



VEHICLE BODY REPAIRING AND PAINTING

NTQF Level -II

Learning Guide -02

**Unit of Competence: - Participate in Workplace
Communication**

**Module Title: - Participating in Workplace
Communication**

LG Code: EIS VRP2 M01 LO2-02

TTLM Code: EIS VRP2TTLM 0919v1

**LO-02: Participate in workplace
meetings and discussions**



Instruction Sheet

Learning Guide #02

This learning guide is developed to provide you the necessary information regarding the following **content coverage** and topics –

- Attending team meetings on time
- Expressing own opinions
- Making meeting inputs consistent with purpose and **protocols**
- Conducting **Workplace interactions**
- Asking and responding questions
- Interpreting and implementing meeting outcomes

This guide will also assist you to attain the learning outcome stated in the cover page. Specifically, upon completion of this Learning Guide, **you will be able to –**

- Attend team meetings on time.
- Clearly express own opinions and those of others are listened to without interruption.
- Made meeting inputs consistent with the meeting purpose and protocols established.
- Conduct workplace interactions in a courteous manner.
- Ask and respond questions about simple routine workplace procedures and matters concerning working conditions of employment.
- Interpret and implement meetings outcomes.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described in number 3 to 7.
3. Read the information written in the “Information Sheets 1”. Try to understand what are being discussed. Ask you teacher for assistance if you have hard time understanding them.
4. Accomplish the “Self-check 1” **in page -14**.
5. Ask from your teacher the key to correction (key answers) or you can request your teacher to correct your work. (You are to get the key answer only after you finished answering the Self-check 1).



6. If you earned a satisfactory evaluation proceed to “Information Sheet 2”. However, if your rating is unsatisfactory, see your teacher for further instructions or go back to Learning Activity #1.
7. Submit your accomplished Self-check. This will form part of your training portfolio.



Information Sheet-1

Attending team meetings on time

Introduction

The term meeting refers to „a bringing together“. In business terms this generally means bringing together different people with the common goal of reaching some type of objective or outcome.

Most businesses will have meetings, using a range of meeting types and styles.

Regardless of the meeting, it is important that every meeting has a purpose and provides value. It is not productive to have meetings for the sake of having a meeting, if there is no need for it.

Traditionally meetings take place using direct face to face communication; however with a wider range of communication technology becoming available every day, meetings can take between people who are physically located in all corners of the world.



✓ YOUR SUCCESS AT WORK AND
IN LIFE DEPENDS ON HOW
WELL YOU COMMUNICATE!

Pre-Meeting Preparation

- Decide if meeting is really necessary
- Are there decisions that need to be made?
- Is there time sensitive actions?
- What kind of meeting will be held (in-person, virtual, teleconference)?
- Advance prep will make you feel more confident and relaxed

Purpose

- Have a clear purpose
- Communicate purpose to attendees before meeting
- Meetings are for making decisions – not just updates
- Bring work product together that people cannot do on their own

Task Statements

- Use well-defined task statements
 - Instead of “communication planning” use “Decide on plan for website and Facebook pages”
- Include Action and expected Result
 - Create (action) a list of priorities for work on Strategic Plan (result)
 - Decide (action) on budget proposal for redesigning web site (result)

Manage the Attendee List

- Ensure only key people are invited



- Calculate the cost of the meeting (hours x number of people x salary/billable hour rate)
- Get the right people who can help make the decision or who are a stake holder on the decision
- Keep the wrong people out of the meeting
- Don't include people who do not have a stake in the outcome
- Don't include people who are not sufficiently knowledgeable on the topics
- Consider assigning delegates to represent groups

Important Topics

- Pre-discuss important topics with key people
- Avoid surprises
- Most important if topic is sensitive or important
- Approach key attendees before meeting to get input or agreement

Agenda

- Include every item that needs to be covered
- Include every decision that needs to be made
- For complex meetings, set time limit for each agenda item

