

# Module 6

## Professional Behavior for Long Term Success

## Being a Team Player



Lesson 1

## What does it mean to be a team player?



Being a team player at your workplace means that you are willing to work and interact with other employees in a respectful and professional manner. Team players make decisions that will not just benefit themselves, but their entire team.

Lesson 1

## How can you be a team player?



You work at a restaurant as a waitress. You notice your coworker is having a hard time keeping up with all the tables while you are on your lunch break. You only have 5 minutes left in your break. **What would a team player do?**

Lesson 1

## How can you be a team player?

You work in a doctor's office entering data into the computer system. Although this is not part of your job description, your supervisor just asked you to help file some paperwork to help get the office organized. **What would a team player do?**



Lesson 1

## How can you be a team player?

You work at a grocery store stocking shelves. You just finished emptying a large box when your supervisor comes by with a new load for you to stock. You begin to think “will the boxes ever end?” **What would a team player do?**



Lesson 1

## How can you be a team player?

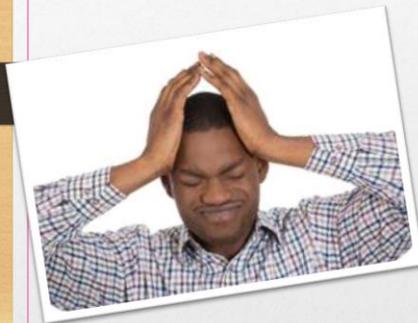
You work in an office building and part of your job is to make sure that all doors get locked at the end of the day. As you are riding home, you remember you forgot to check one lock.

**What would a team player do?**



Lesson 1

## Would this stress you out?



You are already late for work and your bus has not come to pick you up yet.

Lesson 2

## Would this stress you out?

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You have been waiting to be served at a restaurant and you feel like you are being ignored.

Lesson 2

## Would this stress you out?

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You are in a hurry and the car in front of you is going super slow.

Lesson 2

## Would this stress you out?

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A coworker  
criticizes your  
work.

Lesson 2

## Would this stress you out?

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You spilled coffee  
on your new  
uniform.

Lesson 2

## Would this stress you out?

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A child is crying loudly in the grocery store.

Lesson 2

## What is feedback?

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**Feedback** is when someone evaluates a person's actions or performance of a specific task.



Lesson 3

# There Are Three Types of Feedback



## Positive Feedback

When someone tells you what he/she LIKED about what you did.

## Negative Feedback

When someone tells you what he/she DISLIKED about what you did.



## Constructive Feedback

When someone tells you what you did well AND what you can do to improve on what you did.

Lesson 3

# The Do's and Don'ts of Giving Feedback

## Do...

Tell the person what they are doing right.

Tell the person how he/she could improve.

Give examples of the person's performance to support your feedback.

## Don't...

Only focus on the negative.

Yell at the person.

Mock the person for his/her actions.

Do all the talking. Listen for responses as well.



Lesson 3



## Giving Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker that he is doing a terrible job, and that you can't believe that he even got hired in the first place. Your coworker tries to respond, but you refuse to let him talk.

Lesson 3



## Giving Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker that although he did a good job on collecting all the right materials needed for the task, you feel like you are doing most of the work. After talking a bit, you learn that your coworker is going through a tough time at home. You both work out an agreement about what to do next.

Lesson 3



## Giving Feedback

You are giving a coworker feedback on a project you are working on together. You tell your coworker what an amazing job he is doing and that you are so glad to have him on your team.

Lesson 3

## The Do's and Don'ts of Receiving Feedback

### **Do...**

Maintain eye contact with the person giving feedback.

Listen first, then respond.

Ask questions to clarify.

Take the feedback seriously and make appropriate changes in your actions.

### **Don't...**

Let your emotions control your actions. Stay calm.

Get defensive.

Make excuses.

Ignore the feedback and keep acting in the same way.



Lesson 3



## Receiving Feedback

Your supervisor just yelled at you for leaving the oven on in the restaurant that you work at. You screamed back at him: “I QUIT!” and stomped off.

Lesson 3



## Receiving Feedback

Your supervisor just yelled at you for leaving the oven on in the restaurant that you work at. You apologize for not double checking and ensure him that it will never happen again. Although you are embarrassed that he yelled at you, you took a deep breath and tried to remain positive.

