





LEVEL 2: WORKPLACE BEHAVIOR UNIT LESSON 3: PROBLEMATIC BEHAVIOR

LESSON OVERVIEW

Use this lesson plan to help guide the facilitation of Digitability's Level 2. This lesson plan will help you take the learning offline and into the whole classroom where collaborative learning, direct instruction, and guided practice will help your students reach their goal of achieving digital literacy. This lesson will assist students in developing successful workplace behavior and develop effective communication skills.

Time: ~45 minutes

OBJECTIVE

Student will be able to demonstrate both successful and problematic workplace behaviors.



Participation/contribution Sharing/helping Greeting a guest Following directions/ Staying on task Encouraging



Off-task
Off-topic/inappropriate comment
Disrespect/teasing
Complaining/whining

Interrupting UMAPA Arguing

PRINT PREPARATION

- 1. Print this lesson's Dollar Tracker.
- 2. Review sequence of activities in lesson.
- 3. Learn which supplements you will use.
- 4. Print/Copy/Laminate materials that fit your student's needs.
- 5. Refer to your Level 2 Guide to read about effective practices







LESSON PLAN

PROBLEMATIC BEHAVIOR GLOSSARY



1. Distribute **WB.3.1**, Problematic Behavior Glossary to students. See

S DIFFERENTIATION for this activity to identify supplements needed for your students.

Pro tip: EBP Increasing
Attendance feel free to change
time according to students'
needs



DIFFERENTIATION

- Using **Tier 1 Problematic Behavior Glossary** [WB.3.1.1], students will write a paragraph that describes the ways they exhibit each behavior.
- Using **Tier 2 Problematic Behavior Glossary** [WB.3.1.2], students will identify ways they exhibit each behavior using a checklist.
- Modify T2 checklist options and read out loud to students. Students point to **Yes or No Image Exchange Card** [WB.IEC.Y/N] for rephrased question.
- 1

2. Give immediate feedback to each student (see below). Record Workplace Behavior earnings and/or spending on the **Dollar Earnings Tracker. [WB.3.DollarTracker]**

[NAME] + [BEHAVIOR] + [CONSEQUENCE] + [REPLACEMENT BEHAVIOR/REINFORCEMENT]

+\$

PARTICIPATION

"Nice job participating, Marcus. You earned a participation dollar. Let's hear more about your work."



PROBLEMATIC





ACT IT OUT!

1. Tell students, "Now, we are going to identify some problematic workplace behaviors."



2. Distribute **WB.3.2** Acting Out Problematic Behaviors See **DIFFERENTIATION** for this activity to identify supplements needed for your students.



DIFFERENTIATION

- Students will pull a card and act out the behavior they receive. Students will guess the workplace behavior they are acting out.
- Students will pull a card and act out the behavior they receive. Students will guess the workplace behavior they are acting out.
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[NAME] + [BEHAVIOR] + [CONSEQUENCE] + [REPLACEMENT BEHAVIOR/REINFORCEMENT]

+\$

PARTICIPATION

"Nice job participating, Marcus. You earned a participation dollar. Let's hear more about your work."

-S PROBLEMATIC





- 4.Tell students, "One by one, you will come up and pick a behavior out of this [hat/can/box/bag]. You will act out the behavior, and our class will try to guess which problematic workplace behavior you are acting out. For two participation dollars, who would like to go first?"
- 5. Use your Dollar Tracker to keep track of which students have come up and call on students until everyone has had a turn. Students may want to include other students in their scenarios.

CALL IT OUT!



1. Cut and Distribute **WB.3.3**, the Call it Out Cards and pass ALL cards out to students. See **S DIFFERENTIATION** for this activity to identify supplements needed for your students.

+5

DIFFERENTIATION

- Tier 1 students use their auditory processing and receptive language to interpret scenario read by the teacher.
- Tier 2 students can use a copy of WB.2.4.2, the Call it Out Scenarios to read and interpret scenario.
- Tier 3 students can use a copy of WB.2.4.3, the Call it Out Scenarios to read and interpret scenario. There are visual cues that the student can use to match the correct response to the behavior. Tier 3 students can be paired with another student or support staff/teacher for help.



