

Student name: _____ Date: _____

MODULE 6

Develop and describe positive working relationships with others on the job.

Objectives:

- A. Define the term "interdependence" and explain how this is important in developing positive working relationships.**
- B. List your own positive personal traits.**
- C. List and develop a plan of action to eliminate your own negative personal traits.**

MODULE 6: INFORMATION SHEET

TO THE STUDENT: Read and study this information sheet and then complete the student activities at the end of this module.

Work Relationships

The first step in developing positive working relationships on the job is to understand that you are dependent upon other people and they are dependent upon you in the workplace. This interdependence (two or more people who rely upon one another for some reason) of people also extends to our personal life -- People are normally dependent upon one another for many different things.

The primary reason for employees losing their jobs is poor human relations skills (they fail to get along with other employees in the work place). For this reason, developing positive working relationships is essential. In a place of employment, all employees must work toward the same goal. In doing this, each individual employee's behavior and attitudes affect almost every other worker in the business. The general effectiveness of the work group is influenced by each employee's moods, attitudes, personal hygiene, mental health, communication skills, etc.

In CAPS 4 you completed a self-evaluation of your own personality traits and asked a classmate to evaluate you as well. As you may have seen, the evaluation of other people may not be the same as our own personal evaluation. The way we personally see a situation versus the way it is viewed by others has a strong bearing on positive working relationships on the job. Begin today to develop the positive attitude and personal traits that will enhance the working relationship in your work station.

Positive Personal Traits

In order to develop positive working relationships on the job and in your personal life, try to develop some of your more positive personal traits. The following list describes some of the more desirable personal traits.

1. Communication Skills - Develop your ability to express yourself to customers, co-workers, and management in a calm, positive manner. Don't jump to conclusions and don't lose your cool!
2. Personal Appearance & Hygiene - People form an initial impression of you within 10 seconds of first sight. This impression can make or break a relationship from the start.
3. Dependability & Reliability - Always carry through any commitments you make--Be at work on time, complete your assigned daily tasks before leaving work; never put off until tomorrow what you have time for today; do what you say you will do, follow the rules and instructions of your place of business, even if you feel your way is better, etc.
4. Initiative - Take the responsibility to do things without being told. Seek out additional tasks - even those you don't particularly like.
5. Cooperative Attitude - Be a "team player!" Learn to cooperate with others by compromising on differences, remaining neutral on conflicts between others and being willing to change and adjust to benefit your workplace.
6. Honesty & Loyalty - Don't become involved in "office gossip." Never discuss work problems within earshot of customers and never discuss negatives about the business away from work.
7. Positive Attitude - Learn to see the bright side of things. Smile and show interest and enthusiasm during your day at work. Show an

interest in the people around you and the business in general.
Enthusiasm is contagious.

Changing Negative Personal Traits

Negative personal traits can be changed when three conditions occur:

1. You must be able to recognize and acknowledge your negative traits.
2. You must want to change or eliminate these traits.
3. You must make a decision to take action to stop these negative traits.

Change will not occur automatically. You must make every effort to change or eliminate the undesirable trait. If you are like most people, it is very difficult to identify your own negative traits because people generally like to view themselves in the best light.

MODULE 6: STUDENT ACTIVITIES

***TO THE STUDENT:** After reading and studying the information sheet, complete these activities to demonstrate your understanding.*

1. Describe in complete paragraphs what you would do in the following situations.

A. You have recently been promoted to assistant manager. One of the employees is constantly asking for changes in her scheduled hours for various reasons.

B. You have witnessed one of your co-workers giving a discount to a friend.

C. The manager has assigned teams to work on a team project. One of the members on your team has been a real negative employee, always complaining, not willing to do much for the company, someone that no one really wants to work with. What would you do to make this a positive experience for everyone on your team?

2. Match each of the terms listed in Column A with the most closely related term in Column B. Write your answers in the space provided.

Column A	Column B
____ 1. Communication	A. First Impressions
____ 2. Personal Appearance	B. Enthusiastic
____ 3. Dependability	C. Faithfulness
____ 4. Reliability	D. Integrity
____ 5. Initiative	E. Team Player
____ 6. Cooperative	F. Additional Tasks
____ 7. Honesty	G. Always carry through
____ 8. Loyalty	H. Complete assigned daily tasks
____ 9. Positive Attitude	I. Good Grooming
____ 10. Hygiene	J. Ability to express yourself

3. Answer the following questions:

A. Describe in a complete paragraph your own positive personal traits. Be honest!

B. Describe in a complete paragraph your top three negative personal traits with your plan of action to eliminate them.

C. Keep a journal for one week describing what you have done to try to eliminate your negative traits.

MODULE 6: STANDARDS ADDRESSED IN THIS MODULE**Pennsylvania's Academic Standards for Career Education and Work****13.1.11. Career Awareness and Planning**

- A. Analyze career options based on student interests, abilities, aptitudes and accomplishments.

13.3.11. Career Retention (Keeping a Job)

- A. Analyze work habits needed to advance within a career.
- B. Evaluate conflict resolution skills:
- Constructive criticism
 - Group dynamics
 - Managing
 - Mediation
 - Negotiation
 - Problem solving

Pennsylvania's Academic Standards for Reading, Writing, Speaking and Listening (RWSL)**1.1.11. Learning to Read Independently**

- E. Establish a reading vocabulary by identifying and correctly using new words acquired through the study of their relationships to other words. Use a dictionary or related reference.

1.5.11. Quality of Writing

- A. Write with a sharp, distinct focus.
- Identify topic, task and audience.
 - Establish and maintain a single point of view.
- B. Write using well-developed content appropriate for the topic.
- Gather, determine validity and reliability of, analyze and organize information.
 - Employ the most effective format for purpose and audience.
 - Write fully developed paragraphs that have details and information specific to the topic and relevant to the focus.

- F. Edit writing using the conventions of language.
- Spell all words correctly.
 - Use capital letters correctly.
 - Punctuate correctly (periods, exclamation points, question marks, commas, quotation marks, apostrophes, colons, semicolons, parentheses, hyphens, brackets, ellipses).
 - Use nouns, pronouns, verbs, adjectives, adverbs, conjunctions, prepositions and interjections properly.
 - Use complete sentences (simple, compound, complex, declarative, interrogative, exclamatory and imperative).