Sample Agenda

1. Call to Order
2. Meeting Rules
3. Agenda Approval
4. Roll Call of Attendees
5. Unfinished Items from Previous Meetings
6. New Items of Business
7. Information Items
8. Announcements
9. Adjournment

In Person Meetings

Manage Meeting

- Actively manage meeting
- If off-topic comments are made, capture them in writing and return to main topic
- Make sure everyone participates by actively engaging them

Don't Speculate

- Don't try to make decision without all the information
- Get needed facts and information
- If you do not have all the facts, get it or adjourn till later

Next Steps

- Document the next steps
- Document action items
- Assign responsibility for actions
- Send out meeting summary immediately

Bring Snacks!

- Have snacks/refreshments appropriate for the meeting time
- Encourages attendance
- Softens onerous meetings



Virtual Meetings or Teleconferences

Sound Familiar?

4:00 Who's here?... Since 5 of us are here, let's start

4:05 Who just joined? Oh, hi Bill. On the call are ...

4:10 Who just joined? Hi Sue. We're discussing ...

4:15 Who joined? Mark, we're discussing ...

4:30 I think we've heard from everyone and we all support this idea. Let's move on to the next topic ...

4:40 Sorry, I tried to say something but forgot I was on mute. I have a concern about ...

4:50 Sorry everyone. I have to leave early to make my next meeting ...

Text from Mark, running late

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Vocal Cues

- Recognize voices
- Have people identify themselves before speaking
- Using internet phone can have pictures or names identified when speaking
- Is voice tone anxious? Angry? Frustrated?

Keeping People Engaged Virtually Does Not Happen by Accident

- Keep people multitasking during the meeting on task
- Tools
 - Online flipcharts
 - Quick polling
 - Hands-up
 - Verbal "Go-Around" the virtual table
 - Record ideas on paper

Keeping People Engaged

- Limit verbal conversations to max 8 people
- Ask provocative questions – prepared in advance
- Listen carefully and be prepared to paraphrase
- Assign meeting roles to keep people focused
- Maintain balanced participation



Making Participants Visible



Mary



Doris



Laura W



Laura G

If people do not know each other, post pictures



Silvia

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Time during Meeting

- 80/20 Rule: 80% active participation, 20% passive
- Build in time for pauses, reflections, paraphrasing
- Shift activities, energy every 5-7 minutes
- Save time for recap, actions
- Allow time to login, check phone coverage
- Set aside time for introductions, if needed
- Ensure all have time to contribute

Arranging Virtual Space

- Create a level playing field
- All have same information in same form/medium – on screen or in their hands
- Give time to read and reflect what's presented before discussion
- Some participants in one room together?
 - Remote participants are at a disadvantage
 - To avoid this, make all people remote

Can you hear me?

- Avoid use of mute unless noisy background
- Ask all to be in a quiet space, or use headset
- Avoid use of speaker phone, if possible, when people are gathered in several small groups
- Avoid noisy, distracted places

Visible Note Taking

- Use virtual flipchart or shared document for ongoing meeting notes
- Plan how participants can make comments, ask questions
 - Instant Messaging



- Email
- “Raising Hands” virtually
- Regular Go-around

Characteristics of meetings

Regardless of the type and style of meeting or where the meeting participants are physically located all meetings will generally have similar characteristics

In essence meetings are planned events, with some form of structure and purpose are designed to:

- Get people together
- Get alignment towards a specific range of topics
- Provide information
- Brainstorm ideas
- Exchange ideas and thoughts
- Understand the topics discussed
- Reach confirmation and agreement
- Assign accountability and actions
- Decide on further action or strategy.

Identify need for meetings

As mentioned, every meeting must have a purpose. There must be a reason to get people together.

The purpose of a meeting must be clear for all participants. Nobody wants to come along to a meeting and give up his or her time when they are not sure what the outcome is going to be.

Prior to the meeting a number of issues need to be clarified.

These are just basic common sense questions that need to be answered.

Is the meeting necessary or can you solve the problem with a couple of quick phone calls?

