. What do they value in an employee? What behaviors lead to success?

- e. Based on what you learned, are you interested in this type of career? Why or why not?



**Keep in Mind!** You may not be qualified for the job you want yet. Taking your first job will help you get to the job you want. By doing these first jobs, you will build your skills and experience, which opens up opportunity.

We encourage you to add this informational interview to your biodata!



## Session 1 – Writing Space

Use this space to complete any of the written assignments above or write any thoughts or ideas that have come to mind on looking for job opportunities.

**Congratulations! You have completed the session on Job Opportunities. You are now ready to move to the next session on Appropriate Workplace Behaviors & Attitudes.**

## SESSION 2: APPROPRIATE WORKPLACE BEHAVIORS AND ATTITUDES

### Learning Strand 4: Life and Career Skills

**Content Standard:** Ability to Earn a Living (Employment)

**Performance Standard:** Apply working knowledge, attitudes, and work-related skills as an employed person to earn a living and improve one's economic status

### Learning Competencies:

10	<p>Demonstrate the following work readiness skills: - LS4LC-AE-PSA-AE/JHS-21</p> <ul style="list-style-type: none"> <li>• Give/follow work - related instructions</li> <li>• Taking initiative</li> <li>• Attendance and punctuality</li> <li>• Workplace problem-solving and thinking skills</li> <li>• Dependability</li> <li>• Willingness to learn</li> <li>• Resiliency</li> </ul>
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### ↔ Key Topics and Learning Points ↔

1. Workplace behaviors and attitudes
2. Time management

- ★ Using appropriate work behaviors is key to being successful in your job.
- ★ **Time management** is the ability to use your time wisely and appropriately.
- ★ Personal **time management skills** include:
  - ✓ Setting goals and planning
  - ✓ Prioritizing what you need to do in a day, week, month, etc.
  - ✓ Making decisions about important choices
- ★ Scheduling what you need to do

## Activity 5: Introductory Activity

### Objectives:

- ✓ Reflect on prior experiences and knowledge regarding appropriate workplace behaviors and attitudes



**Recommended Time:** 60 minutes



The first session of this module focused on finding a job. You worked very hard and learned about finding employment information, writing a bio-data and application letter, and processes and tips during a job interview and follow up.

Share reflections/experiences about the last lesson. What did you enjoy learning? What do you still need to improve on?

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Assume that you did well in the real interview and got the job. In this session we are going to focus on the next stage – the behaviors and attitudes necessary to keep a job once you find one. The key topics that you will learn this session are:

- Workplace behaviors and attitudes
- Time management



Think of any previous work you have done (including long- or short-term jobs, family business, etc.) and write responses to the following questions:

1. What was the work setting – office, shop, construction site, restaurant?
2. Did you need to follow any rules or regulations (dress, work hours)?



3. What happened if you were not able to follow the rules?
4. Did your employer give you feedback on how well you were doing your job? And on what you need to do better?
5. Did you behave the same way at work and at home? Why or why not? What were some of the differences?



### Think about it!

This section encourages you to express your **opinions** to family and friends about a topic. Start a discussion with them face to face, via text, chat, or whatever means available and comfortable to you. It's always great to share your ideas and hear more points of view 😊



Discuss the answers that you wrote down with a family member or a friend. Ask them to share their work experience with you too.

Make a note of your ideas and thoughts about what it takes to be successful at work.

Are you excited to get going? At the end of the session, you will have a better understanding of workplace behaviors and attitudes that can help you be more successful at work.

## Activity 6: Workplace Behaviors and Attitudes

### Objectives:

- ✓ Identify appropriate workplace behaviors and attitudes



**Recommended Time:** 120 minutes



Read the following scenarios and write down your response to the questions that follow.



### 4.11: Workplace Behavior Scenarios

#### Scenario A

Grace has been working at Alnor Hotel for 4 months as a receptionist. She greets guests and answers any questions about the hotel. Grace lives a bit far from the office, so it takes her one hour to get to work. Her supervisor noticed that over the last month Grace has been arriving half an hour late and is often on the phone quarreling with her aunt. The supervisor has given Grace two warnings now.

One day, Grace arrives 20 minutes late due to traffic. When she arrives, she sees her supervisor helping a customer. Once the customer departs, the supervisor informs Grace that she will no longer need Grace to work for her. She needs someone who can be on time and responsive to customer needs.



