



TABLE OF CONTENTS

MODULE I: THINKING STRAIGHT

Lesson 1 Challenge of Change	3
Lesson 2 Thinking Traps	9
Lesson 3 Hidden Code of Work	15

MODULE II: KEEPING SELF-CONTROL

Lesson 4 Warning Signs	21
Lesson 5 Stop and Think	27

MODULE III: SOLVING PROBLEMS LOGICALLY

Lesson 6 Defining the Real Problem	33
Lesson 7 Identifying the Real Goal	39
Lesson 8 Considering Choices & Consequences	43

MODULE IV: HANDLING DIFFICULT SITUATIONS

Lesson 9 Expressing Complaints	49
Lesson 10 Dealing With Criticism	55
Closing	61

WELCOME!

Goals

“Makin’ It Work” is designed to help men and women who have spent time in jail or prison, on probation or parole successfully make the transition into the community and the world of work.

This program helps participants to:

1. Understand negative "thinking traps" that make it easy to act impulsively, even when there are negative consequences.
2. Understand employers' hidden code of expectations.
3. Recognize and manage strong emotions before they get out of control.
4. Solve workplace problems logically instead of impulsively.
5. Give and take criticism in a professional way.

SAMPLE

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LESSON 3

Hidden Code of Work

Sample

Words of
WISDOM

“Business is Business. It’s Nothing
Personal!”

Damon's Story Part 3

Damon's mother didn't back down, so he finally got serious about finding a full-time job. It wasn't easy because many employers didn't want someone with a record. But his mother knew someone from church who worked with an ex-offender program, and they hooked him up with an interview. Within 2 weeks, Damon was loading and unloading trucks at a major shipping center.



Damon (tired): "It's hard work! I come home beat every day, but at least it's honest money, and I can help out with Mom's bills."

One day, Damon got confronted by his supervisor, Mr. Lamar, when he arrived 15 minutes late.

Lamar (uptight): "Damon, let me see you for a minute."

Damon (playful): "Wassup, Mr. L? You havin' a bad day?"

Lamar (annoyed): "I'm not playing here, Damon. You've been late twice already this week, and now you're rolling in 15 minutes late again. I don't know -- a frankly I don't CARE -- why you're late, but I need you here on time every day."

Damon (to himself): *'I have the right to defend myself if I'm going to be accused of something. He'd BETTER listen to me!'*

Damon (out loud, angry): "I hear you, Mr. L., but it's not my fault. See, I don't have a car of my own, so one of my boys has been taking me in. And lately, hasn't been real dependable and all..."



Lamar (to himself): *'I really don't want to hear all these excuses. I wish he'd just listen instead!'*

Lamar (out loud, angry): "Listen Damon, I'm not interested in excuses. Your shift starts at 3:00 PM, and that's when I need you here, ready to work. When you're late I've got to find someone to cover for you, and pay them overtime to do it. You're a hard worker, I'll give you that. But if you can't be here on time, I'll find someone who can."

Damon (to himself): *'I'm not gonna listen to someone THREATEN me. And I'll be @#%\$ if I'll let him get the last word.'*

Damon (coldly): "Well, you do what you gotta do, and I'll do what I gotta do."

Damon walked off, muttering curses under his breath. It wasn't until later that he started wondering if getting the last word had been such a great idea....

Looking at Both Sides



Damon's Point of View

Damon

Damon gets cut off when trying to explain why he's late.

1. BELIEFS
Damon believes that:
"I have the right to _____"

2. THOUGHTS
'He'd better _____'

3. FEELINGS
Damon feels: _____

5. CONSEQUENCES
Mr. Lamar just gets more upset.

4. BEHAVIOR
Damon says:
"I hear you, Mr. L, but _____"

Damon arrives to work late, then plays it off.

1. BELIEFS
Mr. Lamark believes that:
"People should accept confrontation without getting defensive."

2. THOUGHTS
'I really don't want to hear _____'

3. FEELINGS
Mr. Lamark feels: _____

5. CONSEQUENCES
Damon gets upset and says:
"Well you do what you gotta do, Mr. L _____"

4. BEHAVIOR
Mr. Lamark says:
"If you can't be here on time, _____"



Mr. Lamar's Point of View

Mr. Lamar

Hidden Code of Work

Every workplace has its written policies and procedures. But most employ also have a HIDDEN CODE which they seldom explain to new workers. Some of the more common rules in this hidden code are below.

