CHAPTER 10
Developing a Positive Attitude

Section 10.1
Attitudes for Success

Section 10.2
Acting Like a Professional

Exploring the Photo

ATTITUDE This person's positive attitude sets an example for all employees. What does it mean to have a positive attitude?
Chapter Objectives

After completing this chapter, you will be able to:

- **Explain** why a positive attitude, high self-esteem, and enthusiasm contribute to career success.
- **Develop** the ability to think positively, overcome doubt, and deal with mistakes.
- **Describe** how to assert yourself on the job.
- **Develop** effective strategies to handle criticism, pressure, and gossip in the workplace.
- **Identify** ways to manage negative feelings.

Writing Activity

Think about your attitude. Are you a cheerful person? An angry person? A positive person? A negative person? How could your attitude affect your relationships with coworkers and customers? In a two-page response, create at least six job scenarios that illustrate positive and negative employee and customer relations.

Get Motivated! Interview three employers or human resources managers in your community. Choose human resources managers or employers from companies for which you might like to work. Ask them to describe the attitudes they most look for in employees. Write a one-page summary of your interviews.

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Section 10.1
Attitudes for Success

Reading Guide

Before You Read
Preview
Look at the photos in this section and read their captions. Write one or two sentences predicting what the section will be about.

Read to Learn
• Why a positive attitude, high self-esteem, and enthusiasm contribute to career success
• How to think positively, overcome doubt, and deal with mistakes
• How to assert yourself on the job

Main Idea
Employees value workers who are positive, self-confident, and enthusiastic about their work.

Key Concepts
• Develop a Positive Attitude
• Develop Self-Esteem

Key Terms
• attitude
• self-esteem
• enthusiasm
• assertive
• arrogance

Academic Vocabulary
You will find these words in your reading and on your tests. Use the academic vocabulary glossary to look up their definitions if necessary.
- perceive
- receptive

Graphic Organizer
As you read, use a concept map like the one below to record attitudes that will lead to attitude success. In the center circle, write “Attitudes for Success.” On the main lines, write major ideas, and then add details about these major ideas on the smaller lines.

@ Log On
Go to this book’s Online Learning Center through glencoe.com for an online version of this graphic organizer.

Academic Standards
English Language Arts
• Conduct research and gather, evaluate, and synthesize data to communicate discoveries. (NCTE 3)
• Develop an understanding of diversity in language use across cultures. (NCTE 9)

Mathematics
• Solve problems that arise in mathematics and in other contexts
Develop a Positive Attitude

A positive attitude is an important part of succeeding in the world of work. Your attitude is your basic outlook on life and your way of looking at people and the world. Your attitude determines how you react to certain situations and, often, how others perceive you. While you cannot control everything that happens on the job, a positive attitude can help you control how you react. How well you get along with your employer and your coworkers will depend on your attitude.

Here are some steps to help you develop a positive attitude:

- Take action to solve problems instead of complaining. People with a positive attitude get along well with others, complain rarely, admit mistakes, and like to cooperate.
- Turn a negative situation into a positive one by listing the good aspects of the situation. Seemingly negative situations may have some benefits. For example, working overtime may result in a bigger paycheck or the opportunity to learn new skills.
- Present your ideas in a positive way. Speak clearly and politely.

Positive Thinking

One of the best ways to maintain a positive attitude is to think positively. Positive thinking will help you get along better with others, handle problems more effectively, and reach your goals by motivating you to act. When you think positively, you are more receptive, or open, to the people around you.

**Summarize**

Explain why employers prefer employees with a positive attitude.
Develop Self-Esteem

When you present your ideas and your thoughts in a positive way, you show self-esteem, which is recognition and regard for yourself and your abilities. Self-esteem is essential for a positive attitude. High self-esteem can build confidence. Confidence generates success.

How to Build Self-Esteem

Developing a positive self-concept is one way to build self-esteem. Here are some other techniques:

- Make lists of your abilities and successes. Review them often and remind yourself that you have even more successes ahead.
- Set reachable goals, and work to achieve them.
- Think about a positive impact you have had on others.
- Work on improving your abilities. Accomplishing something that is challenging helps build self-esteem.

