



**Health Workforce Initiative**

**Hi-Touch Healthcare: The Critical Six Soft Skills**

*Grab-N-Go Independent Training Module:*

# **Passion for the Job and Positive Attitude**

HEALTH WORKFORCE INITIATIVE STATEWIDE ADVISORY COMMITTEE, CALIFORNIA  
COMMUNITY COLLEGES CHANCELLOR'S OFFICE, AND ECONOMIC DEVELOPMENT PROGRAM



# Passion for the Job and Positive Attitude

## Grab-N-Go Independent Training Module

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# Passion for the Job and Positive Attitude

*“The ultimate freedom is the ability to choose our attitude regardless of the circumstances.” (Viktor Frankl)*

## Background Information

When individuals begin employment, especially in a position that they have been educated for and prepared in, their passion to do well is great and their enjoyment of the job is high. Commitment to the job is pronounced and one often spends “more time” than is required in order to feel as if they are giving one hundred and ten percent to the job. Over time, this passion can lead one to be consumed with work, thus leading to conflict and eventually to the potential for burnout.<sup>i</sup> In the April, 2002 edition of the *Harvard Business Review*, Richard Boyatzis described that when passion for the job fades over time, individuals begin to question the meaning of their work.<sup>ii</sup> Caudron (1996) described that 40% of individuals who seek career advice express a lack of passion for their work.<sup>iii</sup> Vallerand discussed in 2010 that instead of looking at passion for the job as having a negative consequence over time, passion can actually prevent the occurrence of burnout at work.<sup>iv</sup>

Positive attitude and passion for the job go hand in hand. Passion results in job satisfaction, and positive attitude is the natural effect. Fisher (2009) described job satisfaction as a “pleasurable or positive emotional state resulting from an



appraisal of one’s job or job experiences.”<sup>v</sup> One needs to frequently experience satisfaction in one’s daily activities at work for this positive attitude to be expressed, and if satisfaction does not occur, positive attitude decreases. When individuals that seek careers in health care are asked why they chose the profession, most will say “because I want to help people.” If the sense of personal satisfaction that they have actually helped someone is infrequent, passion for the job decreases along with a positive attitude at work.

This module will focus on the importance of passion for the job and positive attitude in the workplace. It will focus on ways to reinvigorate passion and keep positive attitude in the forefront of any health care environment.



## Training



**Overall Goal:** This training provides participants an understanding of the importance of maintaining and reinvigorating passion for the job in order to promote job satisfaction.

**WIIFM: What's in it for me?** A positive attitude in the workplace is imperative in today's modern healthcare environment. Strengthening passion for the job and understanding ways to keep the passion alive will maximize job satisfaction and help to create a positive healthcare environment.



### **Materials Provided:**

1. Passion for the Job and Positive Attitude PowerPoint
2. Activity #1 – Recognizing Positive and Negative Behavior
3. Activity #2 – A Picture is Worth a Thousand Words
4. “Who, Me?” cartoon
5. “Who, Me?” definitions
6. Activity #3 – What Made or Makes You Passionate About Your Career?
7. Activity #4 – Personal Stories – This is Why We Do What We Do



**Directions for the Trainer:** Activity preparation information is included in this document and/or within the PowerPoint presentation notes. Each PowerPoint slide, as appropriate, includes detailed explanations and instructions for the trainer. As with all Grab-N-Go Modules, you can use it all for a more detailed training, or simply use one or two of the many Activities—A la Carte style!



## ACTIVITY #1

### Recognizing Positive and Negative Behavior



**Goal:** This activity provides an opportunity for participants to describe positive behaviors that can improve the work environment.



**Materials Needed:**

- Poster-size paper and pens for each group of four
- Index cards for personal use
- PowerPoint slide #6



**Procedures:**

- Have participants break up into groups of four. Give each group pens and paper.
- One person can be the scribe, writing down responses by the group.
- Divide the sheet of paper into two columns: At the top of the left hand column write “Positive Behaviors” and on the right hand column write “Negative Behaviors.”
- Instruct the participants to first discuss and write down in the left hand column behaviors that they have experienced in the work environment that are positive and that encourage an effective workplace atmosphere. In the right hand column discuss and write down behaviors that they have experienced in the work environment that are negative and that foster a negative workplace atmosphere. Allow approximately 5 – 10 minutes to complete and discuss within the groups.
- Bring the groups back together for a whole group discussion. Working first with the positive behaviors, have each group present their answers to the large group. Repeat process with negative behaviors.
- Reflection. Ideas for discussion:
  - Which column was easier to write? (Most groups will decide that the negative was easier to come up with). Why do you think that was?
  - How does the work day go when individuals exhibit mostly positive behaviors?
  - How does the work day go when individuals exhibit mostly negative behaviors?
  - Think to yourself “What kind of a person am I in the average work day?” (This may be difficult for some to really delve into, but encourage them to think about it and ask themselves if they need to alter their behaviors.)



## ACTIVITY #1

### Recognizing Positive and Negative Behavior

- Allow participants to spend approximately 5 minutes writing down on an index card (that they take away with them) personal behaviors that they exhibit on a daily basis that are positive AND behaviors that they need to work on. Invite them to take this card with them and put it in their pocket every day at work. Throughout the day, look at the card to see if they are on the right track!!



