

## AMI Packet--Developing Soft Skills through Business Classes

Think of your soft skills as the accessories to your training in your field. They, alone, cannot qualify you for a job, but when paired with solid credentials, they can make you a much more attractive candidate for any job. Probably one of the best ways to learn about how a company looks at their employees is to find out how they prepare them for the future.

### Day 1 – Employee Rules Activity

You own a fast food restaurant and you have 15 employees that work for you. Write (10) rules that you want your employees to follow.

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9.	
10.	

## Day 2 – Workplace Behaviors

Underline the behaviors you think are inappropriate for the workplace. Then choose 5 of the inappropriate behaviors and explain why they are considered inappropriate and can lead to you being fired.

1. Arriving to work 15 minutes late.
2. Taking office supplies, such as pens or paper.
3. Bringing a doctor's note to work after you have called in sick.
4. Using company money or resources for personal use.
5. Offering to help your coworker with a project.
6. Instant messaging your friends when you don't have any work to do.
7. Not learning what your responsibilities or duties are.
8. Complaining about your job or coworkers.
9. Asking your boss if you can talk to them about a problem you're having in the office
10. Complaining to your coworkers about your boss.
11. Writing about your job on blogs or social networks.
12. Letting your personal life interfere with your job.
13. Gossiping
14. Calling in sick because you were up late the night before.
15. Telling your coworker you can't help them because it's not part of your job.
16. Taking long lunches or leaving early; calling in sick too often.
17. Using your work computer for personal use—instant messaging, Internet
18. Waiting until your lunch break to discuss your plans for the weekend.
19. Writing a message on Facebook or tweeting about your coworker who was fired.
20. Asking your boss if you can help with anything when you have finished your work.

1.	
2.	
3.	
4.	
5.	

## Day 3 – Correcting Behavior Scenario

Read the scenario and explain what the worker did wrong and what they should have done instead.

1. Shannon was on her way back to work from her lunch break. As she drove back, she noticed her favorite store was having a sale. She stopped at the store and browsed for a while before eventually returning to work. Shannon ended up being 30 minutes late.

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2. Jacob has been frustrated with his new boss at work. He thinks his boss doesn't like him because he won't trust Jacob with more responsibility. After one of Jacob's coworkers was given a promotion instead of Jacob, he logged onto his Facebook page and posted a message describing how mean his boss was.

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3. Tom is taking college classes at night while working in the office during the day. One day he didn't have his homework ready for class, so while at work he did his homework at his desk. When he was about to leave for class, he realized he didn't have a pen or notebook for class, so he went to the supply closet in the office and took a pen and notebook to use in class.

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4. Michael is working on an important project at his desk that he has to finish by the end of the day. He stops to check his email and sees he has an email from his best friend. Michael notices that his boss has gone to lunch, so he logs onto his instant message program and talks to his friend for the next hour until his boss gets back from lunch.

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## Day 4 – What do we appreciate About People

# What Do We Appreciate About People?

Check what you appreciate in others and rate how important each trait is on a scale of 1 to 5 where 5 is very important.



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|--|---|
| <input type="radio"/> Listener _____       | <input type="radio"/> Leader _____        |
| <input type="radio"/> Respectful _____     | <input type="radio"/> Impatient _____     |
| <input type="radio"/> Cooperative _____    | <input type="radio"/> Tidy _____          |
| <input type="radio"/> Grateful _____       | <input type="radio"/> Nervous _____       |
| <input type="radio"/> Patient _____        | <input type="radio"/> Helpful _____       |
| <input type="radio"/> Sincere _____        | <input type="radio"/> Independent _____   |
| <input type="radio"/> Calm _____           | <input type="radio"/> Committed _____     |
| <input type="radio"/> Social _____         | <input type="radio"/> Dedicated _____     |
| <input type="radio"/> Responsible _____    | <input type="radio"/> Obstinate _____     |
| <input type="radio"/> Athletic _____       | <input type="radio"/> Unique _____        |
| <input type="radio"/> Thinker _____        | <input type="radio"/> Courteous _____     |
| <input type="radio"/> Organized _____      | <input type="radio"/> Devoted _____       |
| <input type="radio"/> Polite _____         | <input type="radio"/> Curious _____       |
| <input type="radio"/> Determined _____     | <input type="radio"/> Understanding _____ |
| <input type="radio"/> Happy _____          | <input type="radio"/> Moody _____         |
| <input type="radio"/> Talker _____         | <input type="radio"/> Reasonable _____    |
| <input type="radio"/> Interesting _____    | <input type="radio"/> Relaxed _____       |
| <input type="radio"/> Energetic _____      | <input type="radio"/> Ambitious _____     |
| <input type="radio"/> Thoughtful _____     | <input type="radio"/> Friendly _____      |
| <input type="radio"/> Careless _____       | <input type="radio"/> Creative _____      |
| <input type="radio"/> Comical _____        | <input type="radio"/> Athletic _____      |
| <input type="radio"/> Relaxed _____        | <input type="radio"/> Depressed _____     |
| <input type="radio"/> Problem Solver _____ | <input type="radio"/> Witty _____         |

## Day 5 – Turning Your Skills into Statements

Select the Top 5 Skills you have. Develop a statement describing how you utilized that skill in your future job. Next, create statements using this skill to describe why you are the best choice to hire. Now read them out loud. Are they convincing?

Example:      Skill:            “I’m a well-organized person.”  
                  Statement:      “At my last job, I had six bosses. I had to organize my time and set priorities to get the job done to everyone’s satisfaction.”

Skill 1: \_\_\_\_\_

Statement: \_\_\_\_\_

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Skill 2: \_\_\_\_\_

Statement: \_\_\_\_\_

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Skill 3: \_\_\_\_\_

Statement: \_\_\_\_\_

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Skill 4: \_\_\_\_\_

Statement: \_\_\_\_\_

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Skill 5: \_\_\_\_\_

Statement: \_\_\_\_\_

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