

Attainment's

UPGRADE

Soft Skills Lessons & Assessments

Student Workbook

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Unit 1: Worksheets

UPGRADE Instruction

	Strategy	Explanation
U	You evaluate yourself	You will evaluate your performance on the job rubric.
P	Professional evaluates you	Your supervisor will evaluate you on the rubric.
G	Graph	Graph the scores of both scores and compare them.
R	Restate	Restate your goal and determine if you met it.
A	Acknowledge	Acknowledge what you did well.
D	Decide	Decide what you can do better in order to meet your goal.
E	Execute	Execute improvements tomorrow to meet your goal.



Job Performance Rubric

	EXCELLENT 4	STRONG 3	GOOD 2	POOR 1
	Always	Usually	Needs to improve	Does not try
Attitude and Cooperation	Shows respect ; Accepts constructive criticism ; Shows initiative ; Cooperates with others	Respectful ; Accepts constructive criticism ; Shows initiative ; Cooperates with others	Being respectful ; Accepting constructive criticism ; Showing initiative ; Cooperation with others	To be respectful ; To accept constructive criticism ; To show initiative ; To cooperate with others
Reliability	Reliable with perfect attendance; Neat, clean, and prepared ; On time and begins promptly	Reliable with good attendance; Neat, clean, and prepared ; On time and begins promptly	Being reliable with good attendance; Being prepared ; Beginning promptly	To be reliable with good attendance; To be prepared ; To begin promptly
Productivity and On-Task	An independent worker; Stays focused ; Stays on-task ; Works at a steady pace	An independent worker and stays focused ; Stays on-task ; Works at an average pace	Working independently ; Staying focused and on-task ; Working at a consistent pace	To be independent ; To stay focused ; To stay on-task ; To improve pace
Quality of Work	Checks quality ; Shows pride ; Works diligently ; Completes work correctly	Checks quality ; Shows pride ; Works diligently ; Completes work correctly with few prompts	Checking quality ; Showing pride ; Working diligently ; Completing work correctly with little help	To work diligently or check quality of work ; To show pride ; To complete work
Teamwork and Communication	Shows teamwork by offering help/advice; Communicates appropriately; Polite and courteous; Follows rules with integrity	Displays teamwork by offering help/advice; Communicates appropriately; Polite and courteous; Follows rules with integrity	Showing teamwork by offering help/advice; Communication ; Being polite and courteous; Following rules with integrity	To communicate appropriately or work as a team ; To be polite or courteous; To show integrity by following rules



Unit 2: Guided Notes & Worksheets

Job Performance Rubric

		4 EXCELLENT	3 STRONG	2 GOOD	1 POOR
Respect					
Constructive Criticism					
Initiative					
Cooperation					





Vocabulary

Respect:

Treating _____, _____, and _____ in an _____
_____ that _____.

Example: Saying, "Yes, I will take care of that," when your teacher or supervisor asks you to do something even if you do not want to do it.

Your own example: _____

Constructive Criticism:

Giving _____ or advice that is intended to _____
someone _____.

Example: Your boss may say, 'I like how you are cleaning the table, but you are missing the corners. You need to wipe the whole table.'

Your own example: _____



Vocabulary

Initiative:

Taking _____

being _____ to.

Example: If you are cleaning tables in the cafeteria and you finish early, look around and go help or see if there is trash on the ground you could pick up.

Your own example: _____

Cooperation:

Being _____ to _____ and do the job that is

_____ to be done.

Example: Jake's boss asked if he could work an extra hour because of how busy they were at the store. He agreed to stay and work the extra hour and help out.

Your own example: _____





Video

Attitude and Cooperation	Rating of 1, 2, 3, 4
Shows respect for self, others, and work	
Willingly accepts constructive criticism	
Shows initiative and motivation	
Has a good attitude toward learning and performing work while cooperating with others	

Why did you rate him or her that way? _____

What could he or she have done differently? _____

Goal Setting

Based on your scores, what are two things you think you should work on to improve on attitude and cooperation?

1. _____

2. _____

Attitude and Cooperation Goal

My goal is _____

to improve my score to a level _____.