Enthusiasm Is Important

It is easy to have enthusiasm or eager interest, when you love your work. However, even your dream job will have frustrating moments. Sometimes you may have to push yourself to act with enthusiasm. While this may not feel natural, it is worth the effort. Having an upbeat attitude in difficult situations will help you develop a good reputation. Employers look for workers who are enthusiastic and who can handle a challenge.

The 21st Century Workplace

Korean: A Unique Language

Almost all languages belong to language families and have sister languages that are similar in grammar and vocabulary. Not so Korean. Many linguists believe that Korean is a language isolate, which means that it does not belong to any known family. Others say that it is part of a loose-knit Asian language family that includes Japanese, Mongolian, and Turkish.

The Korean language reflects how important respect is in Korean culture. While English speakers conjugate verbs based on the subject you, they, etc., Korean speakers conjugate verbs based on their relationship to the people they are addressing. Koreans use one verb form for equals, such as friends and siblings their own age. They use other forms for people who command more respect, such as parents, teachers, customers, and supervisors. These kinds of grammatical forms based on personal relationships are called honorifics.

CRITICAL THINKING

Why do you think customers are addressed with honorifics in Korean?

In Your Community

Find a person in your community whose native language is not English. Ask that person if his or her native language has different terms to address people of different social status or relationships to the speaker. If so, gather some examples and share them with your classmates.

Extend Your Learning

The English language belongs to the Germanic branch of the Indo-European language family. For links to Web sites about language families, go to this book’s DLC through glencoe.com.
Overcoming Doubt

Do you have a voice inside your head that sometimes whispers negative messages, such as “You are not smart enough to get that new job”? Many people reduce inner self-doubt through positive self-talk. Positive self-talk means you “out-talk” your self-doubt. When the voice says, “You can’t do it,” you answer, “I can and I will!” Making a list of positive statements can help you overcome self-doubt. These statements might include “I am in charge of my life” and “I can achieve whatever I want with hard work.” Try repeating these statements to yourself to improve your self-esteem.

Use Your Mistakes to Grow

Successful people use mistakes as opportunities to learn and grow. Whenever you make a mistake, be patient with yourself. You probably will have the opportunity to correct the mistake. Also, you will have other opportunities to succeed.

Accept that you will make mistakes from time to time, and prepare yourself to act effectively when you do. When you think you have made a mistake, follow these steps:
1. Make sure it is really a mistake. Just because a project did not turn out the way you planned does not mean it is a mistake.
2. Accept responsibility for any mistakes.
3. Offer a way to solve the problem.
4. Find a lesson you can learn from your mistake.
5. Forgive yourself. Do not dwell on your mistake. Learn from it, and move on.
Practice Assertiveness

To get recognition for the job you do, practice being assertive. Being assertive means being direct, honest, and polite. When you confidently present yourself and your abilities to those around you, you are showing assertiveness.

Assert Yourself

The first step in practicing assertiveness is to be friendly, outgoing, and respectful. Use positive language and speak with confidence. Volunteer for projects or committees. Making suggestions, asking questions and asking your supervisor for advice are also excellent ways to let your supervisor know that you care about your job. Keeping a record of your accomplishments will allow you to ask for things you need with confidence.

Avoid Arrogance

Most employers will accept and even admire assertive employees. However, do not confuse assertiveness with arrogance, which is overbearing behavior marked by excessive self-importance. Arrogant behavior is considered rude and impolite.

Section 10.1 After You Read

Review Key Concepts
1. Explain how a positive attitude can help you to get a raise or a promotion.
2. Describe how you would react if your boss asked you to reorganize the storage closet, a task you know will involve many hours of tedious work.
   Explain your response.
3. Jamaica works hard at her job but feels that her more confident coworkers get the praise she also deserves. Identify steps she can take to demonstrate assertiveness on the job.

