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| Title | **Demonstrate positive workplace attitude and behaviours** | | |
| Level | **1** | **Credits** | **3** |

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| Purpose | This competency standard is intended to assist people in developing a positive attitude and behaviour in a work environment. People holding credit for this competency standard are able to: Apply knowledge of positive workplace attitude and behaviours; interact with people in the context of a work environment; and assess own professional behaviour in a work environment setting. |

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| Classification ISCED | 0713 Electricity and energy |

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| Available grade | Competent / Not yet competent |

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| Modification history | N/A |

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| **Competency Unit** | **Performance Criteria** | **Knowledge and Understanding** |
| **F1:**  **Apply knowledge of positive workplace attitude and behaviours** | **P1-** Describe proper dress code in a work environment  **P2-** Demonstrate positive listening skills  **P3-** Explain the concept of work ethic | **K1-** Acceptable and unacceptable dress code  **K2-** Positive listening strategies  **K3-** Responsibility and accountability of the individual |
| **F2:**  **Interact with people in the context of a work environment** | **P1-** Describe the importance of first impression  **P2-** Demonstrate interaction with people in a work environment setting  **P3-** Explain good customer service practice  **P4-** Demonstrate ways of behaving professionally when provoked  **P5-** Explain the importance of confidentiality | **K1-** Grooming, Attire  **K2-** Ways of greeting, introducing and interacting with people  **K3-** Define customer service  **K4-** Patience and tolerance  **K5-** Confidentiality of:   * Information * Material * Documents |
| **F3:**  **Assess own professional behaviour in a work environment setting** | **P1-** Analyse personal behaviour in three different situations in a work environment  **P2-** Measure personal behaviour against personal or company standards | **K1-** Influencing factors in personal behaviour, e.g.   * Anger * Stress * Depression   **K2-** General code of conduct |