



INFORMATION TECHNOLOGY SUPPORT SERVICE Level I

LEARNING GUIDE # 31

Unit of Competence : **Demonstrate work values**
Module Title : **Demonstrating work values**
LG Code : **ICT ITS1 M10 L01 31**
TTLM Code : **ICT ITS1 TTLM03 10119v1**

LO 1: Define the purpose of work



Instruction Sheet

Learning Guide # 31

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- One's unique sense of purpose for working and the 'whys' of work are identified, reflected on and clearly defined for one's development as a person and as a member of society.
- Personal mission is in harmony with company's values

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, you will be able to –

- Identify, reflect on and clearly define one's unique sense of purpose for working and the 'whys' of work for one's development as a person and as a member of society.
- Harmony personal mission with company's values.

Learning Activities

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.
3. Read the information written in the information "Sheet 1, Sheet 2, Sheet 3 and Sheet 4".
4. Accomplish the "Self-check 1, Self-check t 2," in **page -5, 10** respectively.
 - or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.



Purpose and Definition of work

Information Sheet 1

1.1. Purpose of work

The purpose of Work Program provides jobs for graduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to each student's course of study

1.2. Definition of Work

- Work regarded as fulfillment, purpose of life
- Work is a duty, not option man must bring forth fruit contribution to prosperity
- Work is source of spiritual/personal growth
- Work elevated to status of worship when done in spirit of service to humanity
- Work is vehicle for excellence, perfection, development
- Work is social behavior – leads to partnerships
- Work leads to participatory decision-making, team dynamics, consultation, participation
- Work reduces social injustice and extremes in wealth and poverty



Self-Check -1	Written Test
---------------	--------------

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Define work.

Note: Satisfactory rating - 3 and 5 points Unsatisfactory - below 3 and 5 points
You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____



2.1. Work Attitude

What work attitudes do you bring with you into a new phase of your life? Now that you are starting in the working world, what attitudes work best for someone in their job?

There aren't really any rules to work attitudes that would work best. But there are guidelines that you can follow.

It is normal to feel nervous on your first day or even the first few weeks at work. Approach it with confidence and always be mindful of these attitudes. They will serve you well as you start to consciously practice them at work. They will make you more confident. As you become more confident you learn better and perform better.

So, what are the attitudes at work you should possess?

2.1.1. A Sense of Purpose

This is the first of the few attitudes I recommend you adopt as you start on your first job. A sense of purpose could mean having a personal vision of where you want to be in a few years time. Or how this work will contribute towards your long-term goal.

A sense of purpose can also mean knowing your role in the organization. Remember, no matter how low ranking you are or how fresh you are at work, we all have a role to play. Know that part and play it well. That way you contribute even early on and it helps you gain confidence.

2.1.2. Optimism

Have optimism as part of your work attitudes. I know some people are more prone to pessimism. I always say this; it takes an equal amount (if not more) of energy to be pessimistic, then why not choose the better option of being optimistic?

Work this into your repertoire of work attitudes. There is positive energy in optimism. This energy propels you to do things as you feel there are better things to look towards.



Imagine your personal motivation if you feel there is nothing good to look towards?

2.1.3. Work Hard

Working smart is better than working hard. Every success comes with hard work. Even if you have a smart plan, you need the capacity to take on the work necessary to work that smart plan.

Working smart does not negate working hard. Carve this into your list of work attitudes that you bring with you into your fist job.

2.1.4. Discipline

Discipline to me is personal obedience. You are a working adult now and it means being professional in the things you do. You need to conduct yourself with the highest of professional standards. It should be part of your personal work attitudes. Have the discipline to see your work through no matter how tough it is for you.

So what does this mean? It means do the things that need to be done on time. No one appreciates tardiness. Deliver on your promises be it to colleagues, clients or suppliers.

Be thorough with your work, check and double check your work if you have time.

2.1.5. Initiative

Taking initiatives should be part of your work attitudes. Just because you are new doesn't mean you cannot do extra or take that extra step to make some things better. Initiatives can come in many forms; it can be as simple as a suggestion to improve on certain processes.

Someone with initiatives shows enthusiasm. Enthusiasm doesn't just motivate you but it motivates those around you as well. People start to like you when you are enthusiastic.

These work attitudes do not just serve you well in your first job. If you practice these, you will internalize them. Soon you will see how they benefit your career in the long term.

Work Attitude Behavior and Work Behavior Attitude – Are They The Same?

Work Attitude Behavior = Work Behavior Attitude?

Page 7 14	Author: Federal TVET Agency(FTA)	IT Support Service Level 1	Date: Oct 2019
			Version: 1



In the course of my experience, there has been many staff that walked through my door to ask for feedback on their work attitude behavior. Some of them will use the term – work behavior attitude. It occurred to me that they use these terms interchangeably. But generally refer to the same thing - their attitude and behavior at work.

But are they the same? Why is it important to know the difference? Personally, these two concepts – work attitude and work behavior – are different to me.

