



**LONG TERM  
SUCCESS AT  
WORK**

**UNIT 7**

# Being a Team Player



# Being a Team Player

How does a family work as a team?



# Being a Team Player

How does a class work as a team?



# Being a Team Player

How do friends work as a team?



# Being a Team Player

How does the cast of a play work as a team?



# 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.



# Being a Team Player

## 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?**



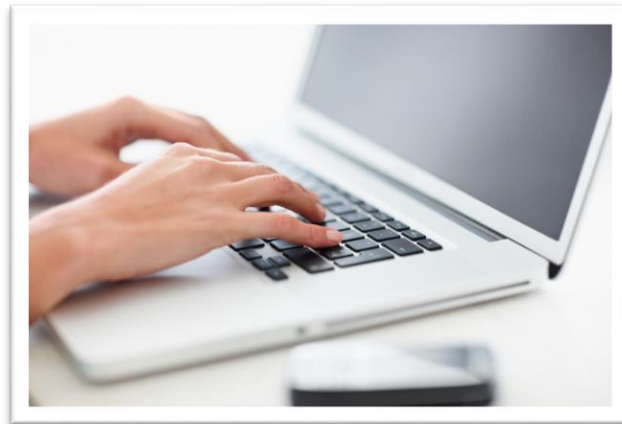


# Being a Team Player

## 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?**



# Being a Team Player

## 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?**

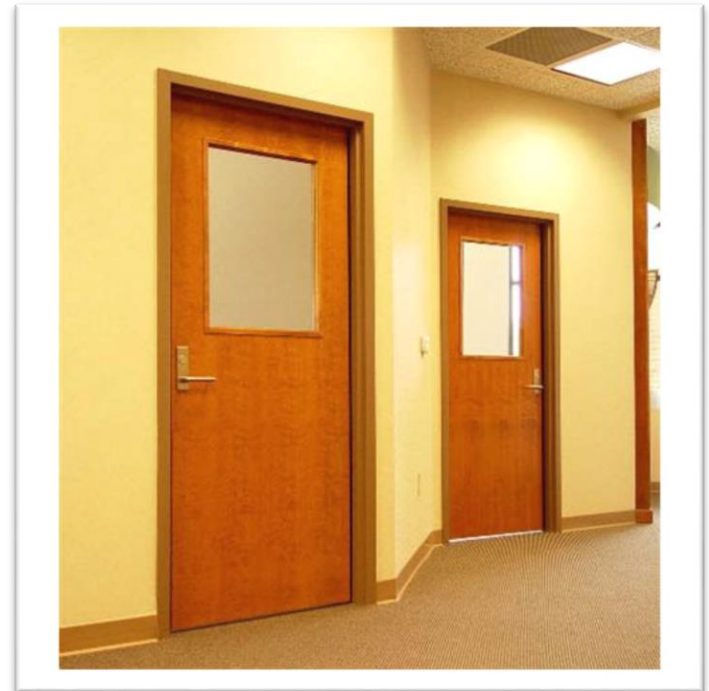


# Being a Team Player

## 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?**



# Communicating and Developing Work Relationships

## Qualities of a Good Friend:



- enjoys being with you
- chooses to spend time with you
- honest, but kind
- helpful
- supportive and encouraging
- doesn't hurt your feelings

# Communicating and Developing Work Relationships

My friends at work will...



