

Maintaining & Advancing - Etiquette

Etiquette: How we behave politely in different settings

The Do's and Do Not's in Certain Settings

Etiquette is different in different settings:

- Meeting etiquette
 - Looking at and listening to the person who is speaking
 - Not using your cellphone
 - Giving the person who is running the meeting the seat at the head of the table
- Zoom etiquette
 - Being in an appropriate area (not in bed)
 - Sitting up
 - Camera on
 - Using mute when not speaking
- Bathroom etiquette
 - Giving personal space
 - Minding your own business
 - Washing hands

Etiquette varies in different situations. For example: yelling and screaming is encouraged at a sporting event, but frowned upon at a library.



• **DO's** •



• **DON'Ts** •



Maintaining & Advancing - Compromise in the Workplace

Compromise is an important life skill. It is also important at work.

What is compromise?

Examples of compromise:

1

2

3

4

5





Maintaining & Advancing - Compromise in the Workplace

Compromise: An agreement or settlement reached between two sides

Let's role play!

Scenario:

Jan is working at a local hardware store. She is scheduled to work from 10am – 5pm. At 4:45pm Jan's boss comes over and asks her to cover someone else's shift for a few hours. The person who was going to work until 8pm is sick and had to go home early. Jan's boss asks if she can stay until 8pm.

Jan doesn't want to work later since she has been working all day and is tired, but she could use the extra money and wants to help out. She agrees to cover the shift and stay late but wants to let her boss know that working more than 8 hours isn't something she can do regularly.

Role play the scenario below following the prompts:

Boss: "Jan, I have a huge favor to ask. Can you please stay until 8pm tonight? Wendy was sick and had to go home early."

Jan: *role play response*

Boss: "It would really mean a lot to me if you could, we are slammed and could use your help."

Jan: *role play response*

Boss: "Thank you so much! I'm sorry for the scheduling problem. I'll schedule more staff going forward so this doesn't happen again."

Follow up questions:

Why did Jan decide to stay? _____

Why did Jan's boss apologize? _____

Can you professionally say no? _____



Maintaining & Advancing - Topics to Avoid at Work

Anything too personal is likely not appropriate for the workplace.

Let's brainstorm!

What topics are inappropriate for work?

1

2

3

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Discuss your answers as a class.





Maintaining & Advancing - Topics to Avoid at Work

Below are a list of inappropriate topics for work. State why each topic is inappropriate and offer an alternative. Then discuss!

Topic & Example	Why is this inappropriate at work?	Alternative
<p>Intimate details of your relationships</p> <p><i>Example: "We can't keep our hands off each other."</i></p>		
<p>Your health (physical or mental health) <u>unless formally speaking with your supervisor or Human Resources</u></p> <p><i>Example: "I'm so depressed lately I don't know what I'm going to do."</i></p>	<p><i>Note: if you need support, you can go to Human Resources to talk to someone about getting help.</i></p>	
<p>Intimate details of your personal life</p> <p><i>Example: "My mom's been drinking a lot and it's wearing on me."</i></p>		
<p>Politics</p> <p><i>Example: "Can you believe _____ voted for _____?!"</i></p>		
<p>Religious views</p> <p><i>Example: "If you had faith in God maybe you wouldn't be so stressed."</i></p>	<p><i>Note: Being religious is fine. But work is not the place to suggest your religion to others.</i></p>	
<p>Opinions on sensitive topics</p> <p><i>Example: "Can you believe some people think getting the vaccine actually works?!"</i></p>		



Maintaining & Advancing - Topics to Avoid at Work

Topic & Example	Appropriate Alternative
Intimate details of your relationships <i>Example: "We can't keep our hands off each other."</i>	<i>"We've been on a few dates and it's going well."</i>
Your health (physical or mental health) <u>unless formally speaking with your supervisor or Human Resources</u> <i>Example: "I'm so depressed lately I don't know what I'm going to do."</i>	<i>"I've been down lately."</i> Seek help from Human Resources or outside of work.
Intimate details of your personal life <i>Example: "My mom's been drinking a lot and its wearing on me."</i>	<i>"My mom's been annoying me lately."</i>
Politics <i>Example: "Can you believe _____ voted for _____?!"</i>	Stay away from this type of conversation all together!
Religious views <i>Example: "If you had faith in God maybe you wouldn't be so stressed."</i>	<i>"My faith helps me through hard times."</i>
Opinions on sensitive topics <i>Example: "Can you believe some people think getting the vaccine actually works?!"</i>	<i>"I made a decision that was best for me."</i> Not getting involved in a conversation like this is best.