## ACTIVITY #2

### “Who Me?” A Picture is Worth a Thousand Words (vi, adapted)



**Goal:** This activity provides an opportunity for participants to describe behaviors that can interfere with an effective work environment.



**Materials Needed:**

- A copy of the “Who, Me?” cartoon for each participant
- A copy of the definitions for each cartoon
- A pen or pencil to write with for each participant
- PowerPoint slide #10



**Procedures:**

- Distribute a “Who, Me?” cartoon and writing implement to each participant.
- Allow 5 minutes for participants to write down a word that best describes the person depicted in each picture.
- After all participants have completed the picture, distribute the definitions to each person.
- Read each definition aloud or have each participant read a definition. Have them match the definitions to each cartoon.
- Ask them if they can think of someone they work with that reminds them of each cartoon and definition. (Participants may want to use pseudonyms when referencing colleagues).
- Invite discussion about how they feel about the behaviors depicted. Does each behavior encourage or discourage a positive work environment?
- Have them think about which picture best describes themselves. Does this create a positive or negative work environment? When they exhibit this behavior, does it portray a positive attitude? Passion for the job?
- Conclude this activity by encouraging self-reflection and thought about how to work well with members that exhibit the other behaviors.



## ACTIVITY #2

“Who Me?” A Picture is Worth a Thousand Words (vi, adapted)

### Who Me?





## ACTIVITY #2

### “Who Me?” A Picture is Worth a Thousand Words (1, adapted)

#### “Who Me?” Definitions

**Aggressor** – annihilates other group members; destroys others’ self-esteem.

**Non-conformer** – finds something wrong with almost everything; very negative.

**Conformer** – agrees with everything.

**Recognition seeker** – wants to be the shining star; concerned with personal achievements.

**Self-confessor** – tries to use the group for therapy session; shares everything about personal life.

**Silent one** – does not contribute.

**Know-it-all** – knows something about everything.

**Whatever** – lacks interest and involvement; is not committed.

**Emotional one** – expresses feelings of insecurity to get others sympathy; has low self-esteem.



## ACTIVITY #3

### What Made or Makes You Passionate About Your Career?



**Goal:** This activity provides an opportunity for participants to describe why they chose health care for their career and if they feel they have the same passion for their job that they did when they began.



**Materials Needed:**

- Paper and pen/pencil for each participant
- PowerPoint slide #16



**Procedures:**

- Distribute paper and writing implement to each participant.
- Allow the participants to write down why they chose health care for their career.
- Allow them a few minutes to write down what they imagined and expected (before they were hired) their career choice to provide for them personally, professionally, and financially.
- Next, have them look at each item they wrote down and ask if those items have been fulfilled. Write the answers next to the initial answers.
- Have them write down if they had passion for the job when they began? Do they still have that same passion? Has it decreased or has it grown?
- When they have completed writing, break the group into pairs. Have them discuss their answers with each other. Allow 5-10 minutes for discussion.
  - Topics for discussion within the groups:
    - If the passion has decreased, how can you help each other to bring the passion back?
    - If the passion has grown, what do you do to keep it going in a positive direction?
- Bring the group back together and invite them to share their discussions with the rest of the group.



## ACTIVITY #4

### Personal Stories “This is Why We Do What We Do”



**Goal:** This activity provides an opportunity for participants to share personal stories about experiences they have had in the workplace that keep them passionate about their job.

*(Note: This activity may bring up intense emotions; be prepared to have tissues available for those who may need it).*



**Materials Needed:**

- Paper and pen/pencil for each participant.
- PowerPoint slide #24



**Procedures:**

- Discuss the fact that everyone has stories about personal work experiences that have touched their hearts and made coming to their job a positive experience.
- Instruct participants to take some time to think about a work experience that somehow moved or impacted them.
- Have them write down their story with as much detail as possible, especially how that experience made them feel.
- Allow 10 minutes for thought and writing of the story.
- When the writing session is complete, invite volunteers to share their stories.
- Encourage open and honest discussion about why they all went into the health care field and if these stories remind them of why they did?



## References

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<sup>i</sup> Vallerand, R., Paquet, Y., et al. (1 Feb. 2010). On the role of passion for work in burnout: A process model. *Journal of Personality*. 78(1): 289-309.

<sup>ii</sup> Boyatzis, R., McKee, A. & Golemen, D. (2002). Reawakening Your Passion for Work. *Harvard Business Review*. April, 2002. P. 87-94.

<sup>iii</sup> Caudron, S. (1996). Pursue Your Passion. *Industry Week*. September 2, 1996. P. 27-30.

<sup>iv</sup> Vallerand, R., Paquet, Y., et al. (1 Feb. 2010). On the role of passion for work in burnout: A process model. *Journal of Personality*. 78(1): 289-309.

<sup>v</sup> Fisher, C. (2009). Happiness at Work. *International Journal of Management Reviews*. Vol. 12, 384-412

<sup>vi</sup> Riley, J. (1997). *Instant Tools for Health Care Teams*. St. Louis: Mosby Press.