Can these issues be discussed at another meeting? In other words do the issues really warrant a separate meeting?

Do you need to access other people’s information or do you have enough information to solve the problem alone?

Generally a meeting has a two-fold purpose. Apart from aiming to solve and deal with an emerging issue, meetings generally aim to be informative and consequently use the opportunity to inform members about changes or new information that may affect them.

They aim to:

- Inform people and share information about new issues or developments
- Access new information and exchange information between participants at the
- meeting



- Make decisions by using those present to brainstorm ideas and offer solutions
- Review and monitor existing programs or project manage new ones.



Intention of meetings

The intention of meetings will normally be dictated by the outcome to be reached including:

- Problem-Solving Meetings – these meetings are designed to discuss and find solutions to existing or potential problems
- Decision-Making Meetings – these meetings are designed to get key persons to discuss a scenario, including their pro's and con's and to reach a suitable solution
- Planning Meetings – these meetings are focused on future events and are normally focused on developing strategies for implementation
- Feedback or Follows-Up Meetings – these meetings are mainly designed to communicate and discuss facts or events that take place during the normal course of a business. It also involves following up on situations previously discussed
- Combination Meetings – these meetings use a combination of the above. Most meetings generally will involve a range of information sharing, discussion and reaching decisions.

Key roles in meetings

Meetings held on a regular basis are usually attended by the same group of people who cumulatively are responsible for deciding certain outcomes. In order to achieve those outcomes in an orderly and fair manner, certain positions or roles are assigned to certain participants.

Key roles are generally:

1. Chairperson
2. Secretary
3. Treasurer

Study the following information about each person's responsibilities in accordance with their role.

Chairperson



It is the chairperson's responsibility to ensure the meeting's purpose is achieved. There are two ways the Chairperson can attain their position, they can either be elected or they can be appointed. Quite often, on small boards or committees, the person is elected, often because no one else wants the job.

On larger more formal boards the Chairperson may be nominated based on their expertise.

Some of their key responsibilities include:

They liaise with the secretary regarding the next agenda and contribute to its final copy



They ensure that the minimum numbers of peoples are present so that the meeting can take place (this is known as a quorum)

They open the meeting by welcoming participants

They make sure someone (normally the secretary) is taking the minutes

Attempt to move the meeting along at a timely and orderly pace. They do this by following certain protocol guidelines that may include ensuring that:

- Speakers direct questions to them
- Only one person speaks at a time
- Speakers only speak once on a motion
- Speakers remain focused on the topic of discussion
- Motions are properly moved and seconded and that this is recorded by the minute taker
- They remain objective and not allow someone to step outside of the guidelines or not address the issue in question
- They set the date, place and time for the next meeting.

Secretary



The secretary's position is integral to the efficient functioning of a meeting. Their duties are numerous and their tasks can be broken down into before, during and after the meeting.



Prior to the meeting taking place, they will be responsible for:

- Drawing up the agenda and sending out notices of meetings
- Preparing items and organizing correspondence
- Ensuring there is enough seating.

During the meeting, they will be responsible for:

- Taking a record of who is present, absent and reading out apologies for those absent
- Reading out the minutes from the previous meetings and any correspondence as a result of previous minutes
- Taking notes and minutes
- Action incoming and outgoing correspondence by reading it out to those in attendance.

After the meeting, they will be responsible for:

- Writing up the minutes from the meeting notes
- Following up on any correspondence
- Completing any tasks given from the meeting
- Preparing for the next meeting.

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- Preparing for the next meeting.

Treasurer

A treasurer is in charge of ensuring the finances of the organization are kept in order. They must ensure bills are paid and income is deposited into the bank. They are also expected to report to the meeting on issues of finance. They will be expected to be able to provide participants with an up-to-date position on the committee's financial position.



Participants of meetings

When conducting meetings, it is vital that only persons who have a vested interest in the topics for discussion are included. All staff members in any business are normally very busy and don't want to waste time attending meetings that serve no purpose to them. When deciding on the people who are to be invited to a meeting there are a number of questions that must be answered.

