

# MODULE 9: I AM EMPLOYABLE

## INTRODUCTION

One of the main objectives of the Ukarimu curriculum is to prepare students for the professional world. This module is designed to teach the students how to respect and

communicate with leadership and how to represent themselves and their companies in a positive light.

## OVERVIEW



### Knowledge

- The students understand how a hierarchy works and the roles of the supervisor or manager.



### Attitude

- The students take pride in their workplace and will be able to promote it.



### Learning Goals

- The students learn what it takes to be(come) good employees.



### Skills

- The students learn to recognize when they can add value to the job.

SESSION 9A: Who is the boss?

SESSION 9B: The manager's perspective

SESSION 9C: Representing your company

## BEFORE YOU START, YOU NEED...

- Markers and pens
- Flipcharts in place
- Large pieces of paper
- Printed student diaries

- Read through the guest lectures
- To prepare two columns on a big sheet of paper: one saying "Do's" and one with "Don'ts"



- Preparation time (30 min)
- Training time (3 x 90 min)



# SESSION 9A: Who is the boss?



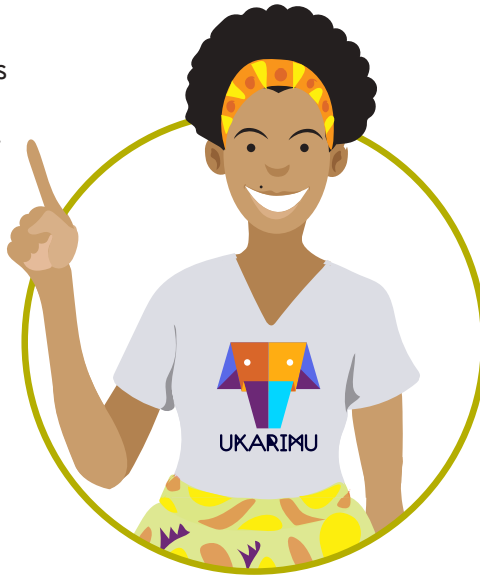
## Knowledge

- The students learn that it is beneficial to work with an intention to achieve a goal.
- The students learn how to work with superiors.



## Attitude

- The students feel more confident working with supervisors and managers.



## Learning Goals

- In this session the students learn to work towards a goal with intention.



## Skills

- The students learn to recognize and appreciate leadership skills.
- The students develop communication skills to work with different types of managers.

## AGENDA



**Energizer**

(20 min)



**Exercise:**

Roleplay

(50 min)



**Discussion:**

(20 min)



## Energizer (20 min)



### FACILITATOR'S NOTE:

*The purpose of this energizer is to create awareness on the importance of using an intention for creating the best results. The purpose is that the participants learn to work with a clear goal in mind.*



### SAY:

- Go and stand somewhere in the room where you have enough space to move your arms around yourself. Follow my instructions! We will start the exercise now. Make sure you stand still and straight. <PAUSE> Now please reach with your right arm, straight ahead, and point your index finger straight ahead of you. <PAUSE> Now move your right arm slowly to the right. Keep going until you can't go any further. <PAUSE> Then see to which point your finger points to and remember this point.
- Now please close your eyes and put your arms down. <PAUSE> We will start the exercise again, but now in your imagination. We will start now. <PAUSE> Please imagine that you will put your right arm straight forward. Imagine that you point your index finger. <PAUSE> Now imagine that you turn your right arm to the right and you imagine that you go further and further. <PAUSE> At a certain moment you come to the same point where you stopped last time. <PAUSE> This time you do not stop, but you imagine that you go further, at least 30 cm, and then you stop. <PAUSE> This time you look in your imagination with your eyes closed where you stopped this time. <PAUSE> And this makes you proud! <PAUSE> Now you imagine that you will turn your arm slowly back, and when your arm is in front of you, you imagine that your arm slowly comes down again. Keep your eyes closed! <PAUSE>.
- Now we are going to do the exercise a third time! Again in your imagination. We will start now. <PAUSE> Please imagine that you will put your right arm straight forward again. Imagine that you point your index finger. <PAUSE> Now imagine that you turn your right arm to the right, easily and without any problem and you imagine that you go further and further. <PAUSE> At a certain moment you come to the same point where you stopped the first time, you go further and come to the point where you stopped the second time. <PAUSE> You do not stop, but you imagine that you go further again, at least 30 cm, without any problem, smoothly and easily. And then you stop. <PAUSE> Look in your imagination with your eyes closed where you stopped this time. <PAUSE> And this makes you proud again! <PAUSE> Now you imagine that you will turn your arm slowly back, and when your arm is in front of you, you imagine that your arm slowly comes down again. You can open your eyes now. <PAUSE>.
- Now we will do the exercise a fourth time. I would like to ask you to do the exercise again as we did the first time. So in real and with your eyes open. Do it slowly and see how far you can get. What happened?





