

# Attitude

The way an individual shows or expresses their feelings about a person (supervisor, employee or co-worker), work activity, event or idea. They can show their feelings verbally (tone, inflection, etc.) or by behavior (body language, inappropriate physical actions, etc.). The focus is not on internally held attitudes, but rather on how they are expressed, thus attitude can be thought of as a tone imparted to an interaction.

VERBAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Respectful of authority
- Courteous and patient with others
- Participates in learning opportunities with enthusiasm
- Uses positive language

## From RARELY to SOMETIMES up to USUALLY

- Fails to participate fully in learning opportunity
- Neutral behaviour towards supervisors, employees , coworkers, etc.
- Neutral language

## From NEVER to RARELY

- Sarcasm
- Deliberately rude and/or impatient with others
- Negativity about the work, coworkers and supervisors
- Refuses or detracts from learning opportunities

PHYSICAL

## From USUALLY to ALMOST ALWAYS up to ALWAYS

- Maintains appropriate eye contact
- Open, receptive body language
- Attentive in conversation
- Cares about coming to work fully prepared

## From RARELY to SOMETIMES up to USUALLY

- Makes attempts at eye contact
- Shows some awareness of body language
- Makes efforts to listen carefully
- Uses strategies to minimize unpreparedness.

## From NEVER to RARELY

- Rolls eyes or avoids eye contact
- Crossed arms
- Excessive fidgeting
- Inattentive when listening
- Does not care about being prepared for work