*...have similar interests as I do.*

# Communicating and Developing Work Relationships

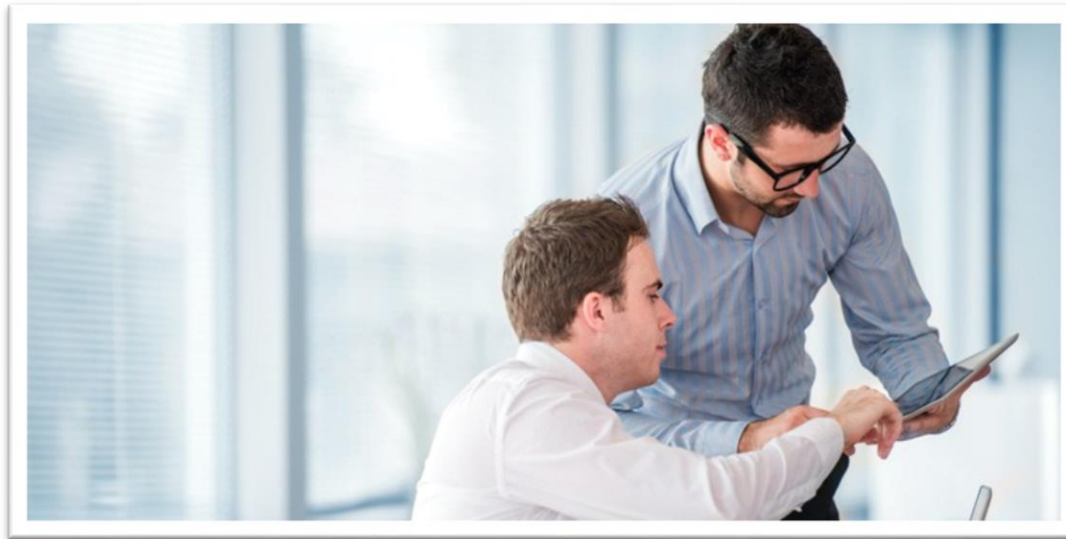
My friends at work will...

*...seek me out at work to say hi.*



# Communicating and Developing Work Relationships

My friends at work will...



*...look out for me at work and help me when I need it.*

# Communicating and Developing Work Relationships

My friends at work will...



*Be honest with me and won't ask me to break workplace rules.*



# Communicating and Developing Work Relationships

My friends at work will...



*...be kind and treat me with respect.*

# Communicating and Developing Work Relationships

Who would you ask for help?



**I need a ride  
to work.**

# Communicating and Developing Work Relationships

Who would you ask for help?



**I can't figure out how my new TV works.**

# Communicating and Developing Work Relationships

Who would you ask for help?