**FACILITATOR'S NOTE:**

Ask the participants about their experience. What happened? Normally with most people in the exercise, the second time they do the exercise they come a lot further than the first time. Why? This comes from the fact that the 2nd time they have a very specific goal (the goal they set in their imagination) and they saw the possibility of it to happen! The first time they just did what they could automatically, without any goal. Conclusion: knowing where you are going and what your goal is brings you so much further! So do not choose to work automatically but set clear goals.

## Exercise: Roleplay (50 min)



**SAY:**

- In this roleplay we are going to explore different types of leadership. Sometimes, companies are very hierarchical, which means that the manager makes all the decisions and expects the employees to carry them out. In other places, a more horizontal way of working is favored, wherein there is not a big distance between employees and managers. As an employee, it is important to be aware of the kind of leadership that is practiced in the company.



**ASK:**

- Who of you has experience with working in hierarchical companies or organizations?
- And who of you is familiar with other types of leadership?



**FACILITATOR'S TIP:**

Ask a few students to give examples.



**SAY:**

- We are going to split into groups of 5. Each group is going to prepare a 5-minute roleplay in which you portray bad and unprofessional behavior in the employee-manager relationship. The focus in the roleplays is on a manager asking an employee to fulfill a task, such as cleaning dishes or checking which groceries need to be bought. Be aware, that both the employee and the manager can behave badly. Afterwards, you are going to perform roleplays in which the manager and employee treat each other very well and are very professional.



**FACILITATOR'S NOTE:**

Execute the roleplay and after each performance spend a few minutes on exploring what the audience has observed. You can also ask them if they would do things differently.



# Discussion (20 min)



In this discussion let the students reflect upon what they think is important in being a good employee and how to keep the relationship with supervisors healthy. Ask them specifically what they think managers expect from employees.

Finally, let them discuss what to do when a supervisor is very difficult to deal with. You can use the following overview as a guideline:

Situation	 <p>The manager treats you with respect, is a nice person and has an eye for both the good and the bad things you do.</p>	 <p>The manager is difficult to deal with and only emphasizes what you are not doing well.</p>	 <p>The manager is behaving very badly and is unprofessional him/herself so much that it affects your performance and joy.</p>	 <p>The manager is physically, emotionally or sexually abusing you.</p>
Suggested strategy	<p>Realize that you are very lucky! Make sure your performance and attitude are so good that they will keep you in as long as you like!</p>	<p>Make sure that he/she cannot blame you for unprofessional behavior such as being late, rude or messy and try to make them see the things you are very good at.</p>	<p>Make up your mind: do you really want to stay at this job? Do you know of better places where you could work?</p>	<p>Try to get away as soon as possible as no job in the world is worth getting abused. Discuss the situation with somebody you completely trust and come up with a plan.</p>



# SESSION 9B: The manager's perspective



## Knowledge

- The students hear real life experiences from professionals in the industry.
- The students learn what managers look for in good employees.



## Learning Goals

- The students learn from professionals in the industry what it is really like to work in the tourism industry.



## Attitude

- The students are aware that not everyone starts at the top.
- The students feel that there is room in the tourism industry to grow and feel confident that by being a good employee they can excel.



## Skills

- The students learn what skills are recognized by employers.
- The students are able to ask questions about what the professional world is really like.

## AGENDA



**Guest lectures:**  
(55 min)



**Discussion:**  
(35 min)





## Guest lectures (55 min)



### PREPARE:

- Invite two or three hotel and/or restaurant managers from different places and types of businesses, for example a hotel, a restaurant and a tour guide company. Ask the managers to prepare a 10 minutes presentation/talk about what they expect from employees.
- Make sure that the students prepare questions. For example, these can be questions about what type of employee behavior they particularly like and dislike, who they considered to be the most professional employee they worked with and why, or what an employee could do to keep the relationship with the supervisors healthy, what an intern could do to impress a supervisor, etc.



### FACILITATOR'S NOTE:

*Introduce the guest speakers and split the students up in two or three groups, according to the number of guest speakers. Let the students spend two times 20 minutes or three times 15 with each guest speaker. Make sure the guest speaker does not give an opening lecture for more than 10 minutes and then facilitate a process in which trainees ask questions to the guest speakers. Take time to thank the guest speakers.*

## Discussion (35 min)



Split the students up in groups of four and ask the students to discuss the differences between the employers. Ask them to make a short presentation on the similar and different requirements they learn from guest speakers.



