Module 6
Professional Behavior for Long Term Success

Being a Team Player
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.

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?
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?**

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?**
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?

Would this stress you out?

You are already late for work and your bus has not come to pick you up yet.
Would this stress you out?

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?

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

Lesson 2
Would this stress you out?

Lesson 2

A coworker criticizes your work.

Would this stress you out?

Lesson 2

You spilled coffee on your new uniform.
Would this stress you out?

A child is crying loudly in the grocery store.

What is feedback?

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

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.
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.

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.
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.

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.
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.

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.
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.

Time Management

The Empty Pickle Jar
A Lesson on Life
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.

Setting My Schedule

Our weekly schedules reflect our priorities.
Effective Communication

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

- Passive Communication
- Assertive Communication
- Aggressive Communication
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.

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.
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.

Guess Who?

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

Michael Jordan

6 time NBA champion
5 time NBA “MVP”
4 time NBA All-Star

Guess Who?

This person lost her job as a news anchor because someone told her that she wasn’t “fit for television.”
Guess Who?
Oprah Winfrey
host of a multi-award winning talk show and named the “Most Influential Woman in the World”

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

Walk Disney

creator of Mickey Mouse and a winner of 22 Academy Awards

Guess Who?

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

Steve Jobs
co-founder of Apple Inc.

Guess Who?

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

nominated 18 times for an Academy Award and winner of 3

Guess Who?

His first book was rejected by 27 publishers.

Guess Who?
Guess Who?

**Theodor Seuss Geisel**
“Dr. Seuss”

best selling children’s author in history

---

Guess Who?

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

Abraham Lincoln

16th President of the United States

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.

Who do you think you are? You can't do that!

You'll never be good enough!

You're not smart enough.
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.

Who are you listening to?

You tried, but you failed.

You’re not good enough.

You’ll never be a great basketball player.

I have faith in you. You can do this!

I’ll just keep practicing.

I am capable!