

It's Nothing Personal!

Understanding Why
Some Workers
Just Don't Get It!



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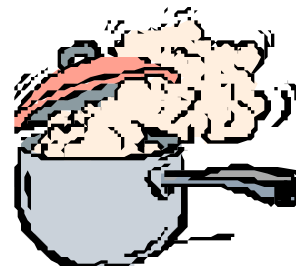
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NC Country Talkin' Vocabulary Test

1. A "calvinator" is:
(a) a kind of astronaut (b) a refrigerator (c) a person who works with calculators
2. A "slop jar" is:
(a) a jar that holds leftover food for pigs (b) a pot people use as a toilet (c) a jar so big you can mix food in it
3. A "turkey shoot" is a:
(a) hunting expedition for turkeys (b) way of loading turkeys on a truck (c) shooting contest with a turkey prize
4. A "pole cat" is a:
(a) skunk (b) wildcat (c) farm cat
5. "Step-ins" are:
(a) ladies panties (b) puddles you accidentally step in (c) door mats
6. "Haints" are:
(a) paintings (b) ghosts (c) clothes hangers
7. A "union suit" is:
(a) clothes worn to funerals (b) clothes worn to union meetings (c) long underwear
8. "Blue-in" is:
(a) blue-colored bleach added to laundry (b) water added to dilute homemade whiskey (c) water so cold it turns you blue
9. If you live in a "holler," you're in a:
(a) cave (b) grassy field (c) low place
10. What animal would you tell to "Gee and Haw?"
(a) mule (b) dog (c) cow

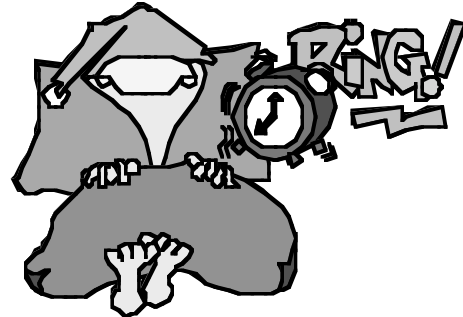


What are “Soft Skills?”

Soft Skills: *“Personal and interpersonal skills necessary to successfully adjust to the social environment of the workplace.”*

List 5 soft skills needed to succeed in today’s world of work.

1. _____
2. _____
3. _____
4. _____
5. _____



Q: Why are so many new workers lacking important soft skills?

A: (1) S _____
(2) M _____
(3) C _____ I _____

Personal Beliefs Survey

Directions: Answer this survey about your beliefs in your PERSONAL life. Rate your belief in each item on the following scale:

1: Not at all
2: A little

3: Somewhat

4: A lot
5: Very Strongly

[1] [2] [3] [4] [5]

1. Life should be fun.

[1] [2] [3] [4] [5]

2. You should be appreciated for who you are not just what you can do.

[1] [2] [3] [4] [5]

3. Family should come first.

[1] [2] [3] [4] [5]

4. You should give yourself a break when you've worked hard.

[1] [2] [3] [4] [5]

5. You should be able to trust your friends with secrets.

[1] [2] [3] [4] [5]

6. Friends should help each other out with problems.

[1] [2] [3] [4] [5]

7. If you make a mistake, you should keep it to yourself.

[1] [2] [3] [4] [5]

8. Personal appearance should be a personal decision.

[1] [2] [3] [4] [5]

9. You should be able to decide for yourself what is right or wrong.

[1] [2] [3] [4] [5]

10. You should be open and honest about your feelings.

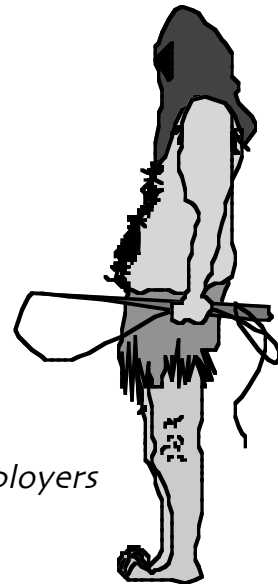


Unspoken Rules of the Workplace

Every workplace has its WRITTEN policies and procedures. But there are also a number of UNSPOKEN RULES which employers believe they shouldn't have to explain. Some of the common ones are:

1. Deal with your personal feelings on your own time.
2. Work comes first. Don't let home and family issues get in the way.
3. Do what you are asked or told to do, even when you don't want to.
4. You are paid to show up on time and do your job. Don't expect a pat on the back for doing the minimum.
5. Always stay busy, or at least LOOK busy.
6. Work is work. Don't expect it to always be fun.
7. If you mess up or don't know something, ask for help.
8. Do your best to fit in. Don't act or dress too different.
9. Stay out of other people's problems.
10. There are no secrets in the workplace. If you say something, it WILL get around.

Based on a 1997 survey of Denver, CO employers



Conflict Examples

WORKPLACE CONFLICT #1



Jermaine works at the front desk of a major hotel chain. He has a disagreement with his supervisor when she asks him to remove some of his jewelry.

Jermaine:

"Who is she to tell me I can't wear a nose ring? What does that have to do with answering phones or checking people in?"

Supervisor:

"He's a good worker, but he doesn't understand about company image. A nose ring really turns off some of our guests, and in our business, you have to keep up a certain image."

WORKPLACE CONFLICT #2

Lori works as a clerk in a super-market. Her supervisor asks her to clean up a spill in the back, but she ignores him.



Lori:

"I'm a clerk, not a janitor. He should get a janitor to do stuff like that. Why do I always have to do what HE says?"

Supervisor:

"If she's standing there doing nothing and everyone else is busy, I'm going to ask her to help out. She's always bending the rules, like they don't apply to her."

Key Points

Key Point #1



Our personal beliefs are based on deeply-held values.

They tell us what seems RIGHT or WRONG, and what we should do about it.

Key Point #2



The unspoken rules of the workplace seem like "COMMON SENSE" to experienced workers...

but they are NOT intuitively grasped by many new workers.

Key Point #3



To help new workers get past a tendency to use personal beliefs when judging workplace behavior...

we must help them develop first AWARENESS, then SKILLS.

More about “Workin’ It Out”

Soft Skills Training for Customers

The culture of the workplace can often seem like a foreign land to those with little experience or exposure to its unspoken rules. Lacking an intuitive understanding of employer expectations, many entry-level workers react personally rather than professionally to issues with coworkers and supervisors.

The “Workin’ It Out” training series addresses this problem by helping workers develop the self-awareness and skills to successfully meet the interpersonal demands of the workplace.

On-Site Workshops for Staff

Because burnout is a constant threat for human services staff, we provide a number of dynamic 1-day workshops specifically designed to develop energy, insight, and skills in struggling case managers and their supervisors. Workshop topics include:

1. Communicating with Difficult People
2. Motivating New Workers
3. Making and Handling Complaints
4. Solving Problems Logically
5. Relieving Stress and Burnout
6. Managing Anger - Staying Professional
7. Preventing Crisis
8. On-the-Spot Counseling with Clients

Call for detailed descriptions and costs for onsite training.

For more information about training in this program:

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