- Is this person required to play an active role in the meeting – speak, share information or make a presentation?
- Are the meeting topics relevant to the person?
- Does the person need to be actually at the meeting to receive the information or can it be delivered to them in another format?



Style of meetings

The style of a meeting normally refers to the location or layout of a meeting. It is aimed around the level of interaction and passing of information within the meeting.

Meeting styles will normally include:

- Round table – where ideas and views are shared
- Lecture – where one presentation is given with no feedback required
- Seminar - incorporating several presentations to a small audience, again with limited or no feedback
- Conference – where small to medium numbers of participants are involved and ideas are shared, at times collectively, in small groups or independently of each other
- Congress – large meeting over several days with many participants





- Exhibition or trade show with manned stands and demonstrations being visited by passers-by. Seminars may also be included
- Workshop – smaller groups with interactive discussion and planning)
- Training course – for the purpose of training involving sharing of information and/or practical skills
- Promotional event – to promote a brand, product or service
- Telephone conference call – where people are included in meetings via the telephone
- Video conference– where people are included in meetings via video.

The type of behavior that should be encouraged includes:

- Listening effectively/actively to others
- Being open to other's suggestions
- Ensuring that everybody is clear about what is being said and expected
- Mediating to ensure that amicable solutions are reached
- Negotiating issues so that all participants feel a consensus has been reached.

The Chairperson's role is to ensure that all participants are acknowledged and that they receive a fair go. In essence they will ultimately be responsible for ensuring the success or failure of the meeting.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Column A

- _____ 1. Chairperson's
- _____ 2. Secretary
- _____ 3. Style of meetings
- _____ 4. Conference
- _____ 5. Telephone conference call

Column B

- a) where small to medium numbers of participants
- b) meetings via the telephone
- c) Taking a record
- d) Ensure the meeting's purpose is achieved
- e) Round table

Note: Satisfactory rating - 5 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-2

Expressing own opinions

Present information and ideas clearly and concisely

I. Motions

A motion is normally a one-sentence statement that specifies the issue to be discussed. After the issue is discussed participants are asked to vote on it. These two processes together make a motion.



There are two main types of motions:

1. Independent

➤ An independent motion will deal specifically with the business raised at the meeting. An independent motion could be “I move that we introduce a new restaurant menu commencing the first day of next month.



2. Procedural.

➤ These motions generally relate to procedures as opposed to a direct agenda item. A procedural motion could be “I move that this meeting close by 9 pm tonight because the Hockey Club have hired the premises”.

II. Points of order

A point of order can be called when it is thought that the person speaking is not adhering to the topic or is speaking out of turn or simply taking too long to address the point.

Anyone can call a point of order – even while the person is speaking.



It is the Chairperson's responsibility to decide on the point of order. In effect they act like the Person who holds the chair in Parliament. They rule on whether the person was out of line.



III. Amendments

- An amendment is simply an adjustment to a motion. It needs to be moved and seconded because it is a small change. "Amendments can be moved at any time during the debate on a motion but not after the mover is given the right of reply. A debate on amendments takes precedence over debate on the motion and follows the same order of debate as a motion, except that the mover of the amendment does not have the right of reply.
- "When an amendment is moved and seconded the chairperson will first ask the mover and seconder of the motion whether the amendment is acceptable. If the amendment is acceptable to the mover and seconder of the motion then the amendment is incorporated into the motion and debate will resume on the motion as amended. If the amendment is not acceptable to either the mover or seconder of the motion the debate starts on the amendment.
- The purpose of amendments is to clarify or improve the motion. Amendments cannot be used to thwart the intent of the motion and such amendments could be ruled out of order by the chairperson.
- If the amendment is lost, the original motion stands and discussion continues on that motion as before. If the amendment is passed, the motion now reads as determined by the amendment and is referred to as the amended, or substantive, motion".