### FACILITATOR'S TIP:

See the facilitator guide about different ways of leading a discussion for some inspiration.



# SESSION 9C: Representing your company



## Knowledge

- The students recognize both good and bad behavior for the work place.
- The students learn to take pride in their work and how to represent their companies.



## Attitude

- The students feel that they are representatives of their companies.
- The students feel that they are a part of something important.



## Learning Goals

- In this session the students learn the difference of good and bad behavior in the work place. The exercises teach them the importance of being professional.



## Skills

- The students develop skills to be a good employee and to promote themselves and their companies in a positive light.

## AGENDA



### Energizer

(10 min)



### Exercise: Do's and don'ts

(20 min)



### Exercise: Important lessons on professionalism

(15 min)



### Exercise: Pitching your company

(45 min)





## INSTRUCTIONS

### Energizer (10 min)



The energizer team leads an energizer.

### Exercise: Do's and don'ts (20 min)



#### SAY:

- *When you work for a company in the tourism and hospitality industry, people will look at you as a representative of that company. That means that when you are at your job, people will judge your company to some extent on the impression that you make. Imagine yourself being a tourist and you enter a hotel where the receptionist smells like alcohol and has no intention at all to offer you a good service. Or imagine this receptionist being very shy as if he or she is afraid to talk to you. In both cases, you would have a bad impression of that place. However, also outside of working hours, people may consider you a representative of the company. Imagine yourself getting home after a long day of work, and in the bus you start talking loudly to a friend over the phone about how you dislike your job and about how stupid this or that colleague is and how this colleague is being unprofessional! Well, in that case you are also being very unprofessional as other people in the bus may hear your conversation and get a bad impression of your company. So, let us think of how you can represent your company in a professional way!*



#### PREPARE:

- On a big sheet of paper, make two columns: one saying “Do’s” and one with “Don’ts”



#### FACILITATOR'S NOTE:

*Let the students brainstorm of do's and don'ts when representing a company. The list below may serve as a guideline.*



#### Do's



#### Don'ts

*Being alert and attentive*

*Sleeping on the reception desk*

*Doing what you promised*

*Forgetting what you promised*

*Talking positively about your company*

*Complaining about your boss to your guests*

*Wear clothes that are neat.*

*Wearing clothes that are filthy*



## Exercise: Important lessons on professionalism (15 min)



### SAY:

- In the workbook, there is a list of very important lessons to learn when it comes to being professional. Let us read them together.
- Also, there is a list of tips when it comes to how to get the best out of your internship. I would like you to read it in your own time. Do it tonight and read it again the day before you go on your internship.



### FACILITATOR'S NOTE:

The lessons are located at the end of this document, just before the internship tips.



### FACILITATOR'S TIP:

To engage students in this exercise, let each lesson be read out by a different student.

## Exercise: Pitching your company (45 min)



### SAY:

- A pitch is a very short presentation which you can use in a short encounter, for example when you meet a potential client and only has one or two minutes to talk to you. In a pitch you tell the listener why your company is a good one, where it is located, a summary of what services it offers, how it stands out from competitors, etc. You are now all going to prepare a pitch about a company of your choice. It could be a place you know of, but it may just as well be the academy where you are right now, or even the small shop of a family member! The pitch should not be longer than 2 minutes and it should be directed towards a potential client. What are you going to say or ask? You will now get 15 minutes to prepare a pitch which you will perform to the whole group afterwards! The pitch can be interactive, so during the pitch you can ask questions to your fellow students, the audience, like: "Who of you has struggled with getting nice food in this area?" or "Who of you likes excellent service for a decent price?" Such questions can help to get attention from the audience.



### FACILITATOR'S NOTE:

After they have had a few minutes to write their pitches then they can present.





### SAY:

- Everyone gets a chance to come to the front of the class to pitch their company. During the pitch, all of the others can decide to stand up, to show that you would like to make use of the services of this company, based on the pitch. You do not have to wait until the end; as soon as you are inspired you can stand up! Each presentation will take a maximum of two minutes.



### FACILITATOR'S NOTE:

After each presentation ask a few students in the audience why they stood up or remained seated. Ask those standing up what inspired them to do so. Ask the ones that are still sitting down why they didn't stand and what would inspire them to stand up. Make sure they provide concrete feedback rules, instead of making fake judgments like 'good' and 'bad'.



## HOW TO BE A GOOD EMPLOYEE

Ugandans have one special tradition that everyone in the world should learn from: You always greet people before continuing with business.