2. Give immediate feedback to each student (see below). Record Workplace Behavior earnings and/or spending on the **Dollar Earnings Tracker. [WB.3.DollarTracker]**

[NAME] + [BEHAVIOR] + [CONSEQUENCE] + [REPLACEMENT BEHAVIOR/REINFORCEMENT]

+\$ PARTICIPATION

"Nice job participating, Marcus. You earned a participation dollar. Let's hear more about your work."

-S PROBLEMATIC





INFORMAL ASSESSMENT

1. Students will answer the following prompt in their notebooks:

Name the five problematic behaviors we learned about today.

Answers: Off-task, off-topic, disrespect, complaining, UMAPA, arguing, interrupting

2. Check student responses for accuracy.



3. Distribute **WB.IEC.PROBLEM** Image Exchange Cards to students. See S DIFFERENTIATION for this activity to identify supplements needed for your students.



- Verbal response
- Holding up Problematic Workplace Behavior IECS card.
- Holds up or pointing to Problematic Workplace Behavior IECS card.



4. Give immediate feedback to each student (see below). Record Workplace Behavior earnings and/or spending on the **Dollar Earnings Tracker. [WB.3.DollarTracker]**

[NAME] + [BEHAVIOR] + [CONSEQUENCE] + [REPLACEMENT BEHAVIOR/REINFORCEMENT]

+S PARTICIPATION

"Nice job participating, Marcus. You earned a participation dollar. Let's hear more about your work."

-S PROBLEMATIC





EXIT TICKET: BEHAVIOR AND CONSEQUENCES



1. Distribute **WB.3.5**, Behaviors and Consequences Exit Ticket to students. See S DIFFERENTIATION for this activity to identify supplements needed for your students.

+5

DIFFERENTIATION

- Students will read scenarios and match it to the problematic workplace behavior. [WB.3.5.1]
- Students will look at problematic behavior icons and match it to the problematic workplace behavior. [WB.3.5.2]
- Students will look at problematic behavior icons and match it to the problematic workplace behavior. [WB.3.5.2] or completes Trace 'N' Learn activity [WB.3.5.3]
- 1
- 2. Give immediate feedback to each student (see below). Record Workplace Behavior earnings and/or spending on the **Dollar Earnings Tracker. [WB.3.DollarTracker]**

[NAME] + [BEHAVIOR] + [CONSEQUENCE] + [REPLACEMENT BEHAVIOR/REINFORCEMENT]

+\$

PARTICIPATION

"Nice job participating, Marcus. You earned a participation dollar. Let's hear more about your work."

-\$ PROBLEMATIC

You will learn strategies for teaching self-regulation in Lesson 3. This orange box will prompt you with these strategies beginning in Unit 9.

3. Check student responses for accuracy and areas that may need to be worked on in the classroom.





IMMEDIATE FEEDBACK/NEXT STEPS

- 1. Read off Dollar Earnings Tracker and announce how many dollars each student earned during the lesson.
- 2. Students will fill in their dollar earnings from the lesson using their My Digitability Earnings sheet [WB.3.6] Have students staple this sheet into their notebooks so they can use it for the entire unit.
- 3. Ask students, "For a participating dollar, what will you do with your earnings?"
- 4. If time permits, students can log into their student accounts for independent practice. Remember to set a boundary for students when completing lessons independently. For example, say "You can unlock badges up until [name of badge you want students to stop at]. Then stop what you are doing and put your thumbs up."

DIFFERENTIATION

- Login independently using password cards.
- Login independently **using password cards** with the help from a Tier 1 partner for any required troubleshooting.
- Teacher or Tier 1 assistance to help student login using their password card.