- 1. Do what you're asked to do, even if you don't really want to.**
- 2. Always stay busy. Your time is our money.**
- 3. If you make a mistake, at least be honest about it, and do what you can to make it right.**
- 4. Accept constructive criticism without getting defensive.**
- 5. Do your best to fit in and get along with others.**
- 6. Be pleasant to customers, even if they are rude to you.**

Randy's Work Conflict



1. Randy gets a maintenance job at a major hotel chain. He has disagreement with his supervisor when she asks him to cover his tattoos.

Randy: "What's wrong with showing my tattoos? I'm proud of them! I'm not going to pretend to be somebody different just to keep this stupid job."

Which Thinking Trap is he falling into? _____

Supervisor: "He doesn't understand that all those tattoos and piercings can scare off some of our older guests. In our business, you have to keep up a certain image."

What Hidden Code is the supervisor using? _____

Conflicting Beliefs

Sometimes, the Thinking Traps learned in our personal lives conflict with employers' HIDDEN CODE OF WORK.

THINKING TRAPS

1. "Defend yourself when you're accused of something, even if you know you were wrong."
2. "It's better to do the minimum to get by, since hard work isn't usually rewarded anyway."
3. "Be who you are. Don't act different just to make someone else happy."
4. "Get even with people who try to disrespect you, or they'll think they can get away with it."
5. "Don't let anyone tell you what to do."
6. "If you mess up, it's your own business. Don't admit to anything unless you have to."

HIDDEN CODE OF WORK

1. **Do what you're asked to do, even if you don't really want to.**
2. **Always stay busy. Your time is our money.**
3. **If you make a mistake, at least be honest about it, and do what you can to make it right.**
4. **Accept constructive criticism without getting defensive.**
5. **Do your best to fit in and get along with others.**
6. **Be pleasant to customers, even if they are rude to you.**

Anna's Work Conflict

2. Anna works as a clerk in a convenience store. Her 19-year-old supervisor Sarah tells her to clean up a spill in the back, and complains later that Anna never took care of it.



Anna: "I'm not going to let some KID tell me what to do. If she'd asked nicely, I might have said yes, but @\$% that!"

Which Thinking Trap is she falling into? _____

Sarah: "I know I'm only 19, but I've worked hard to get where I am. I shouldn't have to justify myself or walk on eggshells every time something needs to be done."

What Hidden Code is the supervisor using? _____

KEY POINTS

in Lesson 3

1. The workplace has its own Hidden Code of conduct that employers use to judge their employees' behavior. Unfortunately, they don't usually bother to explain this code to new workers.
2. Serious problems can happen if we fall into a Thinking Trap and react to problems at work the way we would at home or on the street.

MiniQuiz #3

PART 1: Answer each question T (true) or F (false). If False, find the right answer.

- _____ 1. When a rule is "hidden," we are not allowed to talk about it.
- _____ 2. Many employers just EXPECT new workers to understand their code.
- _____ 3. Every workplace has the same hidden code.
- _____ 4. Our Thinking Traps often conflict with what is expected in the workplace.

PART 2: Read the following story. Underline TWO of Ronnie's beliefs. Then find the two hidden rules that Mr. Johnson tells him about.

Ronnie got a job a month later as a custodian at a community center. He liked his job so far, but was having a hard time with some of the older children, who would talk back to him. One day, he complained to Mr. Johnson, an older maintenance worker.

RONNIE: "I can't believe the mouth on some of these kids! I'm about to give a couple of them a good whoopin'! I was raised to believe that children should be respectful to adults, and these little monsters are just asking for it! I was just telling the assistant director yesterday..."

JOHNSON: "Ronnie, hang on. I can understand getting frustrated. But I hope you know that you can't EVER put your hands on them, right? And it's okay for you and me to talk privately about this stuff, but you've GOT to be careful about what you say around here. Too much talk about 'teaching them a lesson' and someone might think you could be abusing the children. Do you understand what I'm saying?"