**I want to learn  
how to cook.**

# Communicating and Developing Work Relationships



# Communicating and Developing Work Relationships

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



# Communicating and Developing Work Relationships

## 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.

# Communicating and Developing Work Relationships

## 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.



# Communicating and Developing Work Relationships

## 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.

# Customer Service



**Customer Service** is the way that employees of a business treat their customers.

# Customer Service

## *Communicating Face to Face*



# Customer Service

## *Communicating Face to Face*



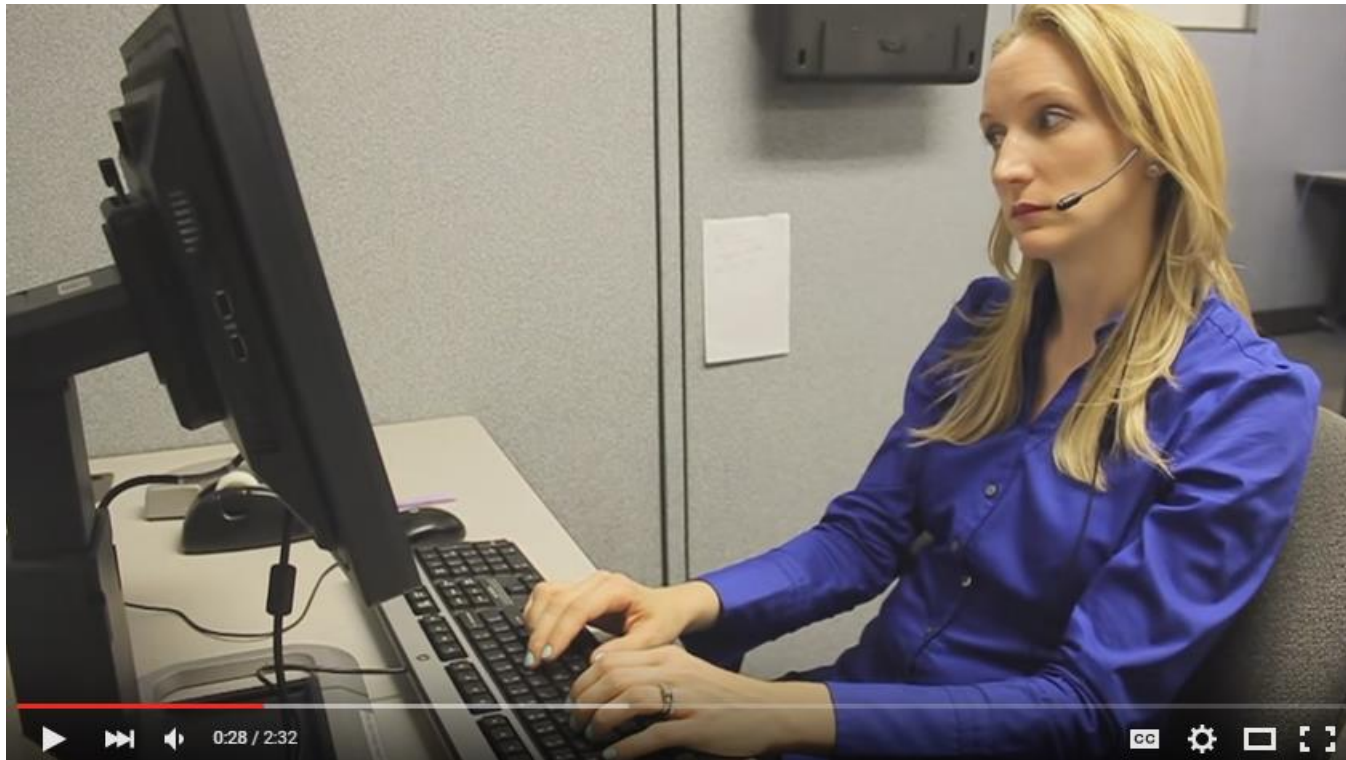
# Customer Service

## *Communicating Face to Face*



# Customer Service

## *Communicating Over the Phone*



# Customer Service

## *Communicating Over the Phone*



You work for a cable company. You are speaking to a customer who is upset that his cable TV has not been working for 2 days. He is very upset and is demanding that the cable service be fixed immediately.

**HOW CAN YOU RESPOND?  
WHAT CAN YOU SAY?**

# Customer Service

## *Communicating Over the Phone*



You work for a doctor's office helping to make doctor's appointments for patients. You are speaking with a mom who has a sick child and would like to bring her child in right away to see the doctor.

**HOW CAN YOU RESPOND?  
WHAT CAN YOU SAY?**



# Customer Service

## *Communicating Over the Phone*

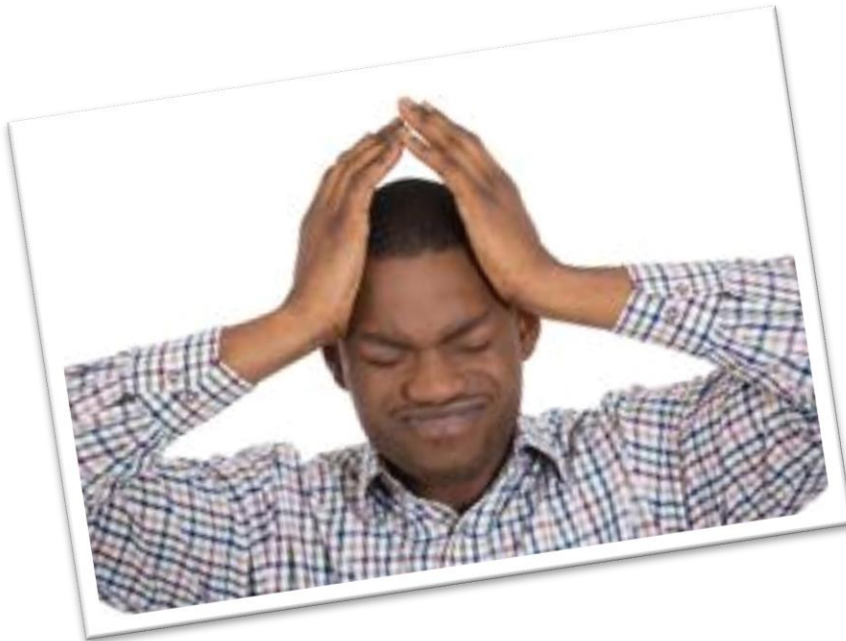


You work in an auto repair shop. You are speaking to a man on the phone who is wondering why his car is not ready for pick up yet. He says that he was told it would be ready by noon and it is now 2pm.

