

# ACTIVITY GUIDE

## Organizational Development & Learning

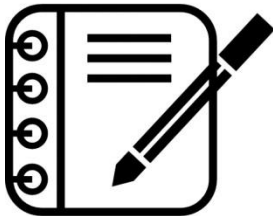
### Creating a Positive Work Environment

As an employee, your attitude at work contributes to your work environment and how you get along with your co-workers and managers. A positive attitude can improve morale and increase productivity for all. The purpose of this activity is to generate a discussion about workplace attitudes of all team members and how these attitudes impact those around us.



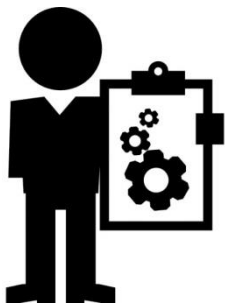
#### TIME

30 Minutes



#### MATERIALS

Whiteboard or flip chart paper



#### DIRECTIONS

##### Start with a large group discussion (5 minutes):

Imagine it is your first day on the job and discuss with a partner some things that you would do to ensure a good first impression. Why is it important to make a good first impression from the start?

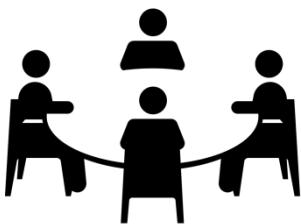
##### Split up into smaller groups (20 minutes):

Read the stories on the following page and then answer the questions and offer advice in your small groups

#### DEBRIEF

Come together as a group and discuss each participant's view of each situation and how your group approached answering the questions. (5 minutes)

How did Katie's attitude impact you as a colleague? What are some learnings you had during this activity?



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Katie is an employee at the clinic. She does only what she is told to do, no more and no less.

**Question:** Does Katie have a good attitude toward work? Why or why not?

One day, one of Katie's co-workers knocked over a supply cart. Supplies were scattered all over the floor. At the time, Katie was working close by. She ignored the scattered supplies and left her workstation to tell others what had happened.

**Question:** If you were the co-worker who knocked over the supply cart, what would you have said to Katie?

Later the same day, Katie was stocking supplies. The item she was stocking belonged in another part of the clinic. A co-worker trying to help Katie told her she was making a mistake. Katie insisted she was right and started an argument.

**Question:** Was it right for Katie to argue with her co-worker? What could Katie have done differently?

Before Katie went home that night, she overheard a personal conversation between two coworkers and the supervisor. The next morning, Katie told everyone what she had heard. The entire clinic was soon talking about what Katie told them.

**Question:** Was Katie correct in discussing what she had overheard? Explain.

When Katie's supervisor found out what had happened, she called Katie into her office for a conference.

**Question:** What do you think was said to Katie?

**Question:** If you were one of Katie's co-workers, what advice would you give to her?

**Question:** If you were Katie's supervisor, what could you do to help him become a better employee?