Behaviors

Name

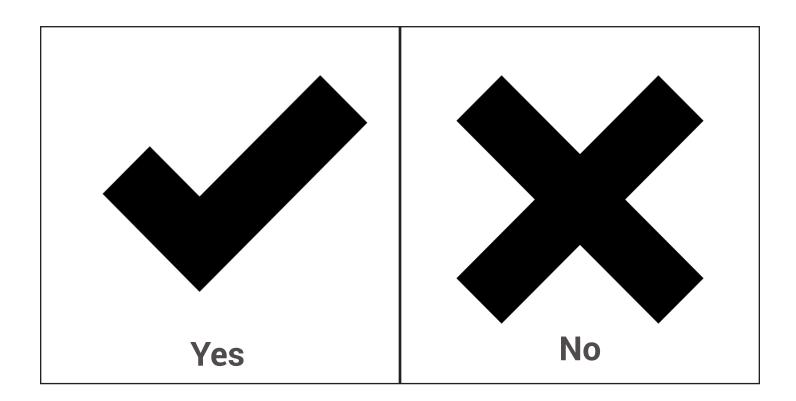
	EX: CAP							/
Successful +\$			/	/	<u>/</u>	<u>/</u>	/	/
Participation/ Contributing)WÍ							
Sharing/Helping/ Collaborating	Ш							
Greeting a Guest								
Following Directions/ Staying on-task	Ш							
Encouraging/ Complementing	Ш							
Problematic -\$								
								1
Off-task	1	ι	Jnlock pro	oblematic	behavior	s in unit 9	9.	
Off-task Off-topic/ Inappropriate Comment		L Be	gin lookii	oblematic ng at prob oreparatio	lematic b	ehaviors). for	
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Off-topic/ Inappropriate Comment Disrespect/Teasing Complaining/Whining	 	Be	gin lookii	ng at prob	lematic b	ehaviors	o. for	



















WB.IEC.PROBLEM

Off-task



Complaining/Whining



Disrespect/Teasing



Off-topic/Inappropriate





UMAPA



Interrupting

















OFF TASK:

Not focusing on a given task.

Ex: 1. Teacher is going around the room after assigning a morning assignment. Marcus is playing with his phone.

Ex: 2. Carlos's supervisor tells him to write an email for the district manager. Carlos watches videos on YouTube instead.

I am off task when...



OFF-TOPIC / INAPPROPRIATE COMMENT:

A comment does not relate to the topic being discussed. A disrespectful comment.

Ex: 1. Teacher is talking about William Shakespeare. Robert raises his hand and says, "How much does a bus ride cost?"

Ex: 2. Marcus is in a meeting with his co-workers. Everyone is talking about the new store policy. Marcus brings up his new cat.

I am off-topic or say inappropriate comments when...







DISRESPECT / TEASING:

To insult, make jokes or comment on another person's character or behavior in a negative way.

Ex: 1. Daniel shows off his brand new shoes. Mike laughs and says, "Dan those shoes are ugly!"

Ex: 2. Laura nervously presents all the work she has done this month. JaVonte says, "Speak up mouse!"

I am disrespectful/tease when...



COMPLAINING / WHINING:

Expressing displeasure, annoyance, or disapproval.

Ex: 1. Teacher asks for the class to open up their social studies books to page 45. Mike sighs and says, "I do not like this part of school."

Ex: 2. Carlos's supervisor asks him to enter data into a team doc. He stomps his feet and says, "I just did this yesterday!"

I complain/whine when...



ARGUING:

Student gives reasons or cites evidence to contend with teacher (or peer) decisions.

Ex: 1. DeShawn and Laura are in a group. They need to write a narrative story. DeShawn crosses his hands and says, "I don't like bunnies," Laura says, "Well, I do and I want the story about bunnies!"

Ex: 2. Marcus is working on a team at work to clean the office. Devin says, "Hey, we need to pick up the pace to finish on time." Marcus yells, "I'm moving fast enough!"

I argue when...







INTERRUPTING:

To stop a person when they are saying or doing something. To disrupt a process.

Ex: 1. Teacher is teaching the class about the water cycle. While she is speaking, Thomas blurts out, "Thirty minutes until we go home!"

Ex: 2. Carlos's supervisor is going over the tasks for today's shift. Megan sighs and says, "I wish we could just start already!"

I Interrupt when...



USING MATERIAL + POSSESSION APPROPRIATELY (UMAPA):

Pronounced: U-mah-pah. UMAPA stand for Using material and possession appropriately. If you do **NOT** use your classroom or workplace materials the way they are suppossed to be used, you will hear this abbreviation.

Ex: 1. JaVonte is in math class. Daniel asks if someone has extra paper. Javonte balls up his extra paper and throws it at Daniel.