**HOW CAN YOU RESPOND?  
WHAT CAN YOU SAY?**

# Managing Stress

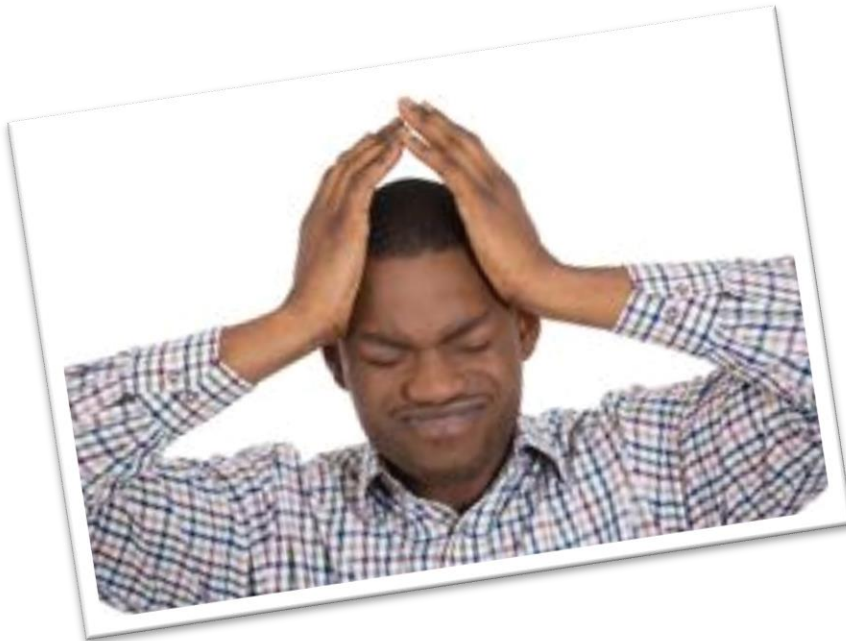
*Would This Stress You Out?*



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

# Managing Stress

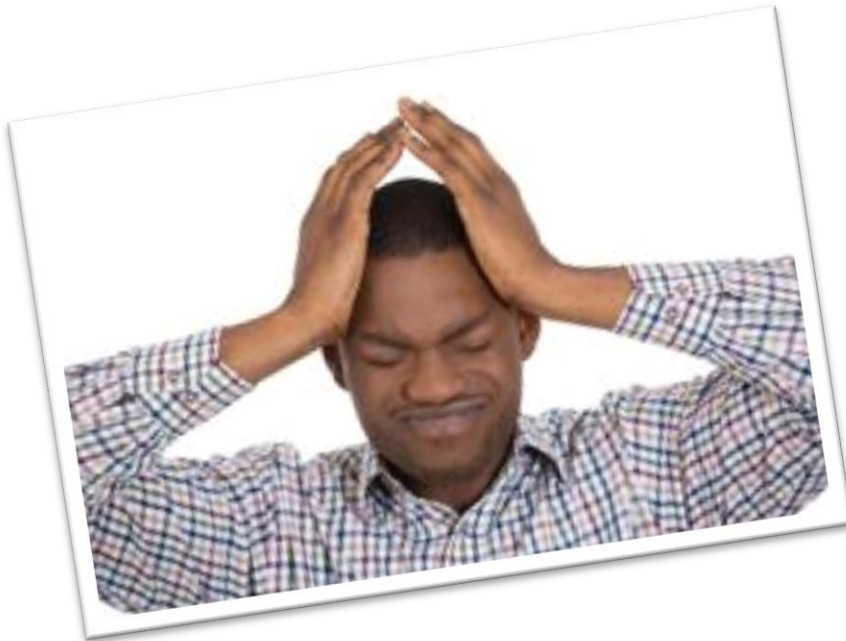
## *Would This Stress You Out?*



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

# Managing Stress

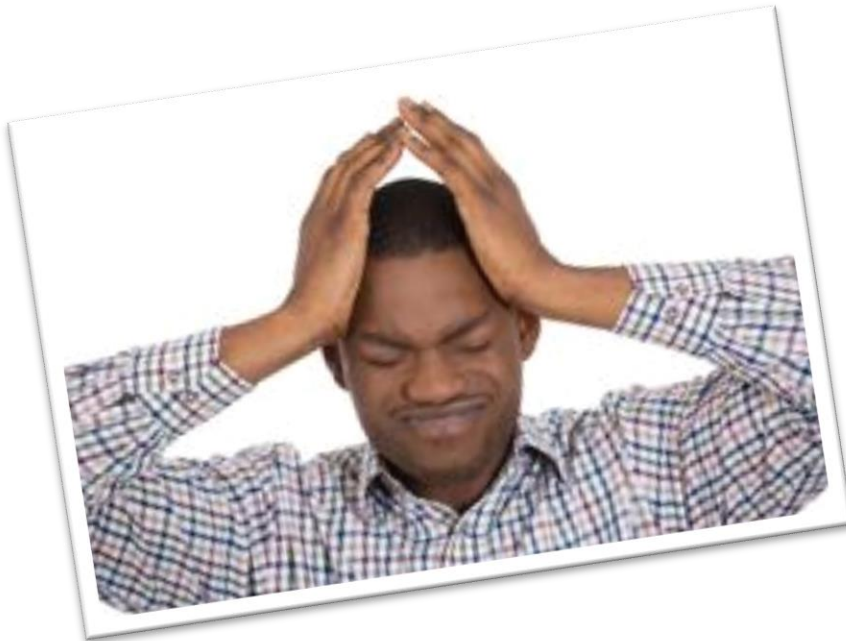
*Would This Stress You Out?*



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

# Managing Stress

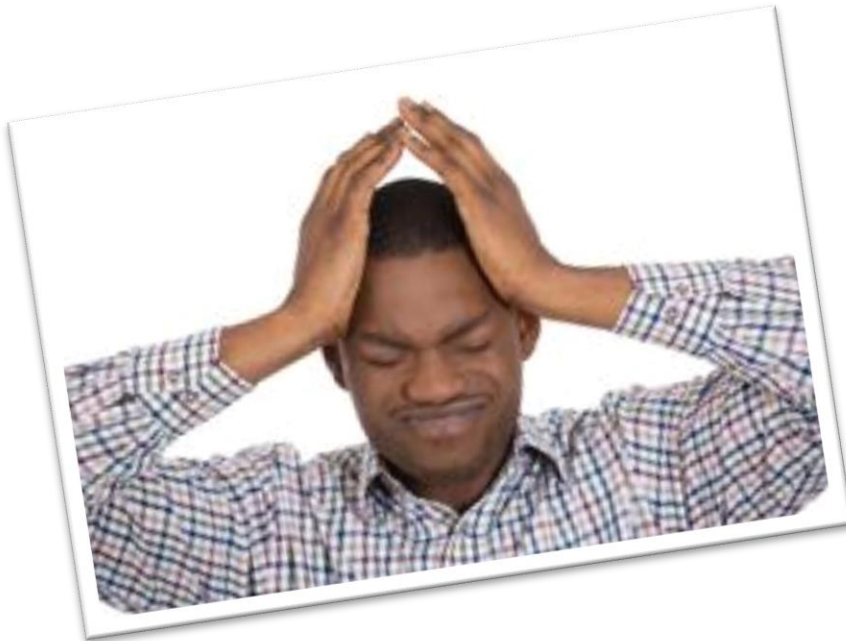
*Would This Stress You Out?*



A coworker  
snaps at you.

# Managing Stress

*Would This Stress You Out?*



A child is crying loudly in the grocery store.