Role-Play Outline

Rubric area: _____

Group Members' Roles

Supervisor: _____

Level 1 employee: _____

Level 2 employee: _____

Level 3 employee: _____

Level 4 employee: _____

Place of employment: _____

Script story line:





Role-Play Rating Form

Attitude and Cooperation

Group 1 Members:

Rating:

Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Member 5: _____

Group 2 Members:

Rating:

Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Member 5: _____

Group 3 Members:

Rating:

Member 1: _____

Member 2: _____

Member 3: _____

Member 4: _____

Member 5: _____



Video

Attitude and Cooperation Notes:

Employee Name: _____

Employee Role: _____

Individual Rating Form

Attitude and Cooperation	Rating of 1, 2, 3, 4
Shows respect for self, others, and work	
Willingly accepts constructive criticism	
Shows initiative and motivation	
Has a good attitude toward learning and performing work while cooperating with others	

Group Rating Form

Attitude and Cooperation	Rating of 1, 2, 3, 4
Shows respect for self, others, and work	
Willingly accepts constructive criticism	
Shows initiative and motivation	
Has a good attitude toward learning and performing work while cooperating with others	





Goal Setting

Attitude and Cooperation	Your Rating
Shows respect for self, others, and work	
Willingly accepts constructive criticism	
Shows initiative and motivation	
Has a good attitude toward learning and performing work while cooperating with others	

Based on your scores, what are two things you think you should work on to improve on attitude and cooperation?

1. _____

2. _____

Attitude and Cooperation Goal

My goal is _____

to improve my score to a level _____.



Tom's Goal Setting

Attitude and Cooperation	Tom's Rating
Shows respect for self, others, and work	3
Willingly accepts constructive criticism	1
Shows initiative and motivation	2
Has a good attitude toward learning and performing work while cooperating with others	3

Based on Tom's scores, what are two things you think he should work on to improve on attitude and cooperation?

1. _____

2. _____

Attitude and Cooperation Goal

Tom's goal is _____

to improve his score to a level _____.





Dee's Goal Setting

Attitude and Cooperation	Dee's Rating
Shows respect for self, others, and work	2
Willingly accepts constructive criticism	2
Shows initiative and motivation	1
Has a good attitude toward learning and performing work while cooperating with others	1

Based on Dee's scores, what are two things you think she should work on to improve on attitude and cooperation?

1. _____

2. _____

Attitude and Cooperation Goal

Dee's goal is _____

to improve her score to a level _____.



UPGRADE Graphing Worksheet

Name: _____

Attitude and Cooperation

TOTAL SCORES	U - Your Scores					Total	P - Professional's Scores					Total
Lesson 1												
Lesson 2												
Lesson 3												
Lesson 4												
Lesson 5												
Lesson 6												
Lesson 7												
Lesson 8												
Lesson 9												
Lesson 10												