Lesson 3

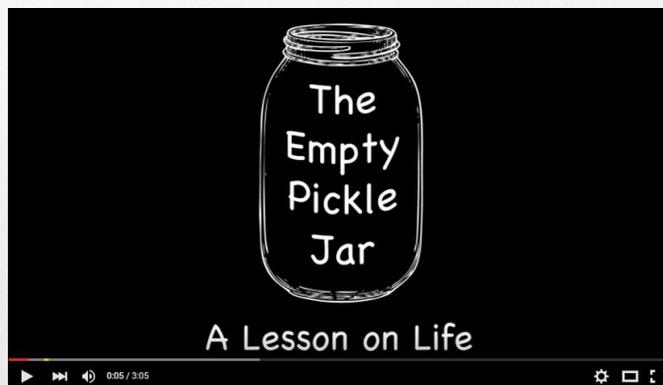


## Receiving Feedback

Your supervisor just met with you for your yearly review. He told you that you were doing a great job and that he is proud to have you on his staff. You thank him for his kind words and ask: “Is there anything you’d like me to work on?” Your supervisor gives you a few suggestions and you begin to apply those suggestions to your daily work.

Lesson 3

## Time Management



Lesson 4

# What is a priority?

A **priority** is something that is important to you.

Example: *Spending time with a friend may be a bigger priority than playing a video game by yourself*



Lesson 4

# Setting My Schedule

Our weekly schedules reflect our priorities.

AM	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
5							
6	get ready for program	→				get ready for work	
7						work	
8	catch the bus	→				↓	do laundry
9	program morning meeting	→				↓	
10						↓	brunch with Jess
11	lunch	→					↓

Lesson 4

# Effective Communication



Lesson 6

# Effective Communication

There are 3 main ways that we communicate with each other:

Passive  
Communication

Assertive  
Communication

Aggressive  
Communication

Lesson 6

## Passive Communication



**Passive communication** is when you feel unable to share your thoughts or ideas out of fear of what others will say and do. Passive communicators often just go along with what everyone else is doing.

Lesson 6

## Aggressive Communication



**Aggressive communication** is when you communicate your thoughts and ideas in a way that doesn't take other's feelings into consideration. People who use aggressive communication often make others feel intimidated in order to make themselves feel powerful.

Lesson 6

## Assertive Communication



**Assertive communication** is when you communicate your thoughts and ideas in a respectful way. You stand up for your opinions and ideas without making others feel disrespected.

Lesson 6

## Guess Who?

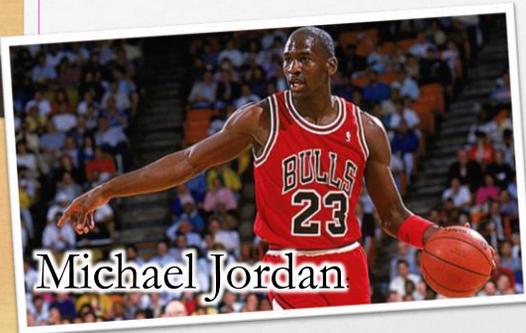


This person was cut from his high school basketball team. That night, he went home, locked himself in his room, and cried.

Lesson 7

# Guess Who?

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6 time NBA champion  
5 time NBA "MVP"  
4 time NBA All-Star

Lesson 7

# Guess Who?

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This person lost her job as a news anchor because someone told her that she wasn't "fit for television."

Lesson 7

# Guess Who?



Oprah  
Winfrey

host of a multi-award  
winning talk show and  
named the “Most  
Influential Woman in the  
World”

Lesson 7

# Guess Who?

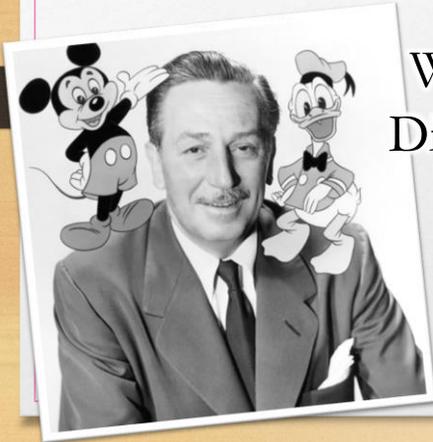


This person was fired  
from a newspaper job  
because he was told he  
had “no imagination” and  
had “no original ideas.”