Ex: 2. Deshawn works at Starbucks and had a customer complaint about him. Frustrated, he bangs his hands on the counter.

TUMAPA	wnen			









WB.3.1.2



OFF TASK:

Not focusing on a given task.

Ex: 1. Teacher is going around the room after assigning a morning assignment. Marcus is playing with his phone.

Ex: 2. Carlos's supervisor tells him to write an email for the district manager. Carlos watches videos on YouTube instead.

I play video games when I am at work instead of working.	I watch YouTube instead of watching my Digitability videos in class.	I talk to my office friend instead of working.	
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OFF-TOPIC / INAPPROPRIATE COMMENT:

A comment does not relate to the topic being discussed. A disrespectful comment.

Ex: 1. Teacher is talking about William Shakespeare. Robert raises his hand and says, "How much does a bus ride cost?"

Ex: 2. Marcus is in a meeting with his co-workers. Everyone is talking about the new store policy. Marcus brings up his new cat.

I talk to my friend about my dog when he tells me about his new job.	I tell my mom how much I don't like her cooking while she is making food.	I talk about my new video game while in a meeting with my boss.
----------------------------------------------------------------------------	---------------------------------------------------------------------------	-----------------------------------------------------------------







DISRESPECT / TEASING:

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Ex: 1. Daniel shows off his brand new shoes. Mike laughs and says, "Dan those shoes are ugly!"

Ex: 2. Laura nervously presents all the work she has done this month. JaVonte says, "Speak up mouse!"



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Expressing displeasure, annoyance, or disapproval.

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Ex: 2. Carlos's supervisor asks him to enter data into a team doc. He stomps his feet and says, "I just did this yesterday!"

	I yell and complain when	I whine when the boss
I huff and puff when the class has to do math.	my mom wakes me up for school.	says we will be writing a lot of emails for 1 hour.



ARGUING:

Student gives reasons or cites evidence to contend with teacher (or peer) decisions.

Ex: 1. DeShawn and Laura are in a group. They need to write a narrative story. DeShawn crosses his hands and says, "I don't like bunnies" Laura says, "Well, I do and I want the story about bunnies!"

Ex: 2. Marcus is working on a team at work to clean the office. Devin says, "Hey, we need to pick up the pace to finish on time." Marcus yells, "I'm moving fast enough!"

I yell back and forth with	I argue with my mom when	I argue with my boss when	
my classmate when we disagree about our group	she tells me to do my	she tells me I have to stay	
project.	homework.	at work later today.	







INTERRUPTING:

To stop a person when they are saying or doing something. To disrupt a process.

Ex: 1. Teacher is teaching the class about the water cycle. While she is speaking, Thomas blurts out, "Thirty minutes until we go home!"

	Ex: 2. Carlos's supervisor is going over the tasks for today's shift. Megan sighs and says, "I wish we could just start already!"
when they	ny co-worker share their my teacher is teaching a lesson to the class. I blurt out things when my teacher is teaching a lesson to the class. I interrupt my mom when she is talking to me about cleaning my room.
	USING MATERIAL + POSSESSION APPROPRIATELY (UMAPA):
	Pronounced: U-mah-pah. UMAPA stand for Using material and possession appropriately. If you do NOT using your classroom or workplace materials the way they are suppossed to be used you will hear this abbreviation.
	Ex: 1. JaVonte is in math class. Daniel asks if someone has extra paper. Javonte balls up his extra paper and throws it at Daniel.
	Ex: 2. Deshawn works at Starbucks and had a customer complaint about him. Frustrated, he bangs his hands on the counter.
I throw thin classmates reading less	s during our with my pencil rolled up paper









Directions: Act out each workplace behavior. Your classmates will guess what behavior you are acting out. Print out 1 cut out for each student.

Charades Card

Off-task



Charades Card

Off-topic



Charades Card

Disrespect



Charades Card

Inappropriate Comments



Charades Card

Teasing



Charades Card

Interrupting



Charades Card

Complaining



Charades Card

Arguing



Charades Card

Whining



Charades Card

UMAPA











WB.3.3.1

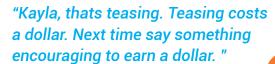
Directions: Cut and hand out ALL cards to students. It's ok if students have more than one.