### SAY HELLO!

Greet people appropriately using proper titles Mister, Mrs, full names if you know them. Do not address an elderly person by their first name until you are asked to by that person. Gain eye contact when shaking hands and smile genuinely. Greet your colleagues and other people you see every day. Be kind and approachable.



### TAKE TIME

Ask how the person is doing or just say what a beautiful day it is and wish them a good morning, afternoon or evening as appropriate. Make the person feel welcome. Show some interest in the guest and make an effort to engage in light conversation, but don't overdo it. Remain friendly, positive and professional.

### TRY TO REMEMBER

If you know something about the person comment appropriately. If you know it is their birthday wish them a happy one! If they have mentioned their daughter or son, ask how they are doing or if they have had an important event that you know about mention it.

### ALWAYS USE 'PLEASE' AND 'THANK YOU' <https://www.cufonfonts.com/download/web-font/overpass>

Make sure you thank people for their input or contribution and always include 'please' when asking for something. If someone offers you something say 'yes please' or 'no thank you'. It should become second nature to use these expressions with your co-workers as well.

### PRAISE AND CONGRATULATE

It is important to praise and/or congratulate others on their achievements. Praise needs to be genuine. This can be difficult if you feel jealous or angry.

### BE POLITE AND HELPFUL

It is always important to be polite and helpful. Be helpful and polite to your guests and colleagues as well as your bosses. Respect and acknowledge the positions, roles and duties of others.

### USE APPROPRIATE LANGUAGE

Always be respectful of gender, race, tribe, religion, political viewpoints and other potentially controversial or difficult subjects. It is not professional to make derogatory or potentially inflammatory comments.

### BE ASSERTIVE

Be confident and assertive when necessary but respect the right of others to be assertive as well. Never provoke an argument.



## **LEARN TO LISTEN ATTENTIVELY**

Pay attention to others while they speak. Do not get distracted mid-conversation and do not interrupt. They can tell if you are not being genuine.

## **RESPECT TIME**

Try to be precise and to-the-point in explanations without appearing to be rushed. Be aware of their time schedule. Do not engage them in conversation if their meal is getting cold or someone is waiting for them.

## **AVOID GOSSIP**

Always try to have positive things to say about other people. If you are talking about other people then other people are talking about you!

## **APOLOGIZE FOR YOUR MISTAKES**

If you say or do something that may be considered rude or embarrassing then apologize, but don't overdo it. Be humble.

## **AVOID EXPRESSIONS AND WORDS THAT MAY BE DIFFICULT**

We all have different levels of education and language skills. Avoid words that may be difficult for others to understand. When speaking to someone who does not speak your language explain ideas or instructions carefully without sounding arrogant or condescending.

## **RESPECT!**

Respect all others and be prepared to listen to their ideas and opinions. You must respect other people if you want them to respect you.

## **DRESS APPROPRIATELY**

For work you may or may not have a uniform. If you do always keep it clean and mended. Buttons should be sewn on well and cuffs should be uniform. If you do not have a uniform, your work clothes should not be revealing or inappropriate. Avoid low necklines or high skirts. Ripped clothing or sleeveless tops are not appropriate. Remember, you are representing the organization that you work for so what you look like and how you act reflects on both you and them.

## **USE HUMOUR**

Humour can be a useful tool, but be careful. Aim not to cause any offence and always know the boundaries of appropriate language for different situations. Avoid being flip and disrespectful.

## **PRACTISE GOOD PERSONAL HYGIENE**

Wash yourself and brush your teeth regularly. Keep your hair and clothes clean. Avoid strong perfumes and colognes as they are never a cover-up for uncleanness!

## **BE PUNCTUAL**

If you have arranged to meet someone at a certain time make sure you are on time, or even a few minutes early. If you are going to be unavoidably late inform the other person as far in advance as possible. Do not rely on feeble excuses to explain lateness. Time is valuable.



## **ALWAYS PRACTICE GOOD TABLE MANNERS**

When eating around others avoid foods with strong odors. Do not talk with your mouth full or chew with your mouth open. Use utensils properly.

## **DO NOT PICK YOUR NOSE**

Avoid playing with your hair or picking your nose or ears. Do not chew on your fingers or bite your fingernails in public. Always be aware of other's comfort.

## **TAKE THE CHALLENGE!**

Every day is a new day and a new challenge. Take the challenge to be the best customer service person you can be. Take each guest as a challenge to see just how helpful you can be. Treat each guest as though they are the only one that you have and all of your attention is on them. See how **\*\*\*\*SPECIAL\*\*\*\*** you can make them feel. Start at home with your family and friends. Be kind, courteous and respectful. Ask what you can do for them and not what they can do for you. You may be surprised at the results.

