



KITS WORK READINESS TOOLKIT

Module 2: Professional Identity & Mindset

Objective

Equip participants with an understanding of workplace dynamics, accountability, ethics, and how to navigate authority and feedback with confidence.

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Facilitator / Participant Guide Note

Purpose:

This module can be completed independently. Follow each step: read quotes and notes, complete worksheets honestly, and engage with journaling prompts. The exercises are designed to be **practical and reflective**, fostering personal insight and growth.

How to Use This Module:

- Complete worksheets and role-play scenarios fully, even if self-guided.
- Spend time reflecting on each journaling prompt.
- Review your reflections weekly to track growth.

Outcome:

By completing this module, participants should have clarity on workplace dynamics, stronger accountability, ethical awareness, and strategies to manage authority and feedback.

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1. Understanding the Workplace as a System

"The strength of the team is each individual member. The strength of each member is the team." – Phil Jackson

Learning Note:

Workplaces function as interconnected systems. Understanding roles, responsibilities, and interdependencies helps you contribute effectively and avoid conflicts.

Activity – Workplace System Mapping Worksheet:

Instructions: Draw or list the main departments or teams in your workplace or a workplace you aspire to join. Identify how they interact.

Department/Team	Role	Interaction with Other Teams	How I Contribute / Could Contribute

Reflection Prompts:

1. Which teams or roles are most critical to the workflow?

2. How does your role impact others, and how do others impact your work?

3. How can you proactively collaborate or add value across the system?

2. Responsibility, Accountability & Work Ethics

"Accountability breeds response-ability." – Stephen Covey

Learning Note:

Taking responsibility for your actions and decisions builds trust and reliability in any professional setting. Ethics guide not just what you do, but how you do it.

Activity – Self-Reflection Quiz:

Rate yourself from 1 (needs improvement) to 5 (excellent) on the following statements:

Statement	Rating	Notes / Examples
I take ownership of my tasks without waiting to be reminded		
I admit mistakes and seek solutions rather than blaming others		
I adhere to professional standards and workplace rules		
I consistently meet deadlines and commitments		

Journaling Prompt:

"Describe a situation where you successfully took responsibility or upheld ethical standards. What did you learn?"

3. Managing Authority, Feedback & Hierarchy

"Leadership is not about titles, positions, or flowcharts. It is about one life influencing another." – John C. Maxwell

Learning Note:

Navigating authority and hierarchy is about **respect, communication, and understanding the flow of responsibility**, not blind compliance. Feedback is a tool for growth.

Activity – Scenario Role-Play:

- Scenario 1: Your manager gives feedback that you disagree with. How do you respond professionally?
- Scenario 2: You notice a peer struggling with their task. How do you offer support without overstepping?

Step-by-Step Guide:

1. Read the scenario carefully.
2. Write down your initial reaction.
3. Consider a professional approach using the reflection prompts:
 - Respectful tone
 - Focus on facts, not emotions
 - Propose solutions or ask clarifying questions

Reflection Prompt:

- How do I usually respond to authority or feedback?
- What strategies can I adopt to respond more constructively?

4. Wrap-Up & Reflection

Key Takeaways:

- Understand workplace systems and your role within them
- Develop responsibility, accountability, and ethical awareness
- Navigate authority and feedback effectively

Action Steps:

1. Apply one reflection from your scenario role-plays in your daily interactions this week.
2. Review the workplace system mapping and identify one cross-team collaboration you can improve.
3. Note one ethical or accountability habit you will reinforce.

