



Understanding behaviours for work

Age range: 11-16



What does 'workplace culture' mean?

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It's how employees:



Dress



Talk



Behave

Why do you think employers work hard to create a certain culture at work?

Workplace behaviour

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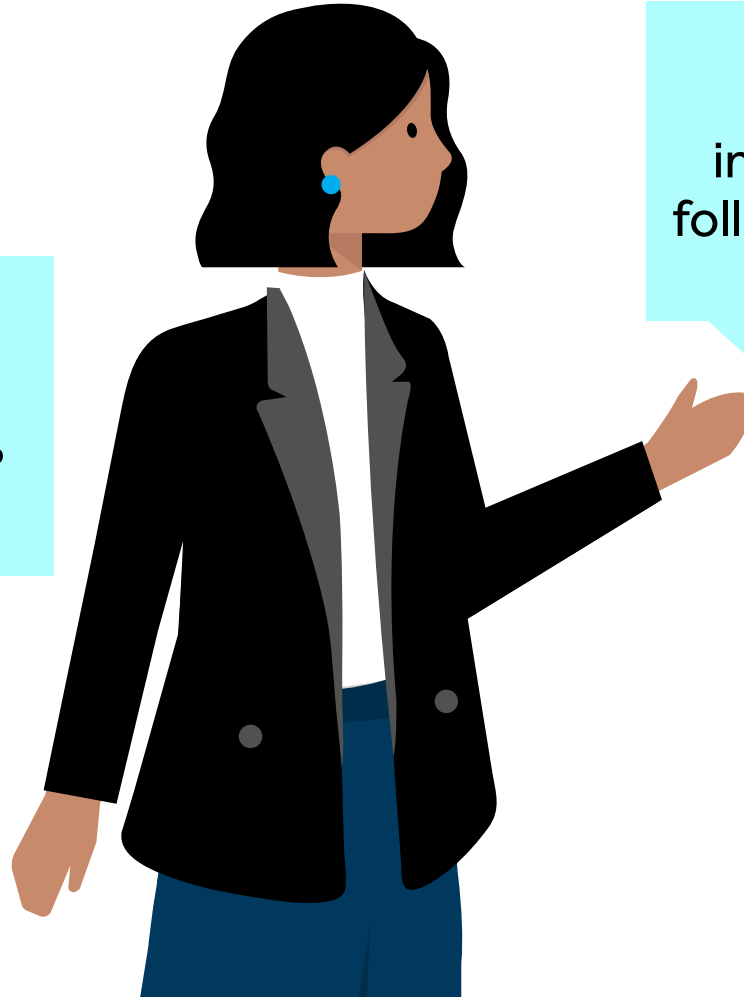
How should
someone
dress?

Why is it
important to
pay attention?

Why is it
important to
follow the rules?

What ways
can someone
show respect
for others?

Why is it
important to
do your best?



Workplace situations

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- Read your workplace situation
- How will this affect the employer's business?
- How might this affect the employee's career?
- Suggest the right way to behave and explain why

Tips to improve workplace behaviour

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- Find out what's expected
- Dress properly for the job
- Pay attention
- Understand organisational rules and follow them
- Respect other people
- Be part of the team
- Do your best

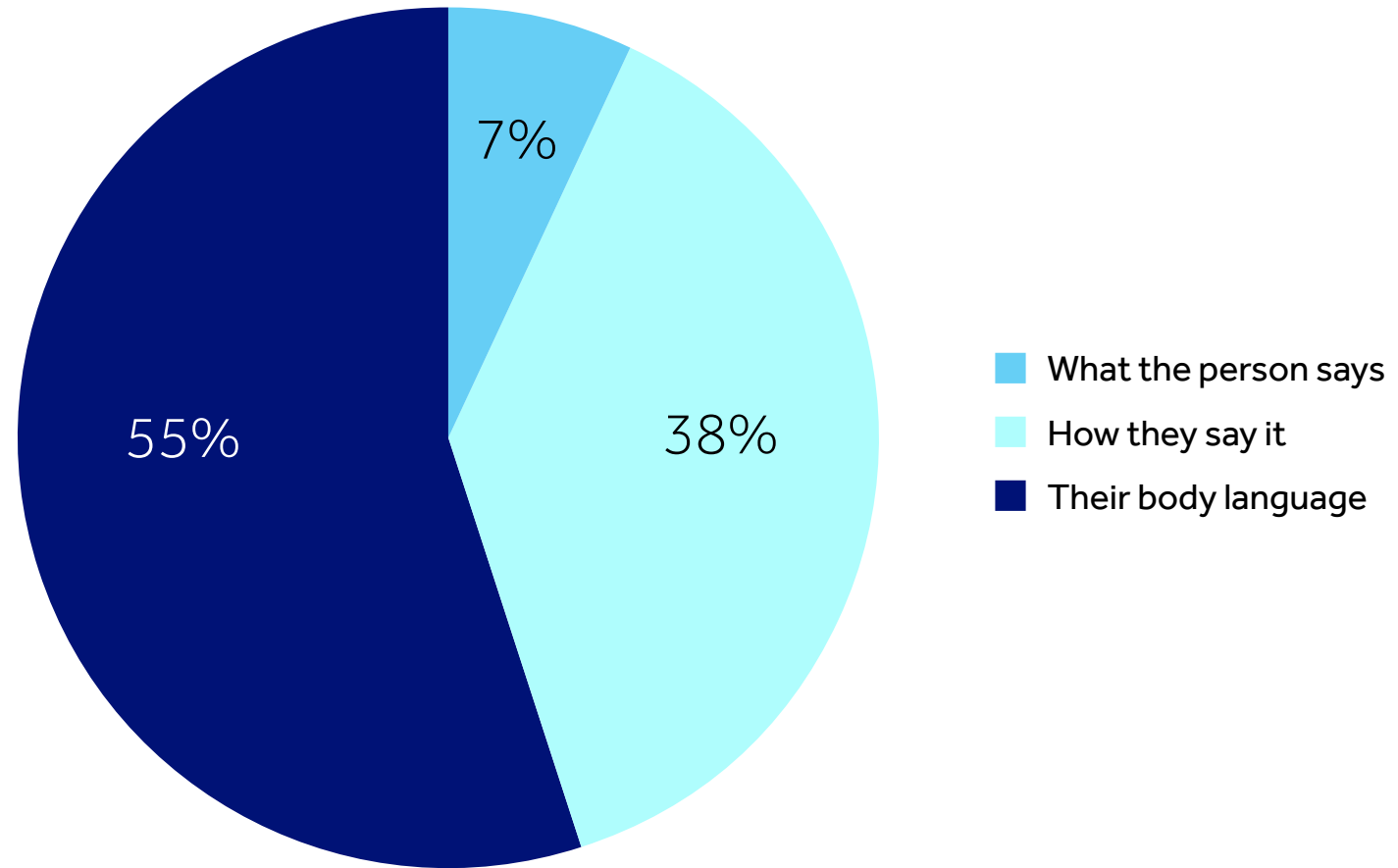
Did you know that...

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Different factors influence how we perceive what a person communicates

If any of these factors don't match up (e.g. a person says something friendly but has closed body language), it can affect the impact of communication.

(Albert Mehrabian, 1971)



Our fight-or-flight instinct

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When our fight-or-flight instinct kicks in, our reaction is aggressive ('fight') or submissive ('flight').

It is:

- Instinctive – it happens automatically
- Immediate – it happens fast
- Impulsive – we can't control it
- Irrational – it's over the top



A better way to respond

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When we're assertive, we control our instincts to give a more appropriate reaction.

We can be:

- Constructive
- Logical
- Controlled
- Rational



Assertiveness means...

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- **R**especting people's rights – and your own
- **E**xpressing yourself honestly
- **A**chieving a win/win outcome
- **C**ontrolling your feelings and actions
- **H**aving self-worth

Six types of assertiveness

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Type	How to be assertive	Examples
Basic	Express your needs or feelings	'I need to go at 5 o'clock' 'I'm happy that we have sorted this out'
Responsive	Find out the other person's needs or feelings	'What are you concerned about?' 'What do you want to do?'
Empathetic	State what you need and want, but show you see the other person's point of view	'I appreciate that you don't want to come to the library, but you said you'd keep me company so I'd still like you to come.'
Discrepancy	Point out the difference between what you agreed and what is actually happening	'You said you'd come round after school. I'd still like you to do that'
Negative feelings	Point out how the other person's behaviour affects you. This can include: When ... I feel ... I'd prefer ...	'When you tell people I'll do things, I feel annoyed I can't make my own decision. I'd prefer you to ask me first'
Consequences	Tell the other person what will happen if they don't change their behaviour	'If you're not polite to me then you're not welcome at my house anymore'

Emotion + Reaction = Outcome

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- Manage your emotions
- Use the different types of assertiveness when you react
- Stick up for your rights, and respect the other person's rights as well