



# Understanding behaviours for work

Age range: 14+

 **BARCLAYS** | LifeSkills



# How do you know how to behave at work? What clues are there?

Listen



Listen to how people  
talk to each other

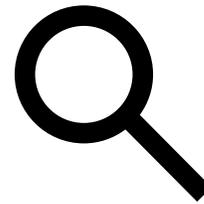
Listen to staff  
speaking to  
customers

Look



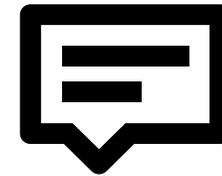
Look at how  
other staff dress

Find



Find out  
information at  
your induction  
training

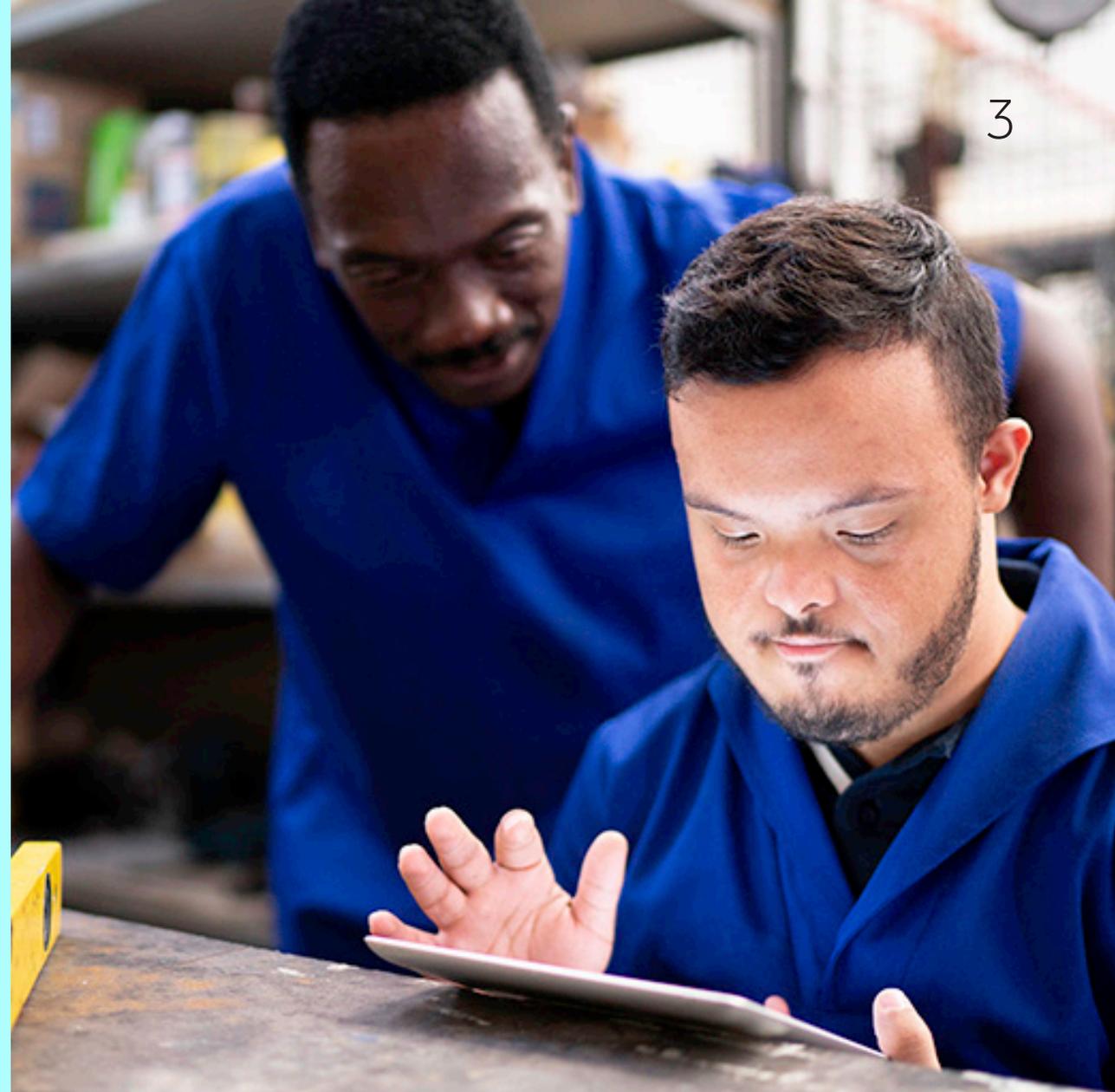
Ask



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



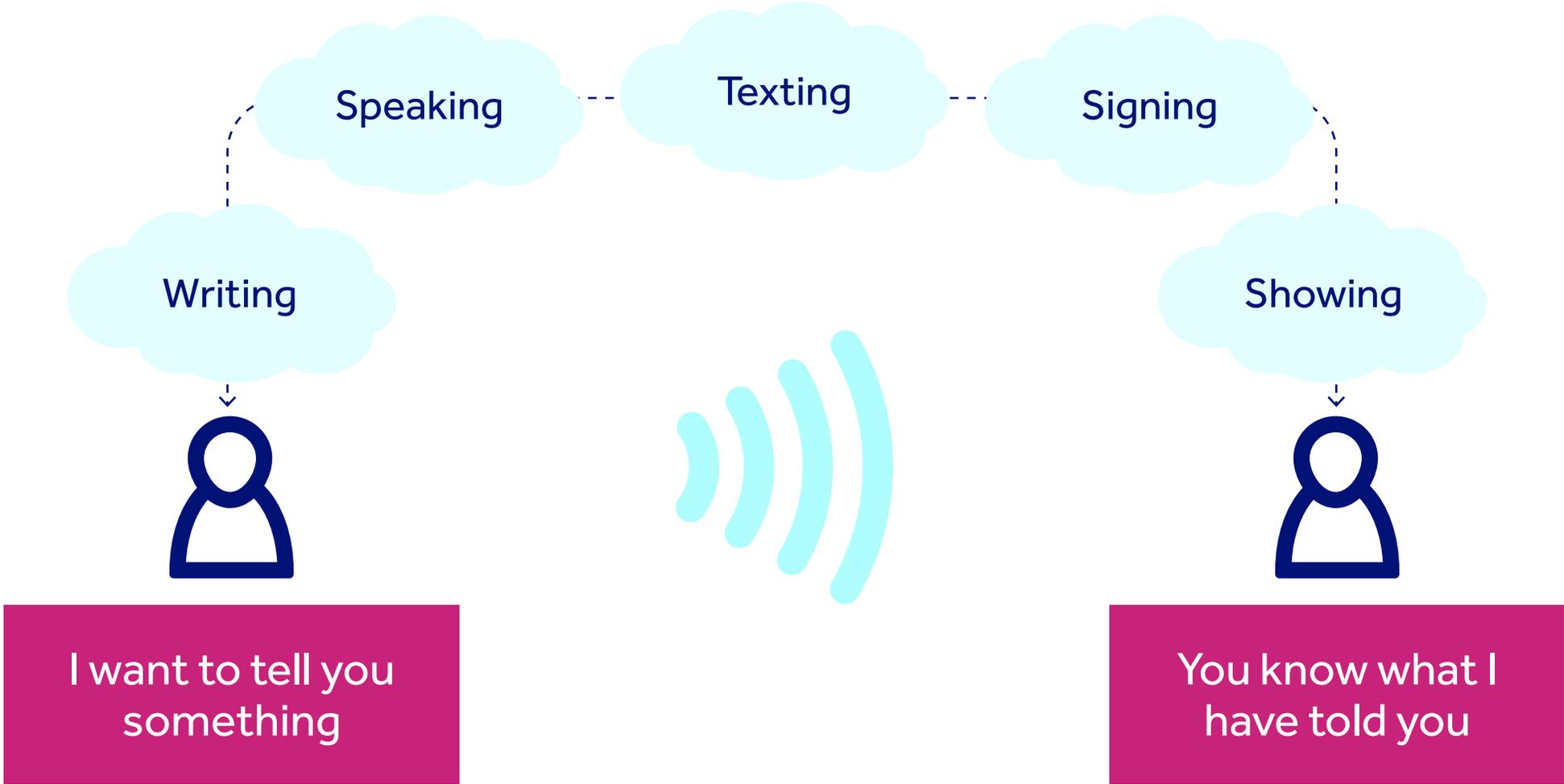
# My goals

6



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

# What is communication between one person and another?



# We communicate using:

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



# Communicating at work

## 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

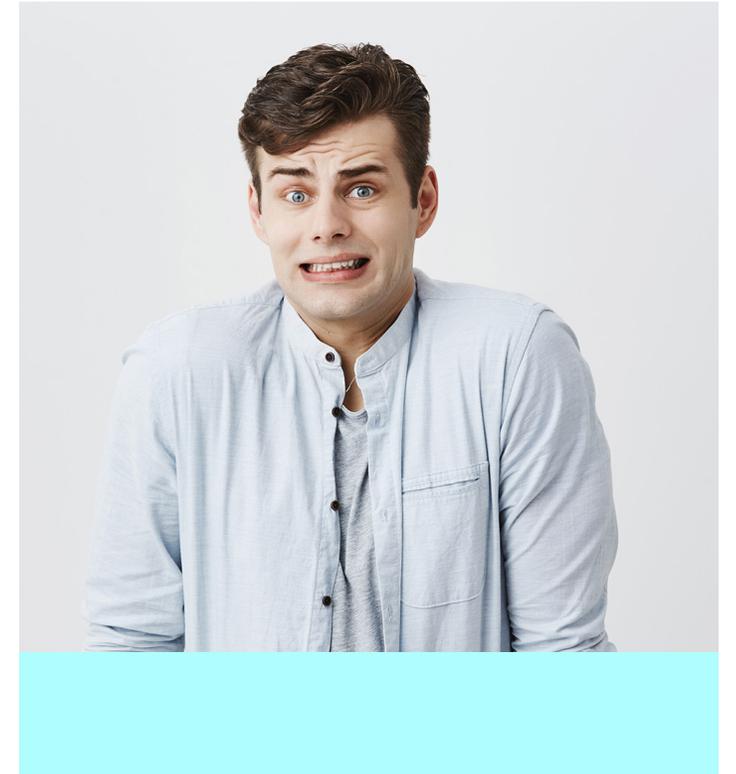
