Ethiopian TVET-System

Water supply and sanitation work

Level-I

Based on Feb, 2017G.C. Occupational Standard

Module Title: Demonstrating Work Values

TTLM Code: EIS WSW1 TTLM 0920v1

September 2020

This module includes the following Learning Guides

LG1: **Define the purpose of work**

LG Code: EIS WSW1 M01LO1-LG_1

LG 2: Apply work values/ethics

LG Code: EIS WSW1 M01 LO2-LG_2

LG3: **Deal with ethical problems**

LG Code: EIS WSW1 M01 LO3-LG_3

LG4: **Maintain integrity of conduct in the workplace**

LG Code: EIS WSW1 M01 LO4-LG_4

Instruction Sheet	Learning Guide #1 Define the purpose of work

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

- Identifying, reflecting and defining unique sense of purpose for working
- Achieving personal mission with company's values

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**:

- Identify reflecting and defining unique sense of purpose for working
- Achieve personal mission with company's values

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below

3. Read the information written in the "Information Sheets 1- 2". On pages 3 and 6. Try to understand what are being discussed.

4. Accomplish the "Self-checks 1, and 2" in each information sheets on pages5, and 9.

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-checks). Then proceed the next

Information Sheet-1	Identifying, reflecting and defining unique sense of purpose for working

1.1.   Introduction to work

Physical or mental effort or activity directed toward the production or accomplishment of something: Cleaning the basement was a lot of work. Such effort or activity by which one makes a living; employment: looking for work. A trade, profession, or other means of livelihood: His work is fixing cars

1.2.   Concepts of work values & ethics.

✓   A value is a type of belief, centrally located in one's total belief system, about how one ought, or ought not to behave, or about some end-state of existence worth or not worth attaining**.**

1.2.1. Work values

✓   In the definitions of work values, the idea of an attitude towards or orientation with regard to work constitutes a central element most definitions of work values agree with the notion that work values are specific goals that the individual considers important and attempts to attain in the work context are specific goals that the individual considers important and attempts to attain in the work context.

✓   Modes of conduct or end states, with respect to one's work activity. Work values can be defined as a person's attitudes to work in general rather than his feeling about a specific job (Smith 1971).

•   Elements of work values

1. Honesty	8. Job satisfaction
2. Competence	9. Personal achievement
3. Discipline	10. Justice / Self reliance
4. Loyalty	11. Organizational growth
5. Creativity	12. Independence / Self reliance
6. Courage	13. Protection
7. Ambition	14. Personal enlighten

1.2.2. Work ethics

✓ Ethics is defined as the systematic reflection on what is moral. Ethics are the standards by which behaviors are evaluated for their morality - their rightness or wrongness.

✓ Ethics is basically defined as rules or standards for governing the relations between people to benefit all concerned, with mutual respect for the needs and wants of all parties involved

1.3. Purpose of working

To improve the human condition by turning knowledge into practice through cutting-edge study and analysis. Employees at their work helps improve the world. In order to encourage innovation, the company allows employees time and resources to develop their own ideas

Self-Check -1	Written Test

Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the space provided on the next page

1. Define the of work values? (2pts)
2. What are the elements of work values? (2pts)
3. What are values? (2pts)
4. What is ethics (2pts)

Note: **Satisfactory rating - 4 and above points   Unsatisfactory - below 4points**

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

Answer Sheet_1

┌─────────────────────────────┐
│ Score = _____   │
│   │
│ Rating: _____   │
└─────────────────────────────┘

Name: _____   Date: _____

Short Answer Questions

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Information Sheet- 2	**Achieving personal mission with company's values**

2.1. Integration of personal mission & company's values

A mission statement is important for an organization because it defines the business, products or services, and customers. In addition, a mission statement allows the organization to differentiate itself from competitors by answering three key questions:

- ✓ What do we do,
- ✓ for whom do we do it, and
- ✓ What is the benefit?

Developing a vision, mission and values is the foundation for long term success, as demonstrated the work

If a vision and mission is recognized by all stakeholders and affects every hiring, strategic decision and communication; its effect can be magic.