Practice Academic Skills

English Language Arts
4. Design a poster for a seminar on developing a positive attitude in the workplace. Show at least three points that demonstrate a positive attitude. Present your poster to the class.
5. Imagine that you have worked very hard on a project for which you have been chosen to receive the employee of the month award. How might this success at work affect your self-concept? Explain your answer in a two-paragraph response.

Check your answers at this book’s OLC through glencoe.com.
Section 10.2
Acting Like a Professional

Reading Guide

Before You Read

Preview Read the Key Concept and the Key Terms. Write one or two sentences predicting what the section will be about.

Read to Learn
• Effective strategies for handling criticism, pressure, and gossip in the workplace
• Ways to control your anger

Main Idea
Learning to handle difficult situations in a professional manner is essential to succeeding in the workplace.

Key Concept
• Working Well with Others

Key Terms
◆ professionalism
◆ constructive criticism
◆ offensive
◆ gossip

Academic Vocabulary
You will find this word in your reading and on your test. Use the academic vocabulary glossary to look up its definition if necessary.
◆ clarity

Graphic Organizer
As you read, list ways that will help you work well with others and demonstrate professional behaviors. Continue to add your own ideas to the list after you finish reading. Use a graphic organizer like the one below to help you organize your information.

TIPS FOR WORKING WITH OTHERS
1.
2.
3.
4.

Log On Go to this book’s Online Learning Center through glencoe.com for an online version of this graphic organizer.

Academic Standards

English Language Arts
• Read texts to acquire new information. (NCTE 1)
• Apply strategies to interpret texts. (NCTE 3)

Mathematics
• Understand meanings of operations and how they relate to one another
Working Well with Others

Think about a difficult time at school or work. Perhaps you were so overwhelmed that you felt you would explode if someone told you to do just one more thing.

Now divide a sheet of paper into three columns. In the first column, briefly describe the situation you recalled. In the second, list the feelings you experienced. In the third, describe the action you took. Then turn the paper over and write answers to these questions: Was your reaction a mature response to your problem? Was your answer constructive? What could you have done differently?

In the workplace, ask yourself these same questions before you react to a situation. They will help you think things through and avoid doing something you may regret. At work, you will need to work well with others in a variety of situations. Of all the employees who are fired each year, 70 percent are fired because they cannot work well with others. As workplace diversity increases, it is becoming even more important to develop an attitude that will help you work with others effectively. On the job, you need to show professionalism. **Professionalism** is the ability to handle problems, criticism, and pressure gracefully and maturely.

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**Creative Business Practices**

**General Electric**

**Leadership Programs**

General Electric (GE) offers leadership programs that allow employees to improve their job skills through a mixture of classroom training and on-the-job experience.

These programs are available to all levels of employees. GE also has a leadership program for students through internships and co-ops. Both the internships and co-ops are full-time positions where students are paid for their work.

Students who are interns or co-ops obtain real-work experience at GE, learn where and how they fit into the company, and begin their careers. Employees in the entry-level leadership program work on many different assignments, which allows them to learn a lot about the company and work on their job skills at the same time. Experienced-level leadership programs allow more advanced employees to work with senior employees in their job areas.

**Critical Thinking**

What would be some professional advantages of working as an intern or co-op student at GE?

@ Connect to the Real World For more information about GE's leadership programs, visit the company's Web site via this book's Online Learning Center through glencoe.com.
### Figure 10.1 WHAT MAKES CRITICISM CONSTRUCTIVE?

<table>
<thead>
<tr>
<th>Constructive Criticism</th>
<th>Less Helpful Criticism</th>
</tr>
</thead>
<tbody>
<tr>
<td>Addresses behavior</td>
<td>Addresses attitude</td>
</tr>
<tr>
<td>Is specific</td>
<td>Is general</td>
</tr>
<tr>
<td>Is offered immediately</td>
<td>Is not offered immediately</td>
</tr>
<tr>
<td>Makes same mention of positive points</td>
<td>Focuses exclusively on negative points</td>
</tr>
<tr>
<td>Offers specific actions to solve the problem(s)</td>
<td>Offers no solution to the problem(s)</td>
</tr>
<tr>
<td>Is often given in private</td>
<td>Is often announced in public</td>
</tr>
</tbody>
</table>

**CRITICISM**

You can learn to give and accept constructive criticism. *Why is it easier to accept constructive criticism than criticism that is not constructive?*

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### Accepting Criticism

The ability to accept criticism is vital to your survival in any job. Criticism presented in a way that can help you learn and grow is called **constructive criticism**. Your ability to accept and respond to this type of criticism demonstrates your professionalism. It shows you are willing to learn and take advice.

Many supervisors try to offset constructive criticism by offering positive comments along with their suggestions for improvement. By praising employees, supervisors remind the employees of their value. Employees who feel valued are more likely to accept constructive criticism.

**Figure 10.1** compares constructive criticism to less helpful criticism. You can use the standards in this figure to evaluate criticism you receive. You can also use them if your job requires you to evaluate employees.

Not all criticism is offered tactfully or constructively. Focus on how the criticism will help you grow. Many employees actually welcome criticism because it teaches them better ways to succeed at their jobs.

### Responding to Criticism

Jin overheard her supervisor tell a colleague that if Paolo continued to be late, he would lose his job. After work, Jin told Paolo what she had heard and suggested he try to get to work on time. Paolo snapped back, “But it’s not my fault! And who are you to judge me?”

Paolo was being **defensive**, which means being closed to other people’s opinions about you or your actions. Examples of defensive reactions include becoming angry and refusing to listen. It is important to be receptive to other people’s opinions in the workplace and in your personal life.
Here is a four-step process that you can use to help you respond effectively to criticism:

1. Listen to the criticism.
2. Make sure you understand the criticism. If you do not understand, ask the speaker for clarity.
3. Identify a solution to the problem.
4. Take action to fix the problem. If the problem is complex, break it down into smaller bits. Then you can take action one step at a time.

In the end, you must use your own judgment. Even if the rest of the world thinks you have made a poor decision, you may know inside that you did the right thing. This is especially true when you are standing up for values that are important to you.

Avoid Gossip

Avoid gossip in the workplace. Gossip consists of saying negative things about people behind their back. Gossip is often untrue and can be hurtful. People often gossip so that they can feel important or to damage someone’s reputation.

Manage Job-Related Stress

In today’s fast-paced workplace, job-related stress is common. Managers are often under great pressure. That tension can spread down to lower-level employees, putting pressure on employees to produce more without a loss of quality. Adding to the stress is employee awareness that company reorganizations have become routine, and even the best workers can lose their jobs. To cope with or lessen job-related stress, set priorities and practice effective self-management.
Controlling Anger

Controlling your anger is part of getting along with others. Things will not always go the way you want them to go at work. Avoid letting frustration turn to anger.

There are some simple ways to manage anger: One common strategy is to take a deep breath and count to ten. This gives you a chance to calm down before you react.

If you are feeling angry, think about what you are really angry about. Ask yourself: Are you angry about a situation at work or are you angry about another situation in your life?

Try to channel your energy into problem solving instead of into anger. Use this five-step model:

1. Define the problem.
2. Decide on possible solutions.
3. Evaluate those solutions.
4. Make a decision.
5. Take action.

Section 10.2 After You Read

Review Key Concepts
1. Sean’s supervisor has called him to her office to discuss a problem with a project he just finished. The problem was not his fault, and Sean feels that he did his best. How should Sean behave in this situation?
2. Identify steps you can take to manage feeling overwhelmed by work.
3. List two tips for managing anger.

Practice Academic Skills

Mathematics

4. Chav has taken her employees out for a team-building lunch. The final bill is $92.50. How much should Chav leave for a 20% tip?

**Multiplying Decimals** When you multiply one decimal by another, place the decimal point in the answer by counting the number of decimal places in the two factors and placing the decimal point that number of places from the right.

**Step 1:** Change the percent to a decimal. Multiply the two numbers (0.20 x $92.50).

**Step 2:** To find the total, add the tip you calculated in Step 1 to the total for the meal.

*For math help, go to the Math Appendix located at the back of this book.*
CAREER SPOTLIGHT

Jim Gilligan
Firefighter

Q: Describe your job.
A: I'm a firefighter and paramedic. My duties include providing fire prevention and suppression as well as advanced life support during medical emergencies. Downtime tasks include fire inspections, public education, and making sure all equipment is stocked and ready to respond.

Q: Describe a typical workday.
A: Firefighters work a schedule referred to as "24/48," which is a 24-hour shift, followed by 48 hours off. When I arrive at the station, I receive a report that informs me of any issues or problems that may have occurred on the previous shift as well as any other information pertinent to my shift. Next, all crew members check the equipment and check their self-contained breathing apparatus for proper operation. We respond to all emergency medical service (EMS) and fire calls which can happen at any time. In between calls, we train, work out, maintain equipment, and perform fire inspections, public education, and hydrant maintenance. If time allows, our 24-hour shift includes eating, sleeping, and working out.

Q: What skills are most important to you in your job?
A: We deal with people on the worst days of their lives. We must be professional and not get caught up in emotions.

Q: What academic skills and lifelong learning skills are helpful in preparing for your career?
A: Good study habits with retention and good writing skills for reportwriting. Also, maintain a clean background check.

Q: What is your key to success?
A: Good training and experience get me through my work day. When I'm working, I'll give it everything I have, but when I'm off duty, I'm involved in coaching youth baseball and football.

Q: What do you like most about your work?
A: Helping people in time of need.

Q: What are some disadvantages of your career?
A: The biggest disadvantage is missing important events because I'm working a 24-hour shift. We don't get holidays off! Also, it's tough keeping it together when I have to deliver bad news.

Q: What training and preparation do you recommend for students?
A: Get as much training as you can before you apply for a job. While large cities conduct recruit classes, smaller departments require you to obtain a paramedic card and fire training before you apply.

Q: What are some ways you recommend students prepare for this career?
A: Contact your local fire department and ask for a tour and a ride-along. If you then feel it's what you want to pursue, ask if the department will help you with training or proper direction to that training.

For more about Career Clusters, go to this book's OLC through glencoe.com.
CAREER FACTS

- **Education or Training** Applicants for firefighting jobs generally must pass a written exam and a medical exam as well as tests of strength, physical stamina, coordination, and agility. Classroom instruction and practical training teach firefighting techniques, fire prevention, hazardous materials control, local building codes, and emergency medical procedures, including first aid and CPR (cardiopulmonary resuscitation). Community college courses in fire science may improve an applicant's chances. For promotion to positions higher than battalion chief, many fire departments now require a bachelor's degree, preferably in fire science, public administration, or a related field. An associate degree is required for executive fire officer certification from the National Fire Academy.

- **Academic Skills Required** English Language Arts, Mathematics, Science, Social Studies

- **Technology Needed** Fire hoses, special breathing apparatus, extinguishers and sprinkler systems, and specialty pumps and meters. Fire trucks and other emergency vehicles are equipped with computerized equipment used by firefighters and other first responders.

- **Aptitudes, Abilities, and Skills**
  - Organization and teamwork
  - Physical strength
  - Stamina

- **Workplace Safety**
  - Firefighting is a high-risk job that involves the risk of death or injury from collapsing structures, traffic accidents when responding to calls, and exposure to flames and smoke. Firefighters also may come in contact with poisonous, flammable, or explosive gases and chemicals, as well as radioactive or other hazardous materials that may have immediate or long-term effects on their health.

- **Career Outlook** Employment of firefighters is expected to grow faster than average over the next ten years.

- **Career Path** Some firefighters become fire investigators who determine the origin and cause of a fire. Others can move up to various levels of command or serve as inspectors or consultants.

### Academic Skills Required to Complete Tasks

<table>
<thead>
<tr>
<th>Tasks</th>
<th>English Language Arts</th>
<th>Mathematics</th>
<th>Science</th>
<th>Social Studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check equipment for proper operation</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Respond to fire and EMS calls</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Prepare written report of incident</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Perform fire inspections</td>
<td>★</td>
<td>★</td>
<td>★</td>
<td>★</td>
</tr>
<tr>
<td>Maintain fire hydrants</td>
<td>★</td>
<td>★</td>
<td></td>
<td>★</td>
</tr>
</tbody>
</table>

Critical Thinking

Why is it important for firefighters to be in good physical shape?
CHAPTER SUMMARY

Section 10.1
A positive attitude helps workers succeed. While employees cannot control everything that happens on the job, they can control how they react. A positive attitude, the ability to overcome doubt, and the ability to learn from your mistakes can contribute to high self-esteem. Employers want employees who are enthusiastic and who are assertive but not arrogant. Being assertive helps you get the recognition you deserve.

Section 10.2
Good employees work well with others and handle criticism gracefully and maturely. Employees need to show professionalism at work. Professionalism is handling problems, criticism, and pressure effectively. It includes not being defensive when receiving constructive criticism. Employees do not value employees who gossip. Anger has no place at work. Employees must learn to prevent frustration from becoming anger.

Key Terms and Academic Vocabulary Review

1. Use each of these key terms and academic vocabulary words in a sentence.

**Key Terms**
- attitude (p. 225)
- self-esteem (p. 226)
- enthusiasm (p. 226)
- assertive (p. 228)
- arrogance (p. 228)
- professionalism (p. 230)

**Academic Vocabulary**
- constructive criticism (p. 231)
- defensive (p. 231)
- gossip (p. 232)
- perceive (p. 225)
- receptive (p. 225)
- clarity (p. 232)

**Review Key Concepts**

2. Explain why a positive attitude, high self-esteem, and enthusiasm contribute to career success.
3. Describe ways to think positively, overcome doubt, and deal with mistakes.
4. Describe how to assert yourself on the job.
5. List three effective strategies to handle criticism, pressure, and gossip in the workplace.
6. Identify two ways to manage negative emotions.

**Critical Thinking**

7. Compare and Contrast Talk to yourself in negative self-talk for 30 seconds, and then switch to positive self-talk for another 30 seconds. How does the negative self-talk affect your self-esteem? How does the positive self-talk affect your self-confidence?
8. Evaluate When you are angry, counting to ten can help you calm down and think clearly. What other techniques might accomplish the same goal?
Real-World Skills and Applications

Critical Thinking Skills
9. Evaluating Information Write a sentence for each of the following skills explaining how they can help you to develop a better attitude on the job: writing, thinking, listening.

Interpersonal Skills
10. Participating as a Team Member Abigail, Dara, and Thomas work as a team as cashiers and baggers at a supermarket. All of them are being considered for one new managerial position. Though the three are good friends, Thomas and Dara tell Abigail that they think she is playing up too much to their supervisor by always complimenting him. Write a paragraph explaining how Abigail should respond to this criticism. Should she change her behavior? Why or why not?

Technology Applications
11. Creating a Reference Letter Use a word-processing program to write a personal reference letter for another student in class. In the letter highlight the student’s positive traits and behaviors and illustrate the type of worker the student would be for an employer. Discuss your letter with the student and explain what positive work skills you think this student has.

12. Active Learning Discussing an Issue Organize into groups of four to discuss this situation: What is the difference between sharing helpful information with your coworkers and gossiping? Each person in the group is to offer an opinion while the other members listen respectfully. Then open the discussion with each group member contributing to the discussion. After 15 minutes, select one member of the group to summarize the discussion for the class.

13. Role Play Human Resources Seminar Situation You are part of a human resources team for your company. Recently, several employees have come to you with problems ranging from not enjoying their work environment to fearing that a supervisor is making a number of mistakes on a project. One employee has complained that he puts in long hours to complete his work, but his supervisor receives the credit. Another employee who was assigned a new, complex assignment wonders if she can manage.

Activity Working with a three-person team, prepare and run a seminar for the office. Address the concerns of the employees, explaining to them why they feel as they do and how they can manage those feelings. In order to avoid office gossip, you must address these concerns without linking any one employee with a particular problem.

Evaluation Your group will be evaluated based on how well it meets the following performance indicators:
• Demonstrate understanding of the problems and their solutions.
• Present a clear, well-organized, and interesting seminar.
• Discuss the problems in a professional and understanding manner.
Academic Skills in the Workplace

English Language Arts
14. Define Stress Management: Research in the library or on the Internet to find out what long-term effects a negative job attitude and work-related stress and anger can have on a person’s health. What do doctors recommend to prevent these health risks? Create a poster reporting your findings.

Mathematics
15. Calculate Time: Exercising every day helps Veronica maintain a positive attitude at school and at work. Yesterday, she went to the track near her house and ran one mile. The track is exactly one quarter of a mile in length and her splits for each lap were as follows (in minutes and seconds): 2:05, 1:53, 2:03, and 1:49. How long did Veronica take to run one mile?

Adding Up Time: When you add time, remember that there are 60 seconds in a minute and 60 minutes in an hour. Carry a number when the ten seconds place or the ten minutes place reaches 6.

Starting Hint: Add the times, remembering to carry a one to the minutes place when the ten seconds place reaches 6.

Science
16. Populations and Ecosystems: A positive attitude can help you overcome hurdles and achieve your goals. One species that overcomes a lot of hurdles to reach its goal is the salmon. A typical female wild salmon will produce around 5,000 eggs when they spawn in a freshwater river. Salmon migrate out of the river, live in the ocean for a few years, then migrate many miles back up the river they were born in to spawn again. Due to predators, fishing, and other hazards, only about 0.1% of the salmon born in a river actually make it back to spawn. If a female salmon spawned 5,000 eggs, about how many of these would return?

Starting Hint: Multiply the number of eggs (5,000) by 0.001 (0.1%) to calculate the number of salmon returning.

Social Studies
17. Research Workplace Diversity: Use library or Internet sources to research the changing demographics of the U.S. workplace. Demographics are characteristics of human population. Create a chart that illustrates some change in workplace diversity from the year 2000 to the present.

STANDARDIZED TEST PRACTICE

OPEN-ENDED RESPONSE

Directions: Write one or two sentences to answer the following questions.

Test-Taking Tip: Open-ended test questions are often looking for a specific response rather than an opinion. These may include definitions, comparisons, or examples.

1. How does assertiveness differ from arrogance?
2. Describe two strategies for managing anger.
3. What is constructive criticism? Give an example.
Writing Skills Practice

18. Expository Writing In expository writing, your goal is to explain a topic to your reader. You can use steps to explain a process and examples to reinforce your subject.

Practice Imagine a new employee has started at the company where you work, and this is his or her first day. Write a two-page report detailing the advice you would give the new employee on his or her first day. Use these terms in your report: attitude, self-esteem, enthusiasm, assertiveness, arrogance, professionalism, constructive criticism, defensiveness, and gossip.

• Before you write, make an outline of the topics you would like to write about.
• Remember your own first day on the job. What was helpful for you to learn? What did you not learn that would have been helpful?
• Remember to include important details that would be useful to a new employee.

Net Connection

19. Investigate Your Dream Job Interview someone who holds a job you would like to have. Ask this person if he or she has to cope with any of the attitude difficulties discussed in the chapter. Find out what strategies help this person maintain a positive attitude at work.

Log On Go to this book's OLC through glencoe.com to find a link to the Occupational Outlook Handbook. Look up three different jobs you would enjoy. Find out what you would have to do on a typical day at the job. Would you still enjoy the job?

Reading Connection

Go to this book's Online Learning Center through glencoe.com for a list of reading suggestions.