Lesson 7

# Guess Who?

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Walt  
Disney

creator of Mickey  
Mouse and a winner of  
22 Academy Awards

Lesson 7

# Guess Who?

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At age 30, this person was  
devastated and became  
depressed when he was  
removed from the  
company he had started.

Lesson 7

# Guess Who?

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Steve Jobs

co-founder of Apple  
Inc.

Lesson 7

# Guess Who?

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She failed to get an acting  
job and nearly gave up  
when a director called her  
“too ugly.”

Lesson 7

# Guess Who?

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Meryl Streep

nominated 18 times for  
an Academy Award and  
winner of 3

Lesson 7

# Guess Who?

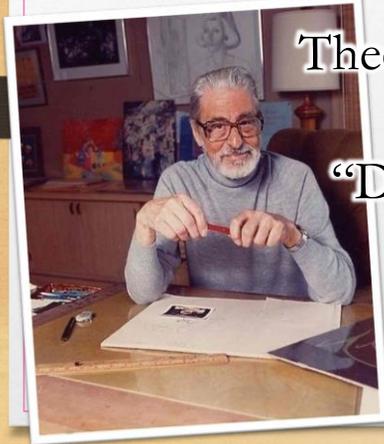
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His first book was  
rejected by 27 publishers.

Lesson 7

# Guess Who?



Theodor Seuss  
Geisel  
“Dr. Seuss”

best selling children’s  
author in history

Lesson 7

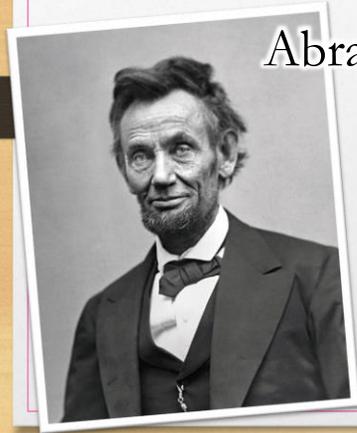
# Guess Who?



This person failed at  
business, had a nervous  
breakdown, and lost 8  
political elections.

Lesson 7

# Guess Who?



Abraham Lincoln

16<sup>th</sup> President of the  
United States

Lesson 7

# Monster Talk

Monster talk statements are the **NEGATIVE** things others say to us about our abilities.

Monster talk can even come from our own inner voice.



Lesson 7

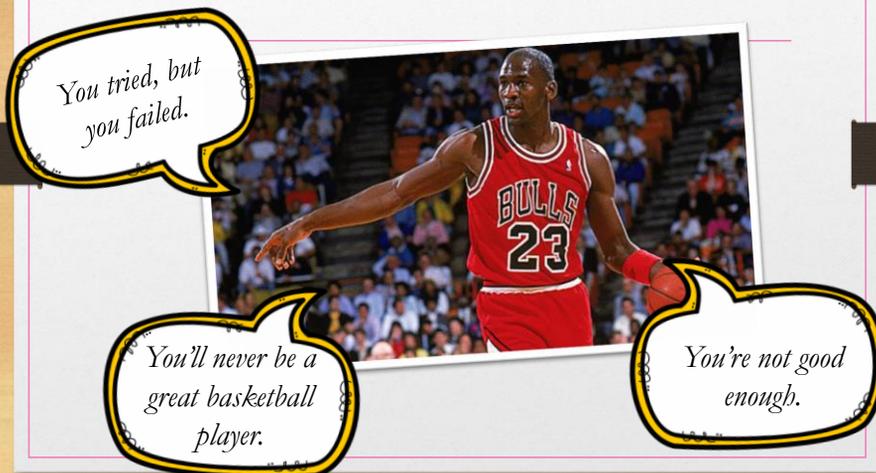
# Champion Talk

Champion talk statements are the **POSITIVE** things others say to us about our abilities. We can even have champion talk in our own thoughts.



Lesson 7

## Who are you listening to?



Lesson 7