

# Professionalism in the Workplace

<b>Goal</b>	Introduce how to the professionalism in the workplace.
<b>Objectives</b>	By the end of this Lesson Plan you will be able to do the following: <ul style="list-style-type: none"> <li>• List the necessary steps to take when dealing with a difficult customer</li> <li>• List the necessary steps to take when dealing with a difficult employee</li> <li>• List the necessary steps to take when dealing with a difficult boss</li> </ul>
<b>Length</b>	This lesson will take approximately 30 minutes to complete.
<b>Content outline</b>	<ul style="list-style-type: none"> <li>• How to deal with a difficult customer.</li> <li>• How to deal with a difficult employee.</li> <li>• How to deal with a difficult boss.</li> </ul>
<b>Learning Activities</b>	Learners will engage in the following activities during this lesson <ul style="list-style-type: none"> <li>• Listening to the instructor.</li> <li>• Watching presentations.</li> </ul>
<b>Evaluation Strategy</b>	I will know learners have mastered this content by: Quizzes at the end of the presentation.