A. Vision

- ✓ A vision helps unite people towards a purpose.
- ✓ Creating and living a vision is the role of leaders in organizations. They have to espouse it and help others to believe it.
- ✓ Visions are aesthetic and moral; they come from within as well as outside.
- ✓ According to Disney, a successful vision accomplishes six goals:
  - o gives a sense of the future
  - o guides decision making and strategy

- o creates a shared purpose
- o provides guidelines that determine behavior
- o inspires emotion
- o connects to values

B. Mission

Mission statements build and identify the relationships between employees and the mission, the organization itself, the customer, suppliers, and co-workers

- ✓ A mission statement is a unifying statement of what an organization is in business to do. It is a key reference point in the planning and implementation of change.
- ✓ A mission statement is a description of the organization's key purposes.

C. Values

A vision statement describes how the future will look if the organization achieves its mission (N.A., 2006, p. 1, ¶1). An organizations vision or preferred future must contain information that is **realistic**, **credible**, and **attractive** for the organization in the future

- ✓ Values are the beliefs of an organization, the expression of what it stands for and how it will conduct itself.
- ✓ Values are the core of an organization's being. They underpin policies, objectives, procedures and strategies because they provide an anchor and a reference point for all things that happen.

Advantages of mission

Provides direction: Mission statements are a way to direct a business into the right path. They play a part in helping the business make better decisions which can be beneficial to them. Without the mission statement providing direction, businesses may struggle when it comes to making decisions and planning for the future. This is why providing direction could be considered one of the most advantageous points of a mission statement.

Clear purpose: Having a clear purpose can remove any potential ambiguities that can surround the existence of a business. People who are interested in the progression of the business, such as stakeholders, will want to know that the business is making the right choices and progressing more towards achieving their goals, which will help to remove any doubt the stakeholders may have in the business.

A mission statement can act as a motivational tool within an organization, and it can allow employees to all work towards one common goal that benefits both the organization and themselves. This can help with factors such as employee satisfaction and productivity. It is

important that employees feel a sense of purpose. Giving them this sense of purpose will allow them to focus more on their daily tasks and help them to realize the goals of the organization and their role

2.2. Vision, Mission, and Values Guide the Organizations Strategic Direction

Vision, mission, and values play a part in the organizational strategy process. The basic building blocks of values such as honesty, integrity, respect, and professional behavior is combined and developed into the mission statement of what the organization is all about. Identifying the mission of the organization identifies where the organization is and how it conducts business currently. Values provide the guidance of how the organization will reach the ultimate goal or vision. Without strong and defined values, a mission or vision is not possible because there are no individual steps to provide guidance.

Self-Check -2	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. Define the word mission and vision (2pts)

2. Write the Purpose of mission statement

3. How mission, vision and value are guiding organizational strategic direction

Note: **Satisfactory rating – 6.5&above points Unsatisfactory - below 6.5points**

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

Answer Sheet_2

Score = _____

Rating: _____

Name: _____ Date: _____

Short Answer Questions

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2. _____
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Instruction Sheet	Learning Guide #2 Apply work values/ethics

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

- Classifying and reaffirming work values/ethics/concepts
- Undertaking work practices
- Conducting personal behavior and relationships with co-workers and/or clients
- Using company resources

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**:

- Classify Work values/ethics/concepts and reaffirmed in accordance with the transparent company ethical standards, policies and guidelines.
- undertake Work practices in compliance with industry work ethical standards, organizational policy and guidelines
- Conduct Personal behavior and relationships with co-workers and/or clients in accordance with ethical standards, policy and guidelines.
- Use Company resources in accordance with transparent company ethical standard, policies and guidelines.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below
3. Read the information written in the "Information Sheets 1- 4". On pages 11,17,21 and 22. Try to understand what are being discussed.
4. Accomplish the "Self-checks 1, 2,4 and 3" in each information sheets on pages16, 20,26 and 29.

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-checks).

Information Sheet-1	Classifying and reaffirming work values/ethics/concepts

1.1. Introduction to work value /ethics/concepts/

1.1.1. Work ethics

A work ethic is a set of moral principles an employee uses in his or her job and it encompasses many of these traits: reliability/dependability, dedication, productivity, cooperation, character, integrity, sense of responsibility, emphasis on quality, discipline, teamwork, professionalism, respectfulness, determination

A strong work ethic is an important part of being successful in your career. Work ethic is a set of values based on the ideals of discipline and hard work. Forming good habits such as focusing, staying motivated, finishing tasks immediately, and more helps to create a good work ethic that will impress employers

most sought-after workplace ethics and behavior

- ✓ **Integrity.** One of the most important workplace ethics is integrity. ...
- ✓ **Honesty.** Being an honest individual means you do not deceive others by giving out misleading information
- ✓ **Discipline**
- ✓ **Fair and respect**
- ✓ **Responsible and accountable**

Is work ethic a skill?

Good **work ethics**, problem solving, time management, communication **skills**, and teamwork ability are all **skills** that can make you a great employee. Leadership **skills** make you a candidate to be more than that. No matter the job, most employers are looking for someone who is capable of growing beyond that job

Here are the 7 soft skills you need to be successful!

- ✓ Leadership Skills. Companies want employees who can supervise and direct other workers.
- ✓ Teamwork.
- ✓ Communication Skills.
- ✓ Problem Solving Skills.
- ✓ Work Ethic.
- ✓ Flexibility/Adaptability
- ✓ Interpersonal Skills

1.1.2. Work value

Your work values are the subset of your beliefs and ideas that are related to your occupation or job. These core principles are an important part of who you are. They include things like honesty, service, self-respect, respect for others, peace, and success

What are good work values?

Decided to look for top personal values employers look for in employees:

- ✓ Strong work ethics.
- ✓ Dependability and responsibility.
- ✓ Possessing a positive attitude.
- ✓ Adaptability.
- ✓ Honesty and integrity.
- ✓ Self-motivated.
- ✓ Motivated to grow and learn.
- ✓ Strong self-confidence

The following are five candidates for the practical values having foremost importance:

- ✓ Integrity.
- ✓ Accountability.
- ✓ Diligence.
- ✓ Perseverance.
- ✓ Discipline

Why are values important in work?

Why work values are important. Often, people choose a career for all the wrong reasons, and find their responses to the workplace are incompatible with their true values. ... Work values include talents, motives, values and attitudes which provide stability and direction for your chosen career

Work Values Employers Look For

- ✓ Strong Work Ethic. Employers value employees who understand and possess a willingness to work hard.
- ✓ Dependability and Responsibility
- ✓ Possessing a Positive Attitude
- ✓ Adaptability
- ✓ Honesty and Integrity
- ✓ Self – Motivated
- ✓ Motivated to Grow & Learn
- ✓ Strong Self – Confidence.

1.2.   Classification of work values/ethics

- ✓ Work values can be divided into two functional categories.
- ✓ **Intrinsic; -** values are those that relate to a specific interest in the activities of the work itself, or to the benefits that the work contributes to society.
- ✓ **Extrinsic**; -values relate to the favorable conditions that accompany an occupational choice, such as physical setting, earning potential, and other external features. Most people, in order to feel truly satisfied with their work, must find some personal intrinsic value in it.

Work values/ethics/concepts *are:*

1.   Commitment/ dedication

Commitment dedication and commitment are two words that are often used interchangeably. While both these words refer to a strong feeling of loyalty and strong support for someone or something, commitment can also refer to an obligation or a pledge. This is the main difference between dedication and commitment

2. **sense of urgency**

A sense of urgency" generally refers to communicating to an individual or team that it's imperative to act promptly, decisively and without delay. The phrase can be applied in the context of leadership and management, or in the field of marketing and sale

3. **Sense of purpose**

A sense of purpose means having something in your life that is so meaningful to you that you don't want to give it up. It's something that without you might not be achieved or accomplished. A sense of purpose is something that will inspire you to a greater level of achievement

4. **love for work**

Doing so is very valuable to your life in many ways, including greatly increasing your probability of financial success. But you don't have to love, or even like your overall job to enjoy everyday aspects of it. This is important because every job has aspects that will be very unpleasant for you.

5. **High motivation**

Motivation is an internal process that makes a person move toward a goal. Instead, motivation can only be inferred by noting a person's behavior.

6. **Orderliness**

Orderliness is associated with other qualities such as cleanliness and diligence, and the desire for order and symmetry, and is generally considered to be a desirable quality

7. **Reliability and dependability**

Dependable means "reliable, steady, trustworthy." If people can always count on you that means you are dependable

8. **Competence**

A cluster of related abilities, commitments, knowledge, and skills that enable a person (or an organization) to act effectively in a job or situation. Because each level of responsibility has its own requirements, competence can occur in any period of a person's life or at any stage of his or her career.

9. **goal-oriented**

Goal-oriented person or team works hard to achieve good results in the tasks that they have been given: The management team was made up of ambitious, goal-oriented types who'd worked hard for their positions

10. **sense of responsibility**

A sense of responsibility is an awareness of one's obligations. It can be defined as a general conscious awareness; "a sense of security"; "a sense of happiness"; "a sense of danger"; "a sense of self". Sense of responsibility is an important factor that cannot be overemphasized even in our society.8

11.   Being knowledgeable

Being knowledgeable is the first step in becoming skilled and then confident. It means you are aware of your surroundings; you remember and understand things you learn and you know how to perform various related tasks. Being treated by others as a knowledgeable or skilled person is a great reward and motivator.

12.   loyalty to work/company

Loyal Employees Definition: Employee loyalty to a company refers to employees who are dedicated to the growth of their company and consider being an employee of the organization as in their best interest. Such employees are faithful to thecompany; possess strong feelings of care, responsibility, and bonding.

13.   Sensitivity to others

Sensitivity means you pick up on the feelings of others. If you have great sensitivity to your classmates, then you're aware of their needs and behave in a way that makes them feel good.

14.   compassion/caring attitude

15.   Balancing between family and work and sense of nationalism

Self-Check -1	Written Test

Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the space provided on the next page

1. Define the following word (2pts each)
   - ✓ Work ethics
   - ✓ Work value
2. Why are values important in work? (2pts)
3. Briefly describe about work value characteristics(10pts)

Note: **Satisfactory rating - 8 and above points   Unsatisfactory - below 8 points**

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

Answer Sheet

Score = _____
Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. _____
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_____

3. _____

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Information Sheet- 2	**Undertaking work practices**

2.1.   Introduction Work practice

Safe work practices are generally written methods outlining how to perform a task with minimum risk to people, equipment, materials, environment, and processes.

Safe job procedures are a series of specific steps that guide a worker through a task from start to finish in a chronological order

Best workplace practices include the day to day relationships that the employees experience, and not a checklist of policies, programs and benefits.

- ✓ Provide Clear Expectations
- ✓ Give People the Opportunity to Use Their Skills
- ✓ Support Your Team
- ✓ Encourage People to Contribute Ideas and Get Involved In Decisions.

Safe working practice

This includes knowing the hazards of their jobs and their workplace and knowing how to control these hazards. Having written safe work practices and procedures is an essential component of an OH&S program. A practice is a set of guidelines to help workers perform a task that may not require

Safe Work Procedures are documented procedures for performing tasks. The purpose of a safe work procedure is to reduce the risk to health and safety in the workplace and reduce the likelihood of an injury by ensuring that employees know how to work safely when carrying out the tasks involved in their jobs.

How do you write a procedure for a job?

Here are some good rules to follow:

- ✓ Write actions out in the order in which they happen
- ✓ Avoid too many words
- ✓ Use the active voice
- ✓ Use lists and bullets.

✓ Don't be too brief, or you may give up clarity.

✓ Explain your assumptions, and make sure your assumptions are valid.

✓ Use jargon and slang carefully.

2.2. Concept of Work practices

Work methods are the physical actions employed to perform a task. Evaluating and modifying work methods to prevent discomfort and injury is one of several components of an effective ergonomics program. Work methods are also called work practices

Good work practice should be including

1. Quality of work

Work quality is the value of work delivered by an individual, team or organization. This can include the quality of task completion, interactions and deliverable.

2. Punctuality

Punctuality is a sign of professionalism and helps you stand out as a reliable and trustworthy employee. If you don't get your part of a project completed on time, you keep others from being able to finish their tasks. Being punctual helps establish your reputation as a dependable and consistent worker

3. Efficiency

Efficiency is the (often measurable) ability to avoid wasting materials, energy, efforts, money, and time in doing something or in producing a desired result.In general, efficiency is a measurable concept, quantitatively determined by the ratio of useful output to total input.

4. Effectiveness

Effectiveness is the capability of producing a desired result or the ability to produce desired output. When something is deemed effective, it means it has an intended or expected outcome, or produces a deep, vivid impression

5. Productivity

A measure of the efficiency of a person, machine, factory, system, etc., in converting inputs into useful outputs. Productivity is computed by dividing average output per period by the total costs incurred or resources (capital, energy, material, personnel) consumed in that period.

6. Resourcefulness

It means they are good at problem solving, and this could come in very handy. Think of resourceful people as "full of resources," or tools for coming up with solutions. They adapt well to new or difficult situations and they are able to think creatively.

An attitude of resourcefulness inspires out-of-the-box thinking, the generation of new ideas, and the ability to visualize all the possible ways to achieve what you desire.

6 Characteristics of Resourceful People That Bring Them Success

- Open minded
- Self-assured.
- Imaginative
-

- Proactive.
- Persistent.
- Hopeful.

7. innovativeness/creativity

Creativity is the capability or act of conceiving something original or unusual.

Innovation is the implementation of something new. Invention is the creation of something that has never been made before and is recognized as the product of some unique insight.

8. cost consciousness

Cost-conscious in British having an awareness of costs; careful about spending.

9. 5s

The five in a 5S workplace organizational and housekeeping methodology refers to five steps – sort, set in order, shine, standardize and sustain. Safety should be the honorary sixth "S." The 5S methodology is a simple and universal approach that works in companies all over the world.

5S is the foundation of all improvements and is the key component of establishing a Visual Workplace. Both are a part of Kaizen — a system of continual improvement which is a component of lean manufacturing. A 5 S program focuses on having visual order, organization, cleanliness and standardization.

10. attention to details

Attention to detail is the ability to achieve thoroughness and accuracy when accomplishing a task. As many employers seek this skill, it is not surprising to see many students list on their resume that they have 'strong attention to detail'.

Self-Check -2	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1.   briefly   describe   about   the
      characteristics of   good work practice (4pts)
2.   define work practice(6pts)

Note: **Satisfactory rating – 5&above points Unsatisfactory - below 5 points**

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

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Information Sheet-3	**Conducting personal behavior and relationships with co-workers and/or clients**

3.1. introduction to personal behavior in the work place

Personal Behavior, in this context, refers to those socially responsible lifestyle choices made by individuals in order to enact their values, acting so as to "be the change you want to see in the world

Behavior refers to absolutely everything we do. Personality is how we as individuals tend to behave and also think and feel in ways that are broadly consistent over time, but may be quite different from how a lot of other people think, feel and behave. personality influence behavior.

A study on human behavior has revealed that 90% of the population can be classified into four basic personality types: Optimistic, Pessimistic, Trusting and Envious. However, the latter of the four types, Envious, is the most common, with 30% compared to 20% for each of the other groups.

4 types of behavior

There are four different types of communication behavior: aggressive, assertive, passive, and passive-aggressive

3.1.1. characteristics of personal behavior

Characteristics of behavior

Personality traits are "persisting" characteristics that are consistently demonstrated in spite of changing circumstances or environment. Because they define habitual patterns of behavior, thought and emotion, they provide a foundation for predicting behavior.

- **Qualities of Highly Successful People in the work**
  - ✓ Drive. You have the determination to work harder than most and make sure things get done

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- ✓ Self-reliance. You can shoulder responsibilities and be accountable. ...
- ✓ Willpower. You have the strength to see things through--you don't vacillate or procrastinate
- ✓ Patience.
- ✓ Integrity
- ✓ Passion.
- ✓ Connection
- ✓ Optimism.

In the work place the behavior of a person should be show the following signs

- **Signs of a positive workplace**
  - ✓ Positive values
  - ✓ Relaxed and productive atmosphere
  - ✓ Commitment to excellence
  - ✓ Open and honest communication
  - ✓ Cooperation, support, and empowerment
  - ✓ Sense of humor.
  - ✓ Compassion, respect, and understanding
  - ✓ Flexibility

3.2. personal relationship with co-workers and or client

Defining a Good Relationship. There are several characteristics that make up good, healthy working relationships: Trust This is the foundation of every good relationship. When you trust your team and colleagues, you form a powerful bond that helps you to work and communicate more effectively.

There are two types of work relationships: professional and personal. Professional relationships are solely for the purpose of getting your work done. They help you advance your career and would not exist if not for your job. Personal relationships at work are those you have in the workplace for social reasons.

The development of good relationships in the workplace have the potential to improve the mood of employees, making them subsequently more productive. Higher employee retention rate:

Employees may feel more connected to a company if they develop close relationships with their co-workers.

