

South Dakota Teachers as Advisors Lesson Plan

What is a Bad Attitude?

Grade Level	12 th Grade
Goal/Objective	Students will describe how to express feelings, reactions, and ideas in an appropriate manner.
Minimum Time Required	30 minutes
Materials/Resources	Case Study (attached) What Is a Bad Attitude? handout (attached)

Step by Step Instructions:

1. Read the attached case study aloud to the class.
2. In groups of two, have students complete the discussion questions. Have each group share their answers.

Domain/Standard	Personal and Social Development
Academic Standards	
Language Arts	Listening and Viewing Indicator 1: Students are able to use various listening and viewing strategies in social, academic, and occupational situations.
Employability/SCANS Skills	Thinking Skills, Basic Skills, Interpersonal Skills
Assessment Rubric	Class Participation
Credits for sources:	Grab Bag of SD Career Activities

CASE STUDY

What is a bad attitude?

Carol started his morning discussing a recent order with a customer on the telephone. The customer ordered additional memory for her computer over a week ago and still hadn't received the computer part. Carlos explained that he took the order correctly and sent it immediately to the shipping department. Carol explained that he took the order correctly and sent it immediately to the shipping department. He told the customer it wasn't his fault she hadn't received her order.

The customer said she didn't care whose fault it was. She had already paid for the computer part and expected prompt delivery as promised. Carol insisted it wasn't his problem and that the customer needed to call the receptionist and ask to talk with someone in the shipping department. The customer became so angry she told Carlos to cancel her order and slammed down the receiver.

Carlos lost his temper. He called the customer back and said "You had no right to hang up on me. I deserve to be treated with respect!" The customer hung up again without saying a word. Still angry, Carlos called the customer back, but she refused to answer.

Questions to Discuss:

1. Who is responsible for the confrontation?
2. How could Carlos have handled the situation differently.
3. Is there ever a good reason for showing disrespect to a customer.

