Session 4

Employer expectations

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Session 4
Employer expectations

Objectives

- To develop an understanding that employers will have expectations and assumptions about appropriate behaviour, appearance and attitude in the workplace.

Preparation

Equipment

- Laptop and projector
- Whiteboard or flipchart
- Pens
- Flipchart papers from previous session

You will also need to download and print out the following:

Hire or Fire game instructions, badges, behaviour cards and activity sheet

'What do employers want?' instructions and activity sheets (blank and completed versions)

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Session outline and resources

1. Review and reflection

2. Overview of what employers might be looking for

3. Exercise: Hire or Fire game

4. Exercise: What do employers want?

1. Review and reflection

Start with a recap of the previous session. Ask the group for three things they can remember from the previous session and capture what they say on a flipchart. This may generate some further discussion about employment and conversations from previous sessions.

Ask for volunteers to be timekeepers for the group.

2. Overview of what employers might be looking for

Have a discussion about what employers might want from their employees. Capture what people say on a flipchart. Examples may include being punctual, hardworking and polite.

3. Exercise: Hire or Fire game

Resources needed: Hire or Fire game instructions, badges, behaviour cards and activity sheet

This game is loosely based on the BBC TV show 'The Apprentice' and will involve both group and individual work. Students are asked to judge a range of behaviours as appropriate or inappropriate in a variety of circumstances.

This is a fun and absorbing exercise that should generate conversation and develop an understanding of different behaviours. Please refer to the separate instructions for this exercise.

4. Exercise: What do employers want?

Resources needed: 'What do employers want?' instructions and activity sheets (blank and completed versions)

This game further explores the theme of employers' expectations. In small groups, students discuss one of the four categories of behaviour on the blank activity sheet.

Alternatively, the groups can be supported to explore all four categories. They should discuss each in turn and then feed back to the class so that their responses to all four categories can be captured on one flipchart sheet. Please refer to the separate instructions for this exercise. At the end of the exercise, give out the completed activity sheet.

End of session 4

Hire or Fire game instructions (1)

Purpose of the game

This game is aimed at people who have little or no experience of the workplace and workplace culture.

The intention is to get them thinking and discussing whether different behaviours are appropriate or inappropriate in the workplace and in their relationships outside work.

The game should be played in a light-hearted and fun way.

You may want to borrow characters from a popular TV show, for example.

You can run this session either as a role-playing game or as a group discussion, depending on the people you are working with.

There are four characters in the full game:

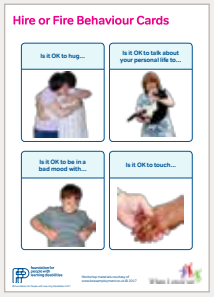
- **The Boss** – quite domineering, somewhat brusque
- **Workmate** – a colleague in the workplace or acquaintance
- **Friends** – no link with the workplace, confidants
- **Employee** – the person to be hired or fired

However, if you are short of time, you could omit either the Workmate or Friends.

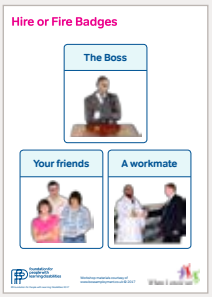
The remainder of the group decide whether to hire or fire the employee based on the particular behaviour being acted out.

Resources

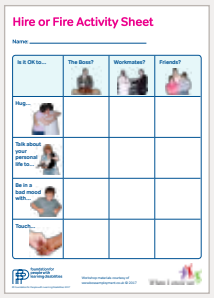
The resource pack consists of PDF materials which you can use or adapt to suit your own group. Print the sheets featuring the 8 different behaviours, cut them into individual cards and laminate them.

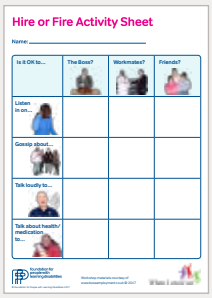


Print and laminate the three badges for the Boss, Workmate and Friends, then attach a pin or clasp so that people playing these characters can wear them.



Print the two pages of the behaviour activity sheet ('The Hire or Fire quiz') double-sided, one for each student.





Each student will also need a pen.

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Hire or Fire game instructions (2)

Instructions

1. Ask people to volunteer to role-play the different characters. Or you may wish to choose people (including staff) who you feel will best portray the different roles. Brief each character about what is expected of them and how they should react and behave during the exercise.

2. Hand out the character badges and ask the Boss, the Workmate and the Friend to sit at the top of the room facing the group. The Employee will stand for the exercise.

3. Look through the cards and choose the behaviours you want the group to explore and give these to the Employee.

4. Give each student an activity sheet and a pen.

5. Before you begin the game, explain how it works by introducing the four students in character and giving a brief description of where they all work – in an office in London.

6. Explain how the Employee will act out the different behaviours on the three different characters.

7. The Employee will act out spontaneously hugging the Boss, who will appear surprised and horrified at the inappropriate gesture from one of his employees. His response should provoke a reaction from the group. Discuss why they think the Boss has responded in such a way. Give examples of other work environments where this type of behaviour might not be seen in such a serious light. This approach will encourage the students to think about other environments or even examples from their own experience where similar behaviours were deemed appropriate or inappropriate.

8. Ask everyone to decide whether to hire or fire the Employee for hugging the Boss – those in favour of firing should put up their hands.

9. Then ask the group to write 'H' or 'F' in the relevant box in their activity sheets.

10. Now move on to the next character – get the Employee to hug the Workmate. Again, the Workmate's reaction should provoke a response and discussion. Finally, ask the Employee to act out the behaviour on the Friend. If role play is not an option, you can still play this game by selecting the individual cards and facilitating a discussion with the group.

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Hire or Fire badges

The Boss

Your friends

A workmate

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Hire or Fire behaviour cards

Is it OK to hug...

Is it OK to talk about your personal life to...

Is it OK to be in a bad mood with...

Is it OK to touch...

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Hire or Fire behaviour cards

Is it OK to listen in on...

Is it OK to talk loudly to...

Is it OK to gossip about...

Is it OK to talk about health and medication to...

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Hire or Fire activity sheet

Name: _____

Is it OK to...	The Boss?	Workmates?	Friends?
Hug...			
Talk about your personal life to...			
Be in a bad mood with...			
Touch...			

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Hire or Fire activity sheet

Name: _____

Is it OK to...	The Boss?	Workmates?	Friends?
Listen in on...			
Gossip about...			
Talk loudly to...			
Talk about health/ medication to...			

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‘What do employers want?’ game instructions

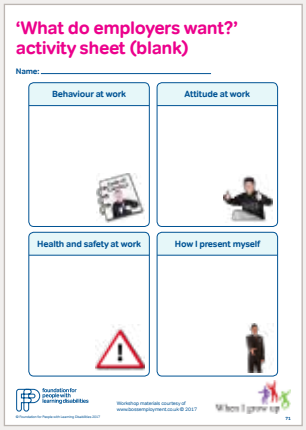
Purpose of the game

This game further explores the theme of employers’ expectations, following on from the Hire or Fire quiz.

Resources

This exercise consists of an activity sheet divided into four categories: behaviour, attitude at work, health and safety and how I present myself.

Each student will require a copy. A completed sample activity sheet is included for guidance.


‘What do employers want?’ activity sheet (blank)

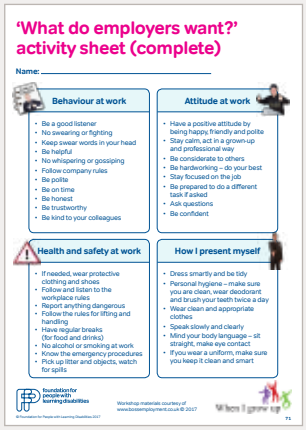
Name: _____

Behaviour at work

Attitude at work

Health and safety at work

How I present myself


‘What do employers want?’ activity sheet (complete)

Name: _____

Behaviour at work

- Be a good listener
- No swearing or fighting
- Keep swear words in your head
- Be helpful
- No whispering or gossiping
- Follow company rules
- Be polite
- Be on time
- Be honest
- Be trustworthy
- Be kind to your colleagues

Attitude at work

- Have a positive attitude by being happy, friendly and polite
- Stay calm, act in a grown-up and professional way
- Be considerate to others
- Be hardworking – do your best
- Stay focused on the job
- Be prepared to do a different task if asked
- Ask questions
- Be confident

Health and safety at work

- If needed, wear protective clothing and shoes
- Follow and listen to the workplace rules
- Report anything dangerous
- Follow the rules for lifting and handling
- Have regular breaks (for food and drinks)
- No alcohol or smoking at work
- Know the emergency procedures
- Pick up litter and objects, watch for spills

How I present myself

- Dress smartly and be tidy
- Personal hygiene – make sure you are clean, wear deodorant and brush your teeth twice a day
- Wear clean and appropriate clothes
- Speak slowly and clearly
- Mind your body language – sit straight, make eye contact
- If you wear a uniform, make sure you keep it clean and smart

You will also require a flipchart and pens.

Instructions

1. Split the students into 1-4 groups, depending on the number.
2. Give out the blank activity sheet and allocate one section to each group (e.g. ‘how I present myself’).
3. Ask each group to discuss what types of things employers would want to see under each category.
4. Ask each group to feed back on their category, and capture what they say on a flipchart.
5. Ask each person to complete their own activity sheet, based on the group feedback, or hand out the completed sample sheet.

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‘What do employers want?’ activity sheet (blank)

Name: _____

Behaviour at work

Attitude at work

Health and safety at work

How I present myself

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‘What do employers want?’ activity sheet (complete)

Name: _____

Behaviour at work

- Be a good listener
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- Keep swear words in your head
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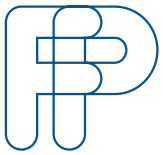

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