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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
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| **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 |