G - Graph both scores

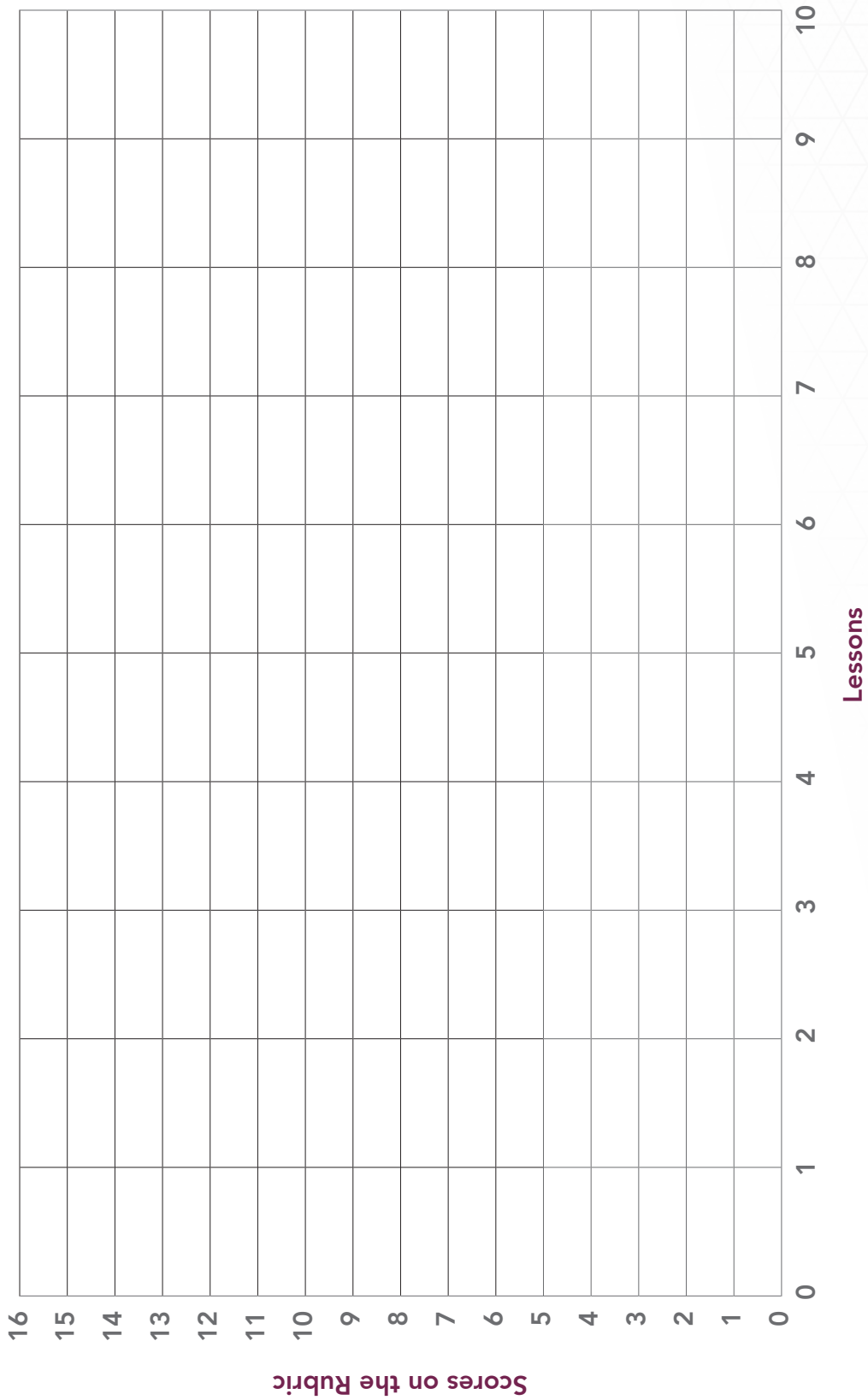
R - Restate your goal and determine if you met it

My Goal: _____

Job Performance Rubric

EXCELLENT - 4	STRONG - 3	GOOD - 2	POOR - 1
Always	Usually	Needs to improve	Does not try
Shows respect	Respectful	Being respectful	To be respectful
Accepts constructive criticism	Accepts constructive criticism	Accepting constructive criticism	To accept constructive criticism
Shows initiative and motivation	Shows initiative and motivation	Showing initiative and motivation	To show initiative and motivation
Cooperates with others	Cooperates with others	Cooperation with others	To cooperate with others
No prompt or reminder	One prompt or reminder	Two prompts or reminders	Three or more prompts or reminders
Any discipline referral results in a 1.			







U-GRADE Daily Self-Evaluation

Your performance is to be compared to performance expectations of a regular employee using the following rating scale.

- 1: Does not meet expectations or is well below the standards of a regular employee
- 2: Not quite up to the standards and expectations of a regular employee
- 3: Inconsistently meet standards and expectations of a regular employee
- 4: Consistently meets the standards and expectations of a regular employee

Attitude and Cooperation

Name: _____

Job Title: _____

Date											Average
Shows respect for self, others, and work											
Willingly accepts constructive criticism											
Shows initiative and motivation											
Has a good attitude toward learning and performing work while cooperating with others											
Total Points Earned											
Average Score											
Numbers of Days Absent											



