Service-Learning: Journal Topics
Due the 10th and 30th of each month
Choose 2 per month (#1 mandatory entry for the first month)
(#18 mandatory for final month)

1: (Mandatory Entry) Recall an experience you have had learning new skills/processes in an unfamiliar environment.
   - What did you experience?
   - How did you learn about accepting new responsibilities?
   - What new challenges did you face?
   - What did you learn from this experience that you can bring into your new Service-Learning placement/site?

2: Describe the factors in your site that are provided to protect your physical safety.
   - Define the following terms as they relate to safe working conditions: Sexual Harassment, Discrimination, OSHA, EPA, EEOC
   - What procedures would one need to follow if he/she believed he/she was a victim of harassment or if he/she became injured on the job?

3: Describe the company culture of the organization for which you are providing services.
   - What is the organization's primary mission?
   - What type of atmosphere does your organization project? How do people work, behave, and make decisions?
   - What personal and professional qualities does your supervisor expect you to demonstrate on the job? Be specific and provide examples.

4: Taking Responsibility.
   - What are the consequences of NOT meeting the expectations of your supervisor at this site?
   - How can you show responsibility and dependability?
   - How can you demonstrate good judgment?
   - What are some ways of showing initiative?

5: Developing Good Work Habits.
   - Why is it important to have to have good work habits at this site?
   - Identify a list of at least 10 good work habits you currently possess.
   - Identify a list of behaviors you would like to improve.
   - How do your work habits affect the way others relate to you?
   - How can your work habits affect the quality of work you are able to produce for your agency?

6: Respect for Others.
   - What does it mean to be part of the global workplace at your organization?
   - What are some ways you can show respect toward the culture of others?
   - Explain why it is essential to respect the privacy of others and to recognize when things need to be kept confidential.
   - How can you maintain loyalty in the workplace?

7: Importance of Communication.
• What are the components of effective communication within your site?
• Discuss some reasons why nonverbal communication can be a powerful method of personal expression?
• What are some barriers to good/effective communication?

8: Developing Listening Skills.
• What skills do you believe are necessary in order to demonstrate you are being a good listener at your site?
• What is the difference between hearing and listening?
• Identify at least 3 things you can do to demonstrate that you are being attentive while listening.
• What are some examples of poor listening habits you have noticed within the organization for which you are volunteering?

9: The Role of Communication in Business
• What is the chain of command within your organization?
• Describe the organizational hierarchy. Who is the boss? Who answers to whom? Who gives orders, directions and work assignments? Who supervises you and other workers/volunteers in your area? Who is in charge when your supervisor is unavailable?
• What can happen in a job situation if you do not follow the designated lines of communication and get involved in gossip?

10: Attitudes and Relationships.
• Why is it so important to have good interpersonal relationships at your site?
• What are several characteristics of positive attitudes?
• Develop a paragraph beginning with following sentence: Coworkers like someone who………………..
• Develop a paragraph beginning with following sentence: Coworkers dislike someone who………………..

11: Handling problems who coworkers.
• How can you handle difficulties with coworkers or customers in a tactful manner at your site?
• Define assertive behavior and provide an example of how you can use this type of behavior in your current position.
• Develop 5 “I” statements in order to describe your thoughts, feelings, or opinions about site-related issues or situations?
• How can passivity or aggression hinder your job performance?

12. Your Relationship with your Supervisor.
• Is he/he Authoritarian, Democratic or Non-directive?
• What techniques would you utilize in order to volunteer for a supervisor who is Non-directive?
• What techniques would you utilize in order to volunteer for a supervisor who is Authoritarian?
• Create a short list of factors you believe are necessary for maintaining a successful relationship with your supervisor? Include at least 7 attitudes and behaviors on your list.

- What are some things you consider stressful at your site? Why?
- Complete the following sentences: I feel angry because of these things:
  a._________________ b.___________________ c._________________. I get
  frustrated when: a._______________ b.______________ c.___________.
- If you were a counselor, what advice would you give someone who was
  seeking your help to cope with stress and uncomfortable emotions at your
  site?

14: Personal and Professional Role Models/ Mentors
- Identify a role model or mentor in your life. How has this individual helped to
  foster your growth as a person/employee/volunteer?
- What is the value in having a role model or mentor at your work site?
- What are the benefits of networking?

- How does volunteering at your site help you to make career decisions and set
  goals for yourself?
- What specific steps will you follow to make important decisions regarding
  your vocational future?
- What are possible consequences of making uneducated decisions or being
  impulsive about your choices?

16: Measuring Your Success on the Job.
- What type of performance evaluations does your organization utilize to assess
  its workers/volunteers?
- What are the most important skills and personal qualities required in order to
  advance on the organization for which you are volunteering?
- What are several constructive ways in which you can choose to handle
  criticism about your job performance?

17: Handling Problems at your Site.
- What steps will you take to resolve issues that may arise over the course of
  your service commitment?
- What resources can you utilize to assist you with resolving conflicts that occur
  at your site? With whom will you seek counsel?
- What are your thoughts about the idea that we grow most from the challenges
  we face?

18: **FINAL. (Mandatory Entry)**
- What have you learned from your service at this site?
- Would you recommend this agency to other? Please be specific about WHY
  or WHY NOT.
- If you were asked to share anonymous feedback, what would you say about
  this site?