Maintaining & Advancing - Topics to Avoid at Work

Please read through the statement below and, based off the previous conversation, determine if they are True or False.

1. "We can't keep our hands off each other" is appropriate to say at work.

True

False

2. Only speak to your supervisor or Human Resources in a formal setting about your mental and physical health.

True

False

3. Be vague about details of your personal life.

True

False

4. It is best to stay away from speaking about politics at work.

True

False

5. When talking about religion at work it's okay to suggest your religion on others.

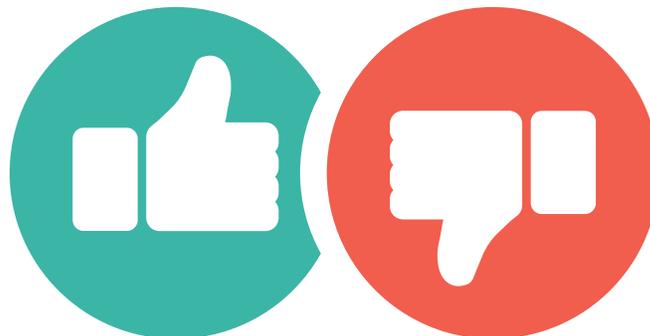
True

False

6. Stay away from talking about sensitive topics at work.

True

False





Maintaining & Advancing - Topics to Avoid at Work

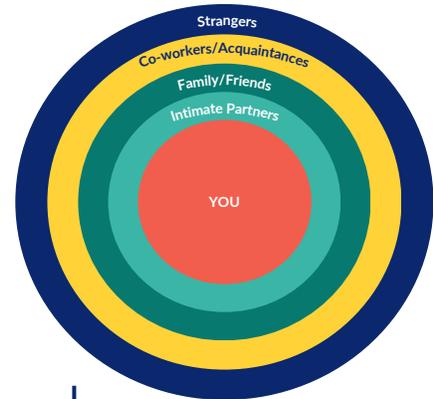
True and False Answers:

1. "We can't keep our hands off each other" is appropriate to say at work.

True

False

This could be considered sexual harassment. Sexual harassment is when someone feels uncomfortable due to something of sexual nature in the workplace. You should keep such conversation out of the workplace. Discussing a relationship is appropriate but discussing intimate details of relationships should not be discussed with coworkers. That is meant for friends/ family or an intimate partner (refer to relationships circle on page 34 for a full diagram).



2. Only speak to your supervisor or Human Resources in a formal setting about your mental and physical health.

True

False

If there is something going on health wise (mental or physical) it's important to talk to someone about it. At work you can speak to Human Resources or your boss. They can help you to find resources. Talking about your health to coworkers is inappropriate, it could put them in an uncomfortable position. This would be a topic appropriate for close friends and family and an intimate partner.

3. Be vague about details of your personal life.

True

False

Conversations about your personal life are meant for an intimate partner and close friends and family. Not coworkers.

4. It is best to stay away from speaking about politics at work.

True

False

Politics are a sensitive subject that could cause conflict due to differing views. Save this topic for close friends and family, or an intimate partner.

5. When talking about religion at work it's okay to suggest your religion on others.

True

False

Your faith will be respected at work, but it is not the place to make religious suggestions to others. Someone else could have differing beliefs and that's okay.

6. Stay away from talking about sensitive topics at work.

True

False

There are many sensitive topics, be careful to avoid talking about them at work. Everyone has different beliefs and ideas. By discussing sensitive topics that challenge your coworkers' ideas, you may create conflict at work.



Maintaining & Advancing - Conflict Resolution

Conflict resolution is an important life skill. It is also important at work.

What does **conflict** mean?

Examples of **conflict**:

1

2

3

4

What does **resolution** mean? (*Hint: think of compromise covered on pg. 33*)

Examples of **resolution**:

1

2

3

4

Define conflict resolution:



Maintaining & Advancing- Conflict Resolution

Conflict resolution: finding a peaceful solution to a disagreement.