2.2. Work Attitude Behavior

Attitude to me refers to the ‘feel’ part of your work. It relates to how you feel about your work and your approach towards work. Hence, work attitude behavior is intangible. You cannot see it. Your colleagues cannot see it. But people can feel it. People whom you work with can feel your work attitude behavior.

They can feel it if you carry out your tasks with pride. They can feel whether you believe in your work or not. They know if you have passion in your work. These positive attitudes at work are a ‘subconscious’ transfer of feelings.

It is important to cultivate a positive attitude at work from early on in their career. It is something that is from within and it takes time to cultivate.



2.3. Work Behavior Attitude

Behavior to me refers to the ‘do’ part of your work. It relates to how you do your work and how you get your work done. Work behavior attitude can be seen. It is the actual work. You can see the result of your work behavior attitude be it a report or a finished good. Your colleagues can see it. It is the action.

They can see if you worked hard. They can see if you do your work with skills and applied the knowledge you know into the work. They can see for themselves if you are the "all talk and no work" type. Work behavior attitude is the real thing. You cannot fool people into believing that your work behavior attitude is good when it is not.

It is equally important to have a great work behavior attitude, as it is to have a great work attitude behavior at work.

2.4. Let’s Break It Up

Let’s break up these two terms. Work attitude is the ‘feel’ part of your work. It usually is a ‘subconscious’ transfer of feelings about your approach to work. Do you do things with pride, passion and belief? People can feel this. So, from now on, let’s just refer to work attitude behavior as work attitude.

On the other hand, work behavior attitude refers to the ‘do’ part of your work. It is the tangible part of your work. It is the action. How you do your tasks. Are you hard working at work? Do you apply your skills and knowledge or do you do it lazily. All these can be seen. To keep it simple, let’s use work behavior from now on when referring to work behavior attitude.



2.5. Difference between work Attitude and Work Behavior

In my experience, a positive work attitude does not necessarily lead to a positive work behavior. Neither does a positive work behavior indicate positive work attitude.

Let me illustrate by asking you to do this. Have you ever come across colleagues who are extremely positive about a certain project? They can talk all day about what can be done and should be done. They speak with pride and they truly believe in the work. But when it comes to the real deal, you see that they do not work hard at completing their end of the bargain. Yet others work very hard at their tasks but lack the passion they inject into the work. These work are done but is far from perfection.

When you know the difference between work attitude and work behavior, you can begin to align the both of them. Once you align both your work attitude and work behavior to be the same, you will increase your chances of succeeding in your career as a newbie by many folds.

2.2. Developing positive attitude for work

Developing positive attitude at work can determine how successful you are in your career. However, this can be tough especially when things seem to go wrong all the time.

I had my fair share of setbacks throughout my career. Along the way, I started developing positive attitudes to help me deal with these setbacks.

Remember you are your own career builder and you are responsible for your own success. **These tips are those that worked for me.**

You can adopt or adapt them in developing your own positive attitude at work.

- **Do The Best You Can And Tell Yourself The Best Has Got To Be Good Enough**

How much better can we do a job? I believe, as long as we do the best we can, within the situation we are in - the work will take care of itself. There will always be critics who will come off as what I call 'fake perfectionist'. People who seem to know how best to do a better job without understanding the limitations you have to work with. Let them be. These people just like to take on the persona of a 'perfectionist' in order to criticize.

- **Things Aren't As Bad As You Think They Are**

I remember reading a research article once that said only 4% of our worries come true. And the 4% are usually very small worries. When things seem to go bad for me and I start to worry, I remind myself of this. You are better off focusing your energy on your work.

- **Think Positive, As You Think So You Are**



'Think Positive' is probably one of the most cliché terms that you have heard but worth repeating over and over again.

You can call it 'count your blessings' or whatever term you want to use. It's the truth, when faced with challenges sometimes we need to ask ourselves, what can be worse?

Get out of the 'Poor 'O Little Me' syndrome because that isn't going to help your cause, especially when you are trying to complete an important assignment.

Developing positive attitudes at work isn't easy. As with everything in life, you need practice. Just pick one of these listed and remind yourself of it each time you start to worry or face any challenges.



Self-Check -2	Written Test
----------------------	---------------------

Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

- 1. What is work Attitude?
- 2. What is the difference between work Attitude and work Behaviour?

Note: Satisfactory rating - 3 points Unsatisfactory - below 3 points
You can ask you teacher for the copy of the correct answers.

Answer Sheet

Score = _____
Rating: _____

Name: _____

Date: _____

Short Answer Questions



Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

No	Name of Trainers	Phone Number	E-mail Address	Region
1	Abdulakim Ahemed	0921900418		Harari
2	Assefa Million	0911034866	amen192005@gmail.com	Harari
3	Derese Teshome	0913938439	dereseteshome@gmail.com	AA
4	Getenesh Osamo	0923816933	gete.osamo@gmail.com	SNNPR
5	Remedan Mohammed	0913478937	remedanm77@gmail.com	Harari
6	Sewayehu W/Yohannes	0911716733	Baroke0816@gmail.com	SNNPR
7	Damelash Yihalem	0911912015	demenati@gmail.com	Harari