#### Reflection Points

What happened in the scenario and why?

What behaviors led Grace to losing her job?

Do you think the supervisor made the right decision to fire Grace? Why or why not?

Is it important to keep work and family life separate? How does one do this?

What could have Grace done differently so that she would not have lost her job?

### **Scenario B**

Mario works for Dennis Construction. He has good skills in construction but can be stubborn sometimes. While working on a new project, Mario's supervisor, who was new to the job, made some suggestions on how to cut some pieces of wood so they would provide more support to the floor above. Mario had always cut the support beams in a certain way and thought his supervisor must not know much about construction. Mario complained to his co-workers but did not discuss the issue with his supervisor. When it came time to cutting the wood, Mario did it his usual way. The supervisor saw him doing this and yelled at him, telling him to do it the way that he was told. Being yelled at in front of his co-workers embarrassed Mario. He threw down his tools, yelled at his supervisor and walked away from the construction site.



### **Reflection Points**

What happened in the scenario and why?

What behaviors and attitudes led Mario to his state of anger?

Do you think Mario could have handled it differently? How?

Do you think Mario should lose his job? Why or why not?

What can Mario do to improve his relationship with his boss and succeed in his job?

**Think about it!**

This section encourages you to express your **opinions** to family and friends. Start a discussion with them face to face, via text, chat, or whatever means available and comfortable to you. It's always great to share your ideas and hear more points of view 😊

Share the scenarios and your response to the reflection points with a member of your family or a friend.

- Record the key ideas from the discussion in this space below.

- Discuss why it is important to listen to feedback, both positive and constructive, from employers.

- Write a list of appropriate workplace behaviors and attitudes based on the scenarios and what you know from your own experiences as well as the discussion with a member of your family or a friend.



#### **4.12: Appropriate Workplace Behaviors and Attitudes**

- ✓ Dress neatly and appropriately for the work: If wearing a uniform make sure it is clean and neat; clothing should not get in the way or prevent you from doing your work; clothing should not be distracting to you or others.
- ✓ Be on time: Attendance and punctuality are essential to keep your job. Let your supervisor know if you are going to be late.
- ✓ Manage time well: Focus on doing your work during work hours; follow break times.
- ✓ Speak to co-workers in a positive and respectful manner
- ✓ Speak to supervisors in a positive and productive manner
- ✓ Be open to feedback and ask for it. Feedback can be very helpful. Positive feedback helps you be proud of what you are doing well. Constructive feedback helps you become aware of things that you can improve at work. Welcome feedback from supervisors and co-workers. If they do not provide any feedback, you may ask them how

they think you are doing your job, what they think you do well and what you could do better.

- ✓ Be honest: Being honest will gain the respect of co-workers.
- ✓ Keep discussions and interactions related to work: Don't bring your personal problems to work or let them affect how you do your job or interact with others. Avoid topics or making comments that might make others feel uncomfortable.
- ✓ Stay positive: Don't complain or be pulled into negative discussions about work. Rather, approach problems positively and help to think about how to improve the situation.
- ✓ Be respectful of others and your environment: Take proper care of equipment, put things back where they belong, keep the environment tidy.
- ✓ Be a team player: Participate proactively and respectfully and listen to the ideas of others as well.
- ✓ Respect the roles of others
- ✓ Believe in yourself and what you do: Being positive about your job and how you do it will help you to succeed and achieve your goals.



### Let's Apply!

Fill out the **Work Habits Inventory** as a way to reflect on the habits that you already have and the habits that you need to work more on.



### 4.13: Work Habits Inventory

Directions: Read the descriptions given for each of the qualities listed below. Place a check mark on the box next to the statement, which most accurately describes you.

1. COURTESY	2. COOPERATION (ability to get along with others)	3. INITIATIVE (tendency to go ahead)
<input type="checkbox"/> I am often discourteous to others <input type="checkbox"/> I am sometimes not courteous in action or speech <input type="checkbox"/> I am usually courteous and considerate of others	<input type="checkbox"/> I work against rather than with others <input type="checkbox"/> I find it difficult to get along with others <input type="checkbox"/> I usually get along with others <input type="checkbox"/> I get along with others	<input type="checkbox"/> I need to have repeated instruction <input type="checkbox"/> I need to be urged to do things <input type="checkbox"/> I do routine work acceptably



