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| Title | **Demonstrate positive workplace attitude and behaviours** |
| Level | **1** | **Credits** | **2** |

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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** |
| **G1:** **Exhibit positive workplace attitude and behaviours** | **Trainee will be able to:****P1-** Describe proper dress code at work environment**P2-** Demonstrate positive listening skills at his level **P3-** Explain the concept of basic ethic | **K1-** Acceptable and unacceptable dress code**K2-** Basic listening Skills**K3-** Responsibility of the individual in the organization |
| **G2:** **Interact with people in the context of a work environment** | **Trainee will be able to:****P1-** Describe the importance of first impression**P2-** Demonstrate interaction with people in a work environment setting**P4-** Demonstrate ways of behaving properly when provoked**P5-** Explain the importance of confidentiality | **K1-** Grooming, Attire**K2-** Basic Ways of greeting, introducing and interacting with people**K4-** Patience and tolerance**K5-** Confidentiality of:* Information
* Material
* Documents
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| **G3:** **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 ie: Union,Labour | **K1-** Influencing factors in personal behaviour, e.g. * Anger
* Stress
* Depression

**K2-** General code of conduct |