IV. Order of debate

- After the motion has been accepted (that is, moved and seconded) those people responsible for moving and seconding the motion are given the first right of reply in that order.
- They can choose to speak or they can decline or they can „reserve“ their right to speak. Then the Chairperson opens up the floor for debate by asking if anyone else would like to contribute to the discussion.



- If other participants decide to speak then once they have finished the Chairperson again offers the floor to the mover by offering them the right to reply.
- Once this process is repeated and no one else has anything to say, the Chairperson calls for a vote and if the majority of the participants vote for the motion, it is carried. In effect this means the motion is put down and becomes a binding consequence of that meeting.
- However, if more participants don't support the motion, then it is said to be lost and the motion is not voted in.
- √. Reaching a solution
 - Where possible, as the Chairperson, you should try to ensure that:
 - All relevant information has been discussed
 - Everyone has had the opportunity to contribute their information, ideas and recommendations. This will be discussed in the next section
 - A solution can be reached



Nobody achieves success alone! Everyone benefits when we share our knowledge and encourage each other.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

Describe the three communication direction

1. List the two main types of motions(2pts)
 - a. _____
 - b. _____

Note: Satisfactory rating - 2 points Unsatisfactory - below 1 points
You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-3	Making meeting inputs consistent with purpose and protocols
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There are good meetings and there are bad meetings. Bad meetings drone on forever, you never seem to get to the point, and you leave wondering why you were even present. Effective ones leave you energized and feeling that you've really accomplished something.

So what makes a meeting effective?

Effective meetings really boil down to three things:

1. They achieve the meeting's objective.
2. They take up a minimum amount of time.
3. They leave participants feeling that a sensible process has been followed.

If you structure your meeting planning, preparation, execution, and follow up around these three basic criteria, the result will be an effective meeting.

1. The Meeting's Objective

An effective meeting serves a useful purpose. This means that in it, you achieve a desired outcome. For a meeting to meet this outcome, or objective, you have to be clear about what it is.

Too often, people call a meeting to discuss something without really considering what a good outcome would be.

- Do you want a decision?
- Do you want to generate ideas?
- Are you getting status report?
- Are you communicating something?
- Are you making plans?

Any of these, and a myriad of others, is an example of a meeting objective. Before you do any meeting planning, you need to focus your objective.

To help you determine what your meeting objective is, complete this sentence:

At the close of the meeting, I want the group to ...

With the end result clearly defined, you can then plan the contents of the meeting, and determine who needs to be present.

2. Use Time Wisely

Time is a precious resource, and no one wants their time wasted. With the amount of time we all spend in meetings, you owe it to yourself and your team to streamline the meeting as much as possible. What's more, time wasted in a meeting is time wasted for everybody attending.

For example, if a critical person is 15 minutes late in an eight person meeting, that person has cost the organization two hours of lost activity.



Starting with your meeting objective, everything that happens in the meeting itself should further that objective. If it doesn't, it's superfluous and should not be included.

To ensure you cover only what needs to be covered and you stick to relevant activities, you need to create an agenda. The agenda is what you will refer to in order to keep the meeting running on target and on time.

To prepare an agenda, consider the following factors:

- Priorities – what absolutely must be covered?
- Results – what do need to accomplish at the meeting?
- Participants – who needs to attend the meeting for it to be successful?
- Sequence – in what order will you cover the topics?
- Timing – how much time will spend on each topic?
- Date and Time – when will the meeting take place?
- Place – where will the meeting take place?

With an idea of what needs to be covered and for how long, you can then look at the information that should be prepared beforehand. What do the participants need to know in order to make the most of the meeting time? And, what role are they expected to perform in the meeting, so that they can do the right preparation?

If it's a meeting to solve a problem, ask the participants to come prepared with a viable solution. If you are discussing an ongoing project, have each participant summarize his or her progress to date and circulate the reports amongst members.

Assigning a particular topic of discussion to various people is another great way to increase involvement and interest. On the agenda, indicate who will lead the discussion or presentation of each item.