<input type="checkbox"/> I am considerate and courteous of others <input type="checkbox"/> I am always very courteous and considerate	<input type="checkbox"/> I get along well with others, I am friendly and helpful	<input type="checkbox"/> I am fairly resourceful, do well by myself <input type="checkbox"/> I am resourceful, look for things to learn and do
<b>4. ATTITUDE TOWARD CONSTRUCTIVE CRITICISM</b>  <input type="checkbox"/> I resent any criticism <input type="checkbox"/> I do not pay much attention to criticism <input type="checkbox"/> I accept constructive criticism and try to change <input type="checkbox"/> I accept constructive criticism and improve greatly	<b>5. SUPERVISION</b>  <input type="checkbox"/> I usually need constant supervision to complete routine tasks <input type="checkbox"/> I need frequent supervision to complete routine tasks <input type="checkbox"/> I need occasional supervision while doing routine tasks <input type="checkbox"/> I need little supervision while doing routine tasks <input type="checkbox"/> I do not need supervision while doing routine tasks	<b>6. ACCURACY OF WORK</b>  <input type="checkbox"/> I am very careless about my work <input type="checkbox"/> I am frequently inaccurate and careless <input type="checkbox"/> I make errors; I show average care, thoroughness and neatness <input type="checkbox"/> I make few errors; I am careful, thorough, and neat <input type="checkbox"/> I seldom make errors and do work of very high quality.
<b>7. WORK ACCOMPLISHED</b>  <input type="checkbox"/> I am very slow; output is unsatisfactory <input type="checkbox"/> I am slower than average; output is mediocre <input type="checkbox"/> I work with ordinary speed; output is generally satisfactory <input type="checkbox"/> I work rapidly; output is above average	<b>8. TIME USAGE</b>  <input type="checkbox"/> I waste time and need to be prodded along <input type="checkbox"/> I waste time and need some supervision <input type="checkbox"/> I waste time occasionally but am usually reliable <input type="checkbox"/> I seldom waste time and am reliable <input type="checkbox"/> I am industrious and concentrate very well	<b>9. ADAPTABILITY</b>  <input type="checkbox"/> I can't adjust to change <input type="checkbox"/> I have difficulty adapting to new situations <input type="checkbox"/> I adjust to change after instruction <input type="checkbox"/> I adjust to change readily <input type="checkbox"/> I find it pleasant to adapt and meet changes

<input type="checkbox"/> I am fast and efficient; output is well above average		
<b>10. PERSONAL APPEARANCE</b> (neatness and personal care) <ul style="list-style-type: none"> <li><input type="checkbox"/> I am careless about my appearance</li> <li><input type="checkbox"/> I sometimes neglect my appearance</li> <li><input type="checkbox"/> I make an effort to improve my appearance</li> <li><input type="checkbox"/> I care about my appearance; I look neat most of the time</li> <li><input type="checkbox"/> I am extremely careful about my appearance; I look very neat all of the time</li> </ul>	<b>11. ATTENDANCE</b> (to work, or organizations to which I belong) <ul style="list-style-type: none"> <li><input type="checkbox"/> I am frequently absent</li> <li><input type="checkbox"/> I am not regular enough in attendance</li> <li><input type="checkbox"/> I am average in my attendance</li> <li><input type="checkbox"/> I am almost always in attendance</li> <li><input type="checkbox"/> I am never absent except for an unavoidable emergency</li> </ul>	<b>12. PUNCTUALITY</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> I am frequently tardy</li> <li><input type="checkbox"/> I am very often tardy</li> <li><input type="checkbox"/> I could improve my punctuality</li> <li><input type="checkbox"/> I am seldom tardy</li> <li><input type="checkbox"/> I am never tardy except for an unavoidable emergency</li> </ul>



Summarize the habits that you already have and the habits that you need to work more on in the table below.

Work habits I already have	Work habits I need to work more on

If you feel comfortable, you can choose to share the table above with a member of your family or a friend. Discuss with them about what you can do to build good work habits.



With your excellent work habits, you become successful at work and get busier each day. How can you continue to rise and shine in your career while keeping a healthy and happy personal life? It is now important to learn about time management, in our next activity.

### Activity 7: Time Management

#### Objectives:

- ✓ Appreciate the importance of task planning and managing time
- ✓ Identify strategies to better manage time
- ✓ Reflect on their time management skills



**Recommended Time:** 120 minutes



Now we are going to focus on one of the elements discussed in the previous activity – time management. Read the following description of time management and respond to the questions that follow.

