



Understanding behaviours for work

Age range: 14+



How do you know how to behave at work?

What clues are there?

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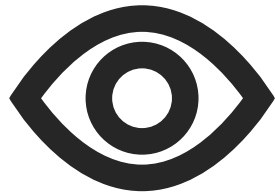
Listen



Listen to how people
talk to each other

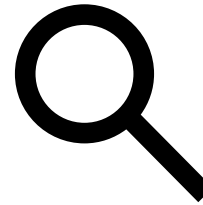
Listen to staff
speaking to
customers

Look



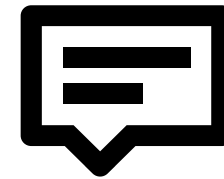
Look at how
other staff dress

Find













Find out
information at
your induction
training

Ask



Ask to see
the staff
handbook

Workplace behaviour – what should you **not** do?

-  Use my mobile phone for personal calls / texts
-  Wear dirty or scruffy clothes
-  Have untidy hair
-  Be rude to people
-  Get angry
-  Blame other people
-  Not work in a team
-  Be dishonest or lie
-  Be late
-  Use the internet for personal things during working hours





Workplace behaviour – what **should** you do?

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- ☒ Use my mobile phone on breaks
- ☒ Wear clean clothes
- ☒ Have neat hair
- ☒ Be polite to people
- ☒ Stay calm
- ☒ Take responsibility for my work
- ☒ Be a good team worker
- ☒ Tell the truth
- ☒ Be on time

Tips to help your own workplace behaviour

- Find out what's expected
- Dress properly for the job
- Pay attention
- Accept the rules and understand why they exist
- Respect other people
- Be part of the team
- Do your best



My goals

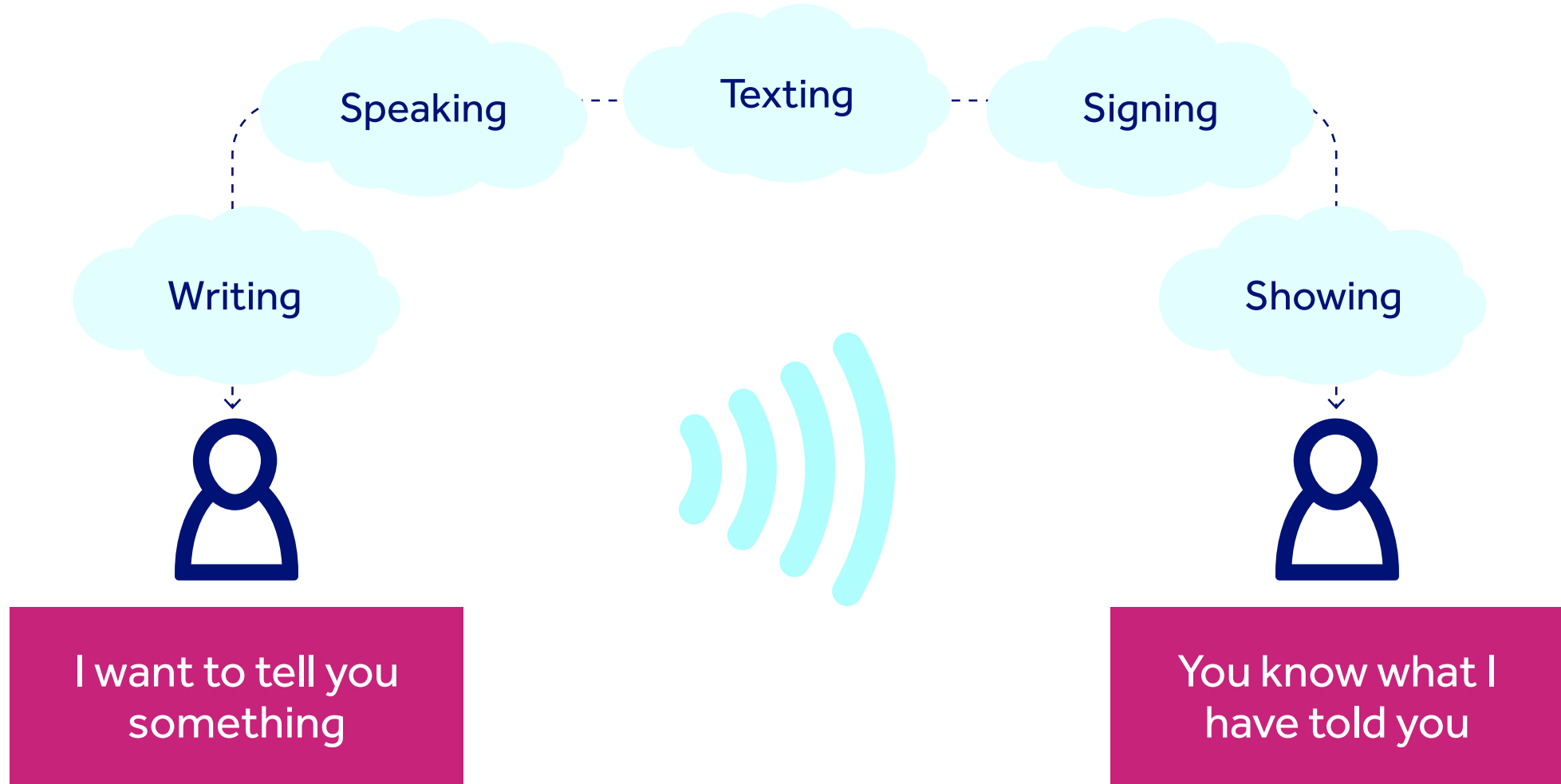
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“What will I do to behave well in the workplace?”