Use your agenda as your time guide. When you notice that time is running out for a particular item, consider hurrying the discussion, pushing to a decision, deferring discussion until another time, or assigning it for discussion by a subcommittee.



3. Satisfying Participants that a Sensible Process Has Been Followed

Once you have an agenda prepared, you need to circulate it to the participants and get their feedback and input. Running a meeting is not a dictatorial role: You have to be participative right from the start.

Perhaps there is something important that a team member has to add. Maybe you have allotted too much, or too little, time for a particular item. There may even be some points you've included that have been settled already and can be taken off the list for discussion.

Whatever the reason, it is important you get feedback from the meeting participants about your proposed agenda.

Once in the meeting, to ensure maximum satisfaction for everyone, there are several things you should keep in mind:

- If certain people are dominating the conversation, make a point of asking others for their ideas.
- At the end of each agenda item, quickly summarize what was said, and ask people to confirm that that's a fair summary. Then make notes regarding follow-up.
- Note items that require further discussion.
- Watch body language and make adjustments as necessary. Maybe you need a break, or you need to stop someone from speaking too much.
- Ensure the meeting stays on topic.
- List all tasks that are generated at the meeting. Make a note of who is assigned to do what, and by when.
- At the close of the meeting, quickly summarize next steps and inform everyone that you will be sending out a meeting summary.

After the meeting is over, take some time to debrief, and determine what went well and what could have been done better. Evaluate the meeting's effectiveness based on how well you met the objective. This will help you continue to improve your process of running effective meetings.

Meetings roles and responsibilities

You did all the right things to prepare for this meeting. You invited the right people, sent an advance agenda, started the meeting on time, but it went downhill from there. Preparing for a meeting is step one. Knowing your role and responsibilities and those of the other attendees is step two. A well run meeting has a facilitator, a leader, members and a recorder. Each role has specific responsibilities. If every role is not filled or its responsibilities not met, the likelihood of a successful meeting is greatly diminished.

1. Leader

The leader is the person who calls the meeting. It is his or her responsibility to:

- Set the agenda
- Select the participants
- Handle the preparations

The leader can provide information and express opinions throughout the meeting.



2. Facilitator

The facilitator is the person who actually conducts the meeting. It is the responsibility of the facilitator to:

- Keep the group focused
- Encourage everyone to participate
- Protect people from personal attack
- Suggest alternative approaches

The facilitator is neutral and neither contributes nor evaluates ideas.

3. Recorder

The responsibilities of the recorder may include:

- a) Taking notes
- b) Creating minutes
- c) Writing on the flip chart
- d) Accurately compiling the business of the meeting

Like the facilitator, the recorder is neutral and does not evaluate or contribute ideas.

4. Meeting Member

Every person in the room has the responsibility to actively participate. This is the role of meeting members. They are expected to:

- Contribute ideas
- Express opinions

Keep the recorder and facilitator neutral. It is possible to play multiple roles during a meeting.

However, you can only be in one role at a time. If you switch roles, you must announce to the group that you are doing so. Remember, in the role of recorder or facilitator you are neutral and cannot contribute ideas. It is the facilitator who manages the meeting. A skilled facilitator is essential to a successful meeting.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Effective meetings really boil down to three things(3pts)

- a) _____

- b) _____

- c) _____

2. The responsibilities of the recorder may include(4pts)

- a) _____

- b) _____

- c) _____

- d) _____

Note: Satisfactory rating - 7 points

Unsatisfactory - below 3 points

You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-4	Conducting Workplace interactions
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Respectful workplace

A **respectful workplace** is one where all employees are treated fairly, difference is acknowledged and valued, communication is open and civil, conflict is addressed early and there is a culture of empowerment and cooperation.

WHY is it important?

- It supports a good mental health in the workplace
- Holds people responsible for their actions
- Fosters a workforce that embraces diversity
- Improves working relationships
- Improves problem-solving and conflict resolution
- Increases productivity and engagement
- Reduces workplace stress
- Supports a workplace culture of fairness and equity

How do we Create It?

- Recognize and value diversity
- Value the contributions of all employees
- Positive communication and collaboration (team work)
- Equal & fair treatment to all
- Listening to others
- Willingly & sincerely apologize to a co-worker when something you say or do may have offended them
- Ensuring communication, feedback, and workload planning
- Respectful workplace training



Work Culture

Patterns of accepted behavior' OR the things it's OK to do here.

We need to let people know what is not accepted... How do we do that?

- Family Pressure
- Financial Pressure/ Punishment
- Organizational Pressure/ Punishment
- **Social Pressure**

Immediate Consequences drive behavior....

What is Harassment?

- Harassment is a form of discrimination. It involves any unwanted physical or verbal behavior that offends or humiliates you. Generally, harassment is a behavior that persists over time. Serious one-time incidents can also sometimes be considered harassment.
- Comments or conducts that are abusive, offensive, demeaning or ought to be reasonably known as unwelcome.
- Can be intentional or unintentional.
- It is not your intent, but the effect it has on another person that matters.





Examples of Disrespectful behavior & Harassment	
<ul style="list-style-type: none"> - Yelling, shouting and or using profanity - Intruding on a person privacy by spying or stalking - Constantly interrupting - Spreading malicious rumors or gossip - Name calling and or making fun - Sarcasm or Rolling eyes - Offensive jokes - Demeaning, belittling or humiliating someone - Ignoring someone - Abuse of authority, undermining another's career 	<ul style="list-style-type: none"> - Unwelcome remarks, innuendoes or taunting - Racial or ethnic slurs, including derogatory nicknames - Humiliation of staff in front of co-workers - Displaying or sending sexist, racist or other offensive pictures or emails - Actual or threatened physical assault - Insulting gestures - Threatening or bullying - Texting about others

Discrimination & Harassment can be...

- Employer to Employee (or potential employee)
- Co-worker to co-worker
- From a supervisor or from a subordinate
- Man to Woman or Woman to Man
- Man to Man or Woman to Woman
- Comments about a person friends or family or relationships (ex: wife, girlfriend or child)



Consequences...

Harassment and Discrimination for the Individual

Physical Effects	Social & Work Effects	Psychological Effects
Sleep Disturbances	Stress on Family	Depression
Loss of Appetite	Strained Relationships	Panic & Anxiety
Illness	Inability to Concentrate	Frustration
Headaches	Reduced Productivity	Anger
Panic Attacks	Increased Turnover	PTSD (Post-traumatic stress)
Heart Palpitations	Increased need for EFAP programs	Loss of Confidence
	Increased Demand on Management to Deal with Complications	
	Risk of Legal Action	

- Personal Contact is the Most Effective**
- You can see each other's body language.
 - You can have eye contact.
 - You can feel the energy.



TOXIC WORKPLACE

Toxic Chemicals vs. Toxic Humans



Take action!



Don't allow anyone to
poison your workplace



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. Define Respectful
workplace_____

_____ (3pts)

2. Four "C"
a) _____

b) _____

c) _____

d) _____

(4pts)

Note: Satisfactory rating - 6 points Unsatisfactory - below 3 points
You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions



Information Sheet-5

Asking and responding questions



Information Sheet-6

Interpreting and implementing meeting outcomes

Process and distribute documentation from meetings

Processing documentation

Every meeting is different and hence the documentation to be prepared will vary depending on the meeting topics and outcomes.

- Documents that need to be prepared include:
- Minutes of the meeting – this was discussed in the previous section
- Copies of presentations – if a presentation was made during the meeting, it is important to prepare a hard or electronic version of this
- Copies of background information – this is information that was prepared as supporting evidence for discussion in the meeting
- Course of action and responsibilities – this is often documented in the minutes
- New information to help participants achieve allocated actions – any new information or research that may have been discussed or outlined in the meeting, which may help someone achieve their actions, stemming from the meeting. For example, the meeting may have resulted in allocating a participant to prepare a new marketing strategy and promotional budget. The collection and inclusion of previous year's information, may help someone in this task
- Agenda for next meeting – this helps participants to understand what is required and expected for the next meeting and what will be tabled for discussion in the next meeting. This gives participants ample preparation time.



Distributing documentation

Once the documents have been prepared they must be distributed in a timely manner. In many cases, the information contained within the documentation may be of a sensitive nature and therefore confidentiality must be adhered to.

The most common methods to distribute documentation include:

- Delivered personally – this is the best way as it not only ensures the documentation is received by the correct person, without others having access to it, but provides the opportunity to ask or answer any questions either party may have
- Email – this is a common method where participants are geographically separated as it allows instant and secure access to information in a cost effective manner
- Most documentation is prepared in electronic format, and many participants prefer to receive electronic information, over hard copy information, as it allows easier manipulation of information contained within. This method is also preferred to where large number of people are involved, it allows for a recipient to confirm receipt of documentation, and allows others to be copied into emails (normally superiors)



- Internal mail – this is a common way to send hard copy information between people in an organization
- Courier – this is used when hard and electronic (on a memory stick) documents need to be sent to a location where personal delivery is not possible and where prepared documents are preferred, such as a folder containing information in a desired format. This saves the recipient having to print and compile information sent via email.

Acknowledge receipt of documentation

Regardless of the method chosen to send documents, it is important that the sender follows up to ensure:

- The documents have been received by the correct person
- The person understands what is required of them.

By ensuring that all necessary documentation is sent and received, in a timely manner and in a method that is understood, momentum that was developed in the meeting can be maintained.



Inform colleagues regarding the outcomes of meetings

Types of information

- There are endless types of information that must be communicated to staff, through managers and supervisors, including:
- Upcoming events – specific events relating and impacting on the business, whether internally or externally generated
- Customer information – arriving VIP"s and their requirements during a stay
- New policies and procedures – new rules or ways to conduct activities
- New products and services – including new menus, promotions, branding
- Customer comments – relaying of positive and negative comments regarding specific outlets or staff given by customers
- Staff movements – new or departing staff and opportunities for promotion
- Operational issues – day to day information aimed at improving operations.





Types of action

Whilst most communication required to be known by other managers, supervisors and staff is information, at times there are direct actions that need to be taken, either:

- Directly by management or supervisors
- Through staff in consultation and direction by management and supervisors.

Some types of action that must be communicated for implementation include:

- Conduct research – through internet research, collecting ideas from staff or asking and observing customers. This may relate to topics such as what products and services customers prefer, what items they are purchasing, areas for improvement in the eyes of staff and customers to name a few
- Prepare a presentation – based on the research, a presentation or report may need to be prepared for the next meeting
- Prepare a strategy or action plan – to encourage „ownership” of ideas, staff may work with managers to decide and draft a strategy to improve their departments operations
- Implement action – they may be required to implement a specific action such as a new policy or procedure
- Act on information – they may need to act on information provided by managers resulting from meetings. For example if a VIP is arriving, staff may need to ensure the room is prepared to his/her liking and preferences. It may be the preparation of a specific food such as a cookie.

Regardless of the type of action to be taken and the level of involvement of staff, the overriding responsibility still lies with the manager.

How to manage the effects of information or actions to be incorporated will be discussed in the next section.

Implement information and actions

When implementing information or actions it is essential that the person who will be doing the implementing have the necessary resources to do so successfully. These resources include:

- Responsibility
- Notification to others of that person’s duties or level of responsibility and authority
- Accurate instruction
- Adequate training
- Necessary resources
- Sufficient time
- Constant feedback and communication.



Self-Check -1	Written Test
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Directions: Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What are resources for implement information and actions? (7pts)

- _____
- _____
- _____
- _____
- _____
- _____
- _____

Note: Satisfactory rating - 7 points Unsatisfactory - below 3 points
You can ask you teacher for the copy of the correct answers.



Answer Sheet

Score = _____

Rating: _____

Name: _____

Date: _____

Short Answer Questions