**Time management** is the ability to use your time wisely and appropriately. It involves accomplishing tasks within a specific time frame. It applies to both personal and work life and helps to balance the two.

Reflect on your own experience in time management. How do you manage time at work? How do you manage time at home? Note your experience in the space below.

Bad time management usually results in not getting things done on time or exhaustion from having to work in a rush near the deadline. In the table below, fill out the possible reasons that usually distract you and get you off track from the tasks that you are supposed to do.

Tasks	Not done because:
a. Doing housework	
b. Learn new skills	
c. Getting to school or work or an appointment on time	
d. Updating bio-data	
e. Looking for job opportunity and apply	

What are the ways that we can manage our time better? How to balance time for work and family? Pick one task or goal and write down some ideas about how to get this done well and on time. Do not worry if you still cannot think of many ideas. You will get a chance to come back and revise your input.

Task or Goal	Time Management Ideas
Example Complete Module 5	<ul style="list-style-type: none"> <li>- Set a timetable to work on the module 1 hour before going to work/school and 2 hours in the evening.</li> <li>- Set an alarm to get up early and study the module in the morning.</li> <li>- Set an alarm to go to bed by 10 o'clock in the evening so that it is possible to get up early.</li> <li>- Make a weekly appointment with friends to work on the module together 2 days a week.</li> <li>- Have one day off from studying each week to be with friends and family.</li> </ul>

Now write your own task or goal:	
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Read about **Time Management** on the following page then go back to revise your input in the table above if needed.



## 4.14: Time Management

**Time management** is the ability to use your time wisely and appropriately.

Personal **time management skills** include:

- ✓ Setting goals and planning
- ✓ Prioritizing what you need to do in a day, week, month, etc.
- ✓ Making decisions about important choices
- ✓ Scheduling what you need to do



These skills can be applied in your personal life and at work.

There are many **benefits** of good time management skills. At work, there may be improved job performance and possible promotions as a result. In your personal life, you may have a better marriage, more family time, more time with friends, less debt and less stress.

Certain personal qualities will help you to become a better time manager:

- ✓ Good organization skills
- ✓ Self-discipline
- ✓ Motivation
- ✓ Being focused on accomplishing tasks and not getting distracted

There are many things that can get a person off track in managing time:

- Postponing or delaying
- Inability to say no (taking on too many things at once)
- Disorganization
- Interruptions (e.g. wanting to chat in person or on phone)
- Distractions (noises, something going on around you, television, radio...)

Being aware of all these things will help you to become better at managing your time.



### Think about it!

Discuss with a family member or a friend about your time management skills, benefits of time management, personal qualities of a good time manager, and related challenges. It's always great to share your ideas and hear more points of view 😊



### Let's Apply!

Reflect and write a general plan to improve your time management at home and at work below. Remember that this is not a test, you are writing these for yourself to do.

Write down your daily schedule for 1 week. Note that this schedule is for your own use. There is no correct answer as long as it can help you reach your weekly goals. You may also opt to use a to-do or calendar app on your phone, if this is possible/preferred.

My weekly goal(s):							
Time	Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7





## **Session 2— Writing Space**

Use this space to complete any of the written assignments above or write any thoughts or ideas that have come to mind on Appropriate Workplace Behaviors & Attitudes.

## Learners' Reflection: Module 4 Work Habits and Conduct

*Remember this? You answered this at the beginning of the module. Answer it again and compare your results with your previous reflection. Is there a difference?*

*This is not a test but is a way for you to see what you already know or do not know about the topics. You will read a skill that is listed in the left column. Think about yourself and your experience. Then read the statements across the top. Check the column that best represents your situation. The results will help you and your teacher know which topics may require more time, effort and guidance.*

*Ang mga katanungan dito ay hindi test. Ito ay isang paraan upang malaman mo ang iyong kaalaman, kasanayan o kakayahan tungkol sa paksang ito. Basahin mo ang mga kaalaman, kasanayan o kakayahan na nakalista sa kaliwang kolum. Magbalik-tanaw sa iyong sarili at mga karanasan, basahin ang lahat ng mga pangungusap at i-tsek ang sagot na naaangkop sa iyong sitwasyon. Ang iyong kasagutan ay magiging gabay mo at ng iyong guro sa pagpapalawak ng iyong kaalaman tungkol sa paksang ito.*

My experience	1	2	3	4
<b>Knowledge, skills and abilities</b> <i>Kaalaman, kasanayan at kakayahan</i>	<b>I don't have any experience doing this.</b> <i>Wala akong karanasan sa paggawa nito</i>	<b>I have very little experience doing this</b> <i>May kaunting karanasan lamang ako sa paggawa nito</i>	<b>I have some experience doing this.</b> <i>Mayroon akong karanasan sa paggawa nito</i>	<b>I have a lot of experience doing this.</b> <i>Marami akong karanasan sa paggawa nito</i>
Finding information about possible work / <i>Paghahanap ng impormasyon tungkol sa posibleng trabaho.</i>				
Writing a job application letter & bio-data / <i>Paggawa ng sulat/ aplikasyon at bio-data para mag-aplay ng trabaho.</i>				
Responding to questions during a job interview with confidence / <i>Mahusay na pagsagot sa mga tanong sa interbyu para sa inaplayang trabaho.</i>				

<b>My experience</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Knowledge, skills and abilities</b> <i>Kaalaman, kasanayan at kakayahan</i>	<b>I don't have any experience doing this.</b> <i>Wala akong karanasan sa paggawa nito</i>	<b>I have very little experience doing this</b> <i>May kaunting karanasan lamang ako sa paggawa nito</i>	<b>I have some experience doing this.</b> <i>Mayroon akong karanasan sa paggawa nito</i>	<b>I have a lot of experience doing this.</b> <i>Marami akong karanasan sa paggawa nito</i>
Demonstrating good behavior and a positive attitude at work / <i>Pagpapakita ng mabuting asal at ugali sa trabaho.</i>				
Showing up to work on time. / <i>Pagtratrabaho sa tamang oras.</i>				
Managing my time well. / <i>Mahusay na pamamahala o paggamit ng aking oras.</i>				



## End-of-Module Assessment

Congratulations for finishing Module 4: Work Habits & Conduct! At the end of every module you will take a short assessment to see how much you have learned. It will help you and your teacher identify the knowledge and skills you know and what still needs reinforcing. The results will not affect your ability to continue in the program.

Structure of the Assessment: It has a total of 10 questions. Some questions are multiple choice and some questions are true or false. You should choose only ONE answer for each question.

Once you have finished answering the questions, note down any clarifications you want to ask your instructor.

### Module 4: Work Habits and Conduct

*Circle an answer for each statement.*

<b>English</b>	<b>Tagalog</b>
1. Ways to find work include: <ul style="list-style-type: none"> <li>a. Friends and family</li> <li>b. Newspaper advertisement</li> <li>c. Job notices</li> <li>d. Submitting an application to a potential employer</li> <li>e. All of the above</li> </ul>	1. Kasama sa mga paraan ng paghahanap ng trabaho ang: <ul style="list-style-type: none"> <li>a. Mga kaibigan at kamag-anak</li> <li>b. Patalastas sa diyaryo</li> <li>c. Paunawa ng bakenteng posisyon</li> <li>d. Pagpasa ng aplikasyon sa potensiyal na employer</li> <li>e. Lahat ng nabanggit</li> </ul>
2. A biodata/resume and an application letter cover the same thing. <ul style="list-style-type: none"> <li>a. True</li> <li>b. False</li> </ul>	2. Pareho lang ang nilalaman ng biodata/resume at cover letter ng aplikasyon. <ul style="list-style-type: none"> <li>a. Tama</li> <li>b. Mali</li> </ul>

<p>3. A biodata/resume should include:</p> <ul style="list-style-type: none"> <li>a. Contact information</li> <li>b. Skills summary</li> <li>c. Work experience</li> <li>d. Education</li> <li>e. All of the above</li> </ul>	<p>3. Kasama dapat sa biodata/resume ang:</p> <ul style="list-style-type: none"> <li>a. Contact information</li> <li>b. Buod ng mga kakayahan</li> <li>c. Mga naging trabaho/katungkulan</li> <li>d. Pinag-aralan</li> <li>e. Lahat ng nabanggit</li> </ul>
<p>4. During an interview:</p> <ul style="list-style-type: none"> <li>a. Speak quickly so you can share a lot of information about yourself</li> <li>b. Interrupt the interviewer once you have understood the question and have an answer</li> <li>c. Present yourself as confident that you can do the job</li> <li>d. Make up answers that aren't always true in order to present yourself positively</li> <li>e. All of the above</li> </ul>	<p>4. Habang ini-interview:</p> <ul style="list-style-type: none"> <li>a. Magsalita nang mabilis para makapagbahagi ng maraming impormasyon tungkol sa sarili.</li> <li>b. Pigilan nang magsalita ang interviewer kapag alam mo na ang tanong at mayroon ka nang sagot.</li> <li>c. Iharap ang sarili bilang may lakas ng loob na magagawa mo ang trabaho.</li> <li>d. Mag-imbento ng mga sagot kahit hindi totoo para maging maganda ang maiharap na sarili</li> <li>e. Lahat ng nabanggit</li> </ul>
<p>5. During an interview you are asked a question that you do not know the answer to. You should:</p> <ul style="list-style-type: none"> <li>a. Ignore the question and talk about something else</li> <li>b. Tell the interviewer you do not know the answer and explain why</li> <li>c. Keep quiet until the next question is asked</li> <li>d. Make up an answer even if it is not completely true</li> <li>e. None of the above</li> </ul>	<p>5. Habang ini-interview, tinanong ka ng isang bagay at hindi mo alam ang sagot. Dapat:</p> <ul style="list-style-type: none"> <li>a. Huwag mong pansinin ang tanong at magsabi ng tungkol sa ibang bagay</li> <li>b. Sabihin sa interviewer na hindi mo alam ang sagot, at ipaliwanag kung bakit</li> <li>c. Tumahimik hanggang sa ibigay ang sunod na tanong</li> <li>d. Mag-imbento ng sagot kahit na hindi iyon ang buong katotohanan</li> <li>e. Wala sa nabanggit</li> </ul>

<p>6. When you disagree with a co-worker, it is best to avoid an argument by avoiding contact and not listening to his or her ideas.</p> <p>a. True b. False</p>	<p>6. Kapag may di-pagkakasundo sa isang katrabaho, ang pinakamabuting paraan para makaiwas sa pagtatalo ay ang pag-iwas sa pakikipag-ugnayan sa kaniya at hindi pakikinig sa kaniyang mga idea.</p> <p>a. Tama b. Mali</p>
<p>7. Good time management involves:</p> <p>a. Planning b. Prioritizing what needs to be done c. Avoiding distractions d. Staying focused on the task e. All of the above</p>	<p>7. Kasama sa mabuting pangangasiwa sa oras ang:</p> <p>a. Pagpaplano b. Pag-uuna sa mga kinakailangang gawin c. Pag-iwas sa mga nakagagambala d. Pananatili ng tuon sa gawain e. Lahat ng nabanggit</p>
<p>8. Dressing properly, being on time, being respectful, and being honest will help you keep a job.</p> <p>a. True b. False</p>	<p>8. Makatatutulong sa pananatili ng trabaho ang pananamit nang maayos, pagdating sa oras, pagiging magalang, at pagiging matapat.</p> <p>a. Tama b. Mali</p>
<p>9. You work as a server in a restaurant. Fridays are usually busy and they are short of staff but you really want to go out dancing with your friends. You should:</p> <p>a. Not show up to work b. Show up to work but leave early c. Plan another evening for dancing with your friends d. Tell your employer that you are sick e. None of the above</p>	<p>9. Nagtatrabaho bilang serbidor sa isang restawran. Laging matao kapag Biyernes at kulang sila sa tao pero gusto mo talagang lumabas kasama ang iyong mga kaibigan. Dapat:</p> <p>a. Huwag kang magpakita sa trabaho b. Pumasok ka pero umalis ka nang maaga c. Magplano ng ibang gami para lumabas kasama ng mga kaibigan d. Sabihin sa employer mong may sakit ka e. Wala sa nabanggit</p>

<p>10. To manage your time at work and make sure it does not interfere with your personal life, get work tasks done quickly, regardless of the quality of work you do.</p> <p>a. True b. False</p>	<p>10. Para mapangasiwaan nang mabuti ang oras mo sa trabaho at tiyaking hindi ito nakasasagal sa pansarili mong buhay, tapusin mo agad ang mga gawain mo, hindi na mahalaga ang kalidad ng nagagawa mong trabaho.</p> <p>a. Tama b. Mali</p>
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**Congratulations! You have completed the module on Work Habits & Conduct! You are now ready to conquer the next module on Safety & Health at Work.**