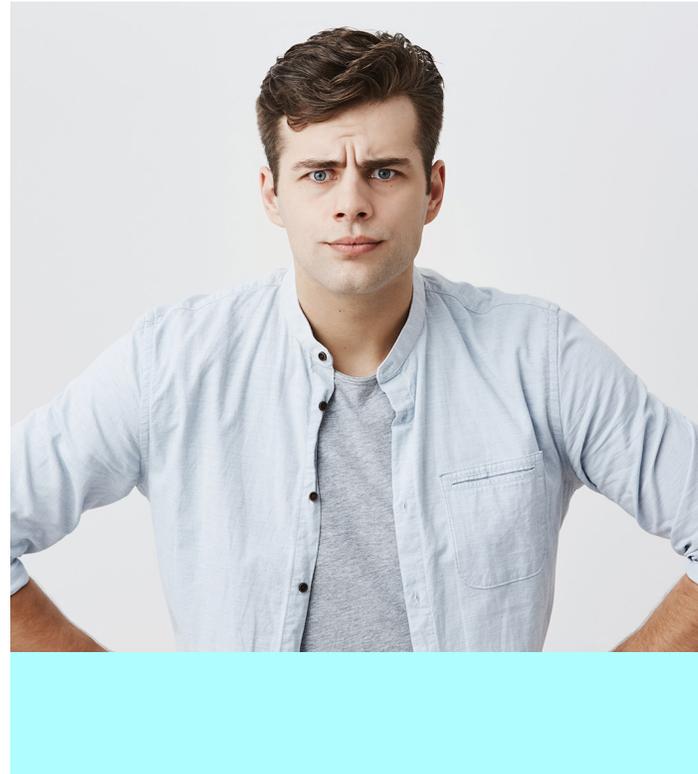
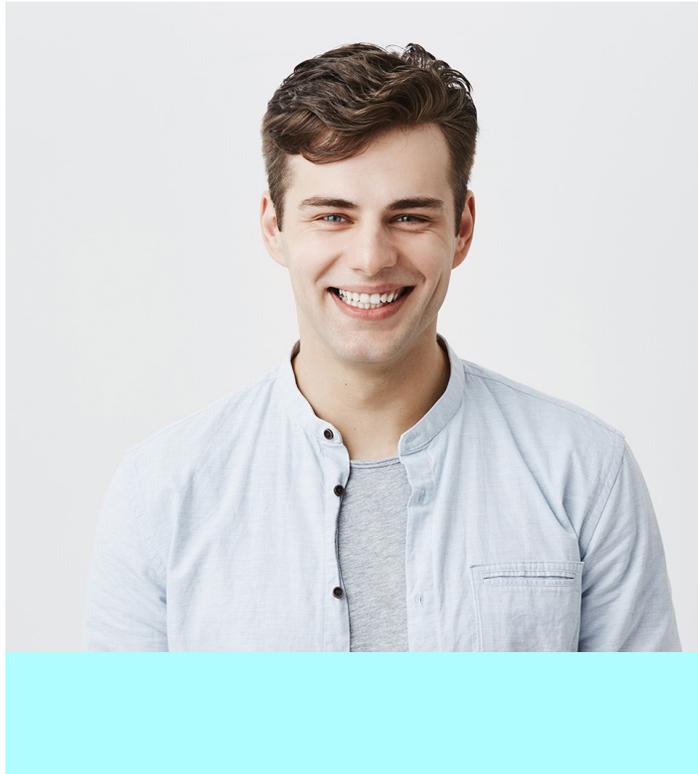
Voice

Hands

Body



# Examples of different facial expressions



# Examples of different facial expressions



Happy



Annoyed



Nervous

# Examples of different body postures

Upright



Slouched



# Get your body language in the green zone

14

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