"Vincent, thats interrupting. Interrupting costs a dollar. Next time, raise your hand to earn a dollar."



"David, thats UMAPA. UMAPA costs dollar. Next time stay on task and use your pencil for writing to earn a dollar."

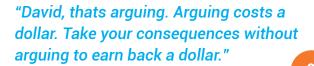
"Vincent, you're off task. Being off task costs a dollar. Next time raise your hand to earn a dollar.



"Vincent, thats complaining. Complaining costs dollar. Next time follow directions without complaining to earn a dollar."



"Marcus, you're off task. Being off task costs a dollar. Next time stay on task to earn a dollar."



"David, thats UMAPA. UMAPA costs a dollar. Next time say something encouraging to earn a dollar."







"Kayla you're off topic. Being off topic costs a dollar. Next time answer the Kayla you're off task. Being off task costs question being asked with a appropriate a dollar Next time stay on task and finish comment to earn a dollar." up your Do Now to earn a dollar." "David you're being disrespectful. Being "Kayla & Deshawn, thats arguing. Arguing disrespectful costs dollar. Next time, say costs a dollar. Next time, talk out your problems without yelling to earn a dollar." something encouraging to earn a dollar." "Vincent, you're off-topic. Being off topic Marcus you're teasing. Teasing costs costs a dollar. Next time stay on the subject a dollar. Next time, say something I asked about earn a dollar." encouraging to earn a dollar" "Deshawn, thats interrupting. Interrupting "Deshawn you're off task. Being off task cost a dollar. Next time, wait for David to costs a dollar. Next time, stay on task finish before speaking to earn a dollar. and finish your Digitability work to earn









Directions: Read these scenarios to students. Print out a copy for Tier 2 students.

Scenario 1

The teacher starts asking a question Before the teacher finishes and calls on any of the students, Vincent calls out his answer.



Scenario 4

After teacher delivers an UMAPA response and takes \$1 from David, David says, "I wasn't UMAPAing! I was doing my work!"



Scenario 2

Vincent shuts down. Math is not a preferred activity, and he will often work to avoid the task through attention-seeking behavior or other means.



Scenario 5

The teacher walks around the room reviewing student work as they complete their Do Now. When she walks passes David's desk, she sees that he is rubbing his pencil on the side of his desk.



Scenario 3

Teacher wraps up the Do Now activity. She tells the class that it's time to move into math groups. Vincent immediately responds, "Oh no. Not math groups. Ugh."



Scenario 6

David is at the board struggling to answer a question. Kayla says "Oh wow, David, how can you not know that? What a dummy."







Scenario 7

Marcus is at his job and his boss sits with him, giving him three tasks to complete before lunch. Lunch comes around and Marcus is playing a video game.



Scenario 12

The class was given their laptops to complete their Digitability work. Instead, Deshawn is looking on Facebook.



Scenario 8

The teacher puts the class in groups, and David decides to throw his paper at the other group yelling, "We're number 1!"



Scenario 13

The teacher asks, "Who can tell me what badge we are going to unlock?" Kayla says, "Want to see a picture or my cat?"



Scenario 9

The teacher walks around the room reviewing student work as they complete their Do Now. When she walks passes Kayla's desk, she sees that she is talking to another student.



Scenario 14

Kayla is in a group with Deshawn. They have two different ideas to make a website. Kayla says, "Why cant you just do what I say?!" Deshawn says, "Because your idea is not interesting!"



Scenario 10

The teacher asks, "Who can tell me what badge we are going to unlock?" David says, "who cares!"



Scenario 15

Vincent's boss is holding a meeting about the schedule. He asks if anyone has questions. Vincent says "Whats your favorite color?"



Scenario 11

Marcus borrows a pink pen from Kayla. Vincent says, "Wow you use pink pens Marcus? What a girl."



Scenario 16

David is presenting his new project to the class, and Deshawn blurts out "Alright, enough. I don't want to hear this!"













WB.3.5.1

Directions: Read each scenario. Circle the correct problematic behavior and and fill in the blanks in the teacher response.

Scenario 1

Mrs. Smith says to complete the exit ticket. Chris wasn't listening. He didn't hear Mrs. Smith call his name to answer a question.