Conflict Resolution Brainstorm:

Why does conflict happen?

Reasons for conflict with:

Your supervisor:

1

2

3

4

Your co-worker:

1

2

3

4

Customers:

1

2

3

4



Maintaining & Advancing - Conflict Resolution Role Play

Let's role play! We will role play scenarios that involve a conflict with your boss, a co-worker, and a customer.

Scenario #1 You and Your Boss

Andrea works at a local paint store helping customers buy paint for their home projects. Recently a customer complained to her boss that she did not sell them the right paint. The customer complained that because of her recommendation they bought the glossy version instead of the matte finish. Now the customer must buy all the paint again and they are not happy.

Andrea knows that she told them the difference between the two paints and warned them against buying the glossy one. Andrea's boss would like to talk to her after her shift.

Role play the scenario below by following the prompts. How should Andrea respond to settle this conflict?

Boss: "Hey Andrea. I wanted to talk to you about the transaction yesterday when you helped customers with their paint. They came in upset today saying you sold them the wrong paint. Is that true?"

Andrea: *role play response*

Boss: "I understand. And I know you are a good employee, but they are 100% sure you recommended them the wrong item. We will have to give them a partial refund since we don't want to ruin our reputation. Even though this was a misunderstanding, please make sure to be extra careful next time."

Andrea: *role play response*



Maintaining & Advancing - Conflict Resolution Role Play

Follow up questions:

How do you think this made Andrea feel?

Was this fair to Andrea?

Do you think it is important for Andrea to let her boss know she doesn't think she sold them the wrong paint?

If you were the boss, would you give the upset customer a partial refund?

Do you believe that "the customer is always right"?



Maintaining & Advancing - Conflict Resolution Role Play

Scenario #2 You and Your Co-Worker

Josh is working at a hardware store in the lumber department. Josh and his coworker Andrew, usually work the same shift. Josh has noticed Andrew does not do as much work as he does, and he often has to clean up after him. Andrew is not organizing the lumber right, not picking up after himself, and quoting customers the wrong prices at times. Josh likes Andrew and doesn't want him to get in trouble. He decides to speak to Andrew after work.

Role play the scenario below by following the prompts. How should Josh attempt to resolve this issue with Andrew before it becomes a conflict?

Andrew: "Hey Josh, what's up?"

Josh: *role play response*

Andrew: "Dude, come on. Why are you taking your job so seriously? It's not like you're my boss. Loosen up a little."

Josh: *role play response*

Andrew: "I know I should be doing more but I really hate this job!"

Josh: *role play response*

Andrew: "Yeah, I get that. I'll work on it. Thanks for talking to me about it."



Maintaining & Advancing - Conflict Resolution Role Play

Follow up questions:

Why do you think Josh is frustrated?

How do you think you would feel having a conversation like this with a coworker?

Why was it important for Josh to talk to Andrew about this?

Why was it important that Josh talked to Andrew about this issue before going straight to their boss to tell them about it?



Maintaining & Advancing - Conflict Resolution Role Play

Scenario #3 You and a Customer

You are working at Target and an agitated customer approaches you and asks why they can't find the bleach in aisle 7 when they were just told it was there. You do not know what where the bleach is because you work in electronics. You are out of your area because you had to go to the front of the store and grab a pair of Air Pods that were returned, leaving your coworker alone to cover the entire electronics department.

Let's discuss the potential ways to resolve this conflict:

1. Help the customer find the bleach by searching for it
2. Explain to the customer that you do not know because you work in electronics
3. Find someone who can help them

Discuss pros and cons of each option as a class.

Role play the scenario below after the discussion.

Customer: "Excuse me, where's the bleach? Your coworker just told me it was in aisle 7 and it's not there, I looked everywhere and I'm in a rush, I don't have time for this."

You: *role play response*

Customer: *instructor response will vary*

You: *role play response*



Maintaining & Advancing - Conflict Resolution Role Play

Follow up questions:

If you go looking for the bleach to help the customer, although you don't know where it is, what could happen? *Think about your coworker who is all alone in the electronics department.*

There are multiple ways to resolve this conflict. Some are better than others. What would you do?

What is the worst way to handle this situation? What response might make the conflict worse?