What is communication between one person and another?

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We communicate using:

- Voice
- Writing
- Emailing
- Texting
- Recording e.g. voicemail
- Showing
- Signing
- Symbol language



Communicating at work

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Expressing communication

- I want you to know....
- By talking, telling, writing, texting, messaging, phoning, emailing, showing you

At work we might communicate to:

- Find out information about our job
- Ask questions about when the working day starts and ends
- Talk to customers
- Phone a colleague
- Email our manager

Receiving communication

- I listen to instructions
- I write down information
- I answer the phone

Body language

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Body language does not use words.

We communicate using our:

Face and expression

Tone of voice

How we stand

Eyes

Voice

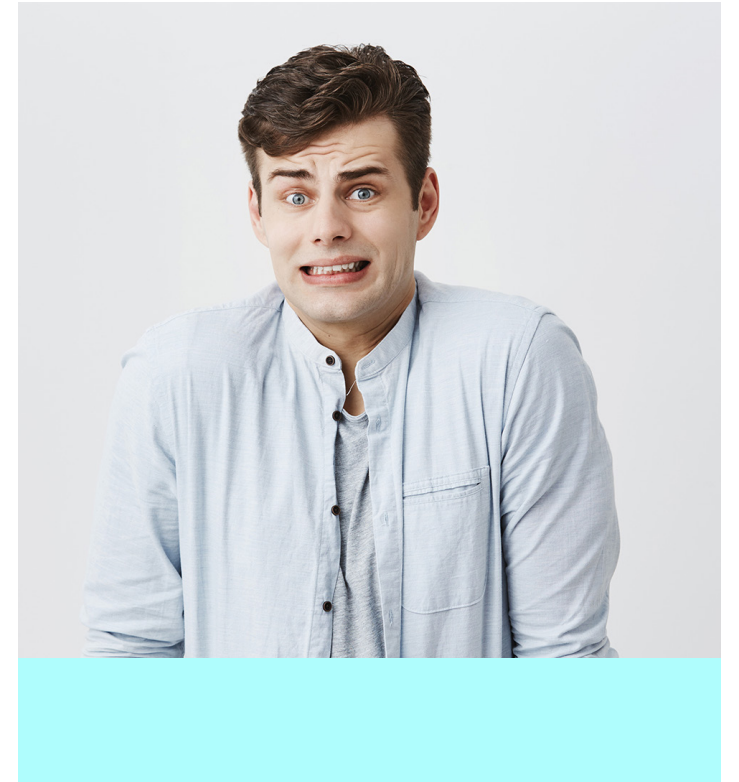
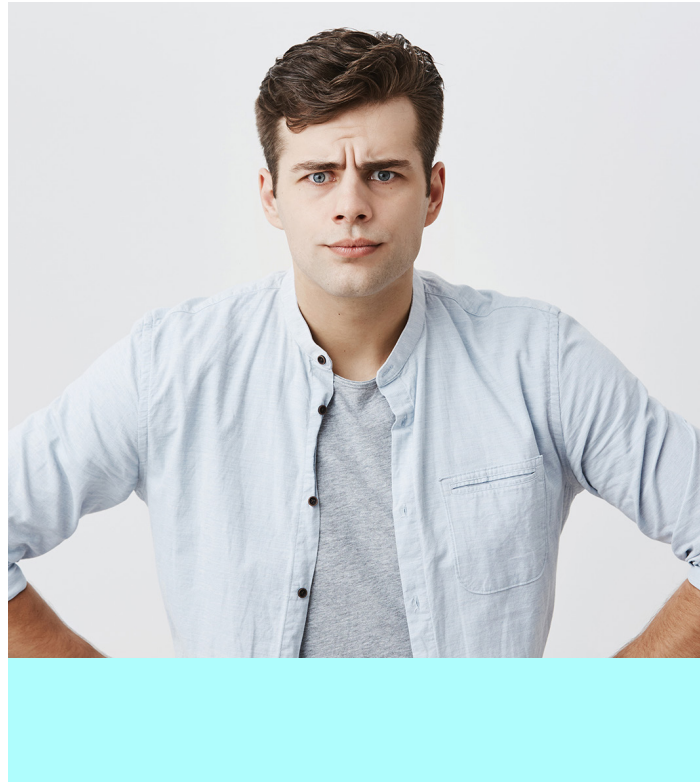
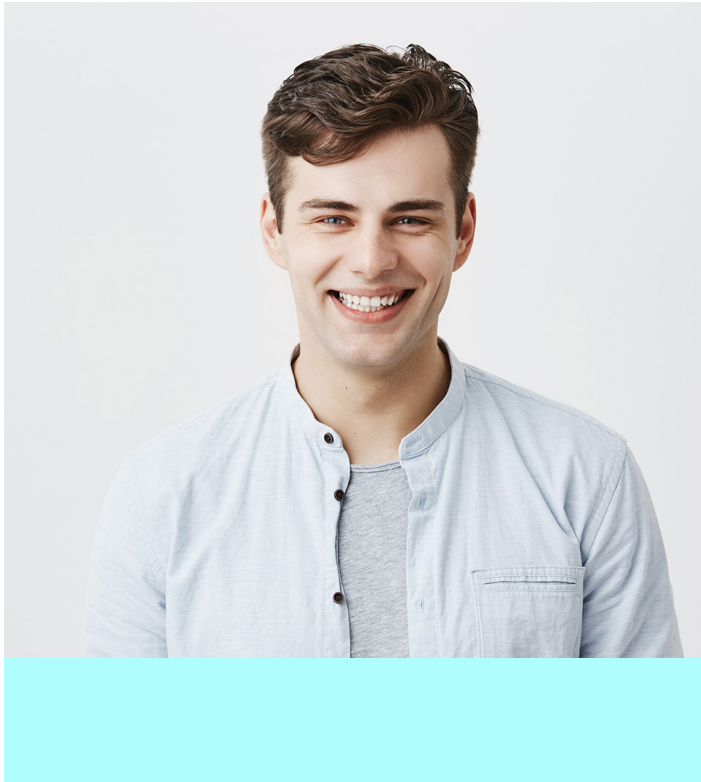
Hands

Body



Examples of different facial expressions

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Examples of different facial expressions

12



Happy



Annoyed



Nervous

Examples of different body postures

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Upright



Slouched



Get your body language in the green zone

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- Upright
- Smile
- Look them in the eye – but don't stare
- Nod to agree
- Show you're listening
- Think about how you stand