Chris you're off-task. Being off-task costs a dollar. Stay on task and complete your exit ticket to earn a dollar. (off task) interrupting, UMAPAing)

Scenario 2

Marcus was working with his team on the science fair project. He told them that a project on the solar system would be interesting. Paul didn't like that idea and said, "Thats stupid! We will never win with that idea!"

Paul you're being	Being	costs a dollar. Next
time, say something enco	ouraging to earn a dollar. (off-	topic, disrespectful, UMAPAing)
Scenario 3		
	Who was the first President on the state of	of the United States, Natalie raised her e class giggled.
Natalie thats	Being	costs a dollar. Next time, stay
on the subject we are disc	cussing to earn a dollar. (argu	uing, teasing, off-topic)

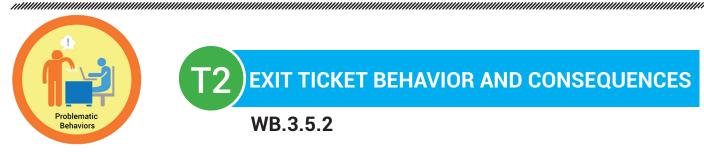




Scenario 4		
Mrs. Smith told the class to we have to take a quiz?"	take out their noteboo	ks for a quiz. Carl yelled, "Oh man! Why do
Carl thats		costs a dollar. Next time, follow
directions to earn a dollar. (c	omplaining, off task, a	rguing)
Scenario 5		
The class was given their lap looking at music videos.	otops to complete their	r Digitability work. Instead, JaVonte was
Javonte you're	Being	costs a dollar. Next time, stay
on task to earn a dollar. (UM.	APA, off task, disrespe	ect)
Scenario 6		
Mrs. Smith asked Patrick to "But she dropped it. I didn't t	-	Maria because it was hers. Patrick yells,
Patrick thats		costs a dollar. Next time,
follow directions and give Ma	aria her pencil back. (a	rguing, teasing, off-topic)
Scenario 7		
When Mrs. Smith was giving her hand.	a lesson, Charlotte sc	reamed the answer aloud without raising
Charlotte thats	·	costs a dollar. Next time, raise
your hand before participatir	ng to earn a dollar. (arg	juing, Interrupting, off-topic)







EXIT TICKET BEHAVIOR AND CONSEQUENCES

WB.3.5.2

Directions: Match the scenario to the problematic workplace behavior.

-		•	
1. Maria says, "I don't want to write a paragraph! Thats too much work!"	<u>E.</u>	A. Off-task	
2. While the class is discussing science projects, Jimmy leans over to Maria and says "Hey, look at my new phone!"		B. Off-topic/ Inappropriate Comments	1
3. When the students were supposed to be writing their paragraph, Maria was texting her friends.		C. Disrespect/ Teasing	• < 0
4. When the teacher asked Maria to put her phone away, Maria said "No," and continued to play on her phone.		D. Complaining/ Whining	, Li
5. When Jimmy was supposed to be typing his story, he got angry and slammed the computer closed, nearly knocking it off his desk.		E. Arguing	•0.
6. While the teacher was reading the directions, Maria blurted out, "Can I go to the bathroom."		F. Interrupting	(1)
7. Jimmy told Maria that her story was terrible.		G. UMAPA	

Directions: Read the teacher response example below. Write in your own teacher response on the lines provided.

Ex: "Vincent, thats interrupting. Interrupting costs a dollar. Next time, wait for me to finish my directions before you speak to earn a dollar."









WB.3.5.4

Directions: Answer key for activity WB.3.5.2













7. C







T3) TRACE 'N' LEARN

WB.3.5.3

Problematic Workplace Behavior

Off-task, Off topic, Disrespect, Complaining, UMAPA, Interrupting, Arguing







MY DIGITABILITY EARNINGS TRACKER

Workplace Behavior Unit | WB.3.6

DIRECTIONS: Keep this page safe! After each lesson, mark down the date and the dollars you earned.

Name:			
	DATE:	DOLLARS EARNED:	
LESSON 1: Welcome to Workplace Behavior			
LESSON 2: Successful Behavior			
LESSON 3: Problematic Behavior			
LESSON 4: Workplace Behavior Master Badge			

TOTAL DOLLARS EARNED: