



Unit 10 – Employment – Success on the Job

Workplace Etiquette

More Job Situations

Objectives	By the end of this lesson, participants will be able to: <ul style="list-style-type: none">• Understand and express acceptable workplace behavior/etiquette.• Recognize that workplace behavior/etiquette may be different in the U.S. compared to previous experience.• Recognize that participants are responsible for keeping their jobs.
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Time	15 – 20 minutes
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Materials	Situation Cards (included)
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Procedure

- Divide participants into five small groups. Tell them that you will give them some problems to consider and that their answers/solutions will be presented to the whole class. When reading the situations, participants should begin by discussing if the incident is acceptable in their current/past country and then determine if they think it would be acceptable in the United States.
- Distribute one situation card to each group and allow them 5 minutes to come up with solutions. When ready, have each group present their situation and solution.

Situation Cards

- The resettlement agency employment specialist accompanied Sai Thong for an interview at a small sewing factory in town. After a successful interview, the factory hired Sai Thong and asked him to begin work the next day. Sai Thong thought that sewing jobs aren't suitable for male workers, so the next day, he sent his wife in his place.
- Maung Htun works as a prep cook in a restaurant. Today, Maung Htun woke up with a fever and could not go to work. Instead of calling in sick, Maung Htun asked his brother to work for him at the restaurant for a day.
- April Paw goes to work by bus on a daily basis. Today she woke up 10 minutes late and missed her usual bus. When she arrived at the bus stop, she had to wait 45 minutes for the next bus to arrive. She was very late. At work, she told her boss that it was the bus's fault for making her late.

- Mumu works as a maid in a hotel. She doesn't speak much English, but she is taking a beginner's ESL class. This morning, Mumu felt very sick, but she was too shy to call her supervisor. Mumu thought this was alright because she planned to apologize to her supervisor the next day when returning to work.
- Maung Oo's family has four children. He works as a bell boy at the hotel in town. His wife is taking care of their three year old daughter at home. Maung Oo wants to be the breadwinner as he has always been in his culture. However, it is very hard for the family to make ends meet. Fatima, Maung Oo's wife wants a job of her own to help to support the family, but he is not comfortable with this.

Variation

Various group sizes can be used.

Assessment

Ask summarizing questions that reinforce teaching points. Encourage participants to comment on the solutions that other groups have presented and share any relevant personal experiences.