What's a working relationship?

The definition of working relationship in the dictionary is a relationship with a colleague, boss or employee to have a good working relationship if people have a good working relationship, they are on good terms, and can work effectively together.

Positive working relationships

Trust, teamwork, communication and respect are keys to effective working relationships. Develop positive relationships with the individuals you interact with at work to make your job more enjoyable and productive. Strong working relationships take time to mature, so focus on being consistent and dependable

3.2.1. Defining a Good Relationship

There are several characteristics that make up good, healthy working relationships:

- **Trust** – This is the foundation of every good relationship. When you **trust** your team and colleagues, you form a powerful bond that helps you to work and communicate more effectively. If you trust the people you work with, you can be open and honest in your thoughts and actions, and you don't have to waste time and energy "watching your back."

- **Mutual Respect** – When you respect the people who you work with, you value their input and ideas, and they value yours. Working together, you can develop solutions based on your collective insight, wisdom and creativity.

- **Mindfulness** – This means taking responsibility for your words and actions. Those who are mindful are careful and attend to what they say, and they don't let their own negative emotions impact the people around them.

- **Welcoming Diversity** – People with good relationships not only accept diverse people and opinions, but they welcome them. For instance, when your friends and colleagues offer different opinions from yours, you take the time to consider what they have to say, and factor their insights into your decision-making.

- **Open Communication** – We communicate all day, whether we're sending emails and IMs, or meeting face to face. The better and more effectively you communicate with those around you, the richer your relationships will be. All good relationships depend on open, honest communication.

How to Build Good Work Relationships

Develop Your People Skills

Good relationships start with good people skills. Take our How Good Are Your People Skills?   Quiz to find out how your "soft skills" are. For instance, how well you

collaborate, communicate and deal with conflict. This self-test will point you to tools that will help you to deal with any weaknesses that you have.

Identify Your Relationship Needs

Look at your own relationship needs. Do you know what you need from others? And do you know what they need from you?

Understanding these needs can be instrumental in building better relationships.

Schedule Time to Build Relationships

Devote a portion of your day toward relationship building, even if it's just 20 minutes, perhaps broken up into five-minute segments. These little interactions help build the foundation of a good relationship, especially if they're face-to-face.

Focus on Your EI

Also, spend time developing your emotional intelligence (EI). Among other things, this is your ability to recognize your own emotions, and clearly understand what they're telling you. High EI also helps you to understand the emotions and needs of others.

Appreciate Others

Show your appreciation whenever someone helps you. Everyone, from your boss to the office cleaner, wants to feel that their work is appreciated. So, genuinely compliment the people around you when they do something well. This will open the door to great work relationships.

Be Positive

Focus on being positive. Positivity is attractive and contagious, and it will help strengthen your relationships with your colleagues. No one wants to be around someone who's negative all the time.

Manage Your Boundaries

Make sure that you set and manage boundaries properly – all of us want to have friends at work, but, occasionally, a friendship can start to impact our jobs, especially when a friend or colleague begins to monopolize our time.

If this happens, it's important that you're assertive about your boundaries, and that you know how much time you can devote during the work day for social interactions.

Avoid Gossiping

Don't gossip – office politics and "gossip" are major relationship killers at work. If you're experiencing conflict with someone in your group, talk to them directly about the problem. Gossiping about the situation with other colleagues will only exacerbate the situation, and will cause mistrust and animosity between you.

Listen Actively

Practice active listening when you talk to your customers and colleagues. People respond to those who truly listen to what they have to say. Focus on listening more than you talk, and you'll quickly become known as someone who can be trusted.

Self-Check -3	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. discus about working relationship? (2pts)
2. list What are the quality of Highly Successful People in the work (4pts)
3. discuss about the difference between behavior and personality(2pts)
4. discuss how to build good relationship in the work place (4pts)

Note: **Satisfactory rating – 6 and above points**　　　**Unsatisfactory - below 6 points**

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

Answer Sheet

Score = _____

Rating: _____

Name: _____　　　　Date: _____

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information sheet_4	**Using company resources**

4.1. Introduction to company resource

A 'resource' is a source or supply from which a benefit is produced. An item becomes a resource with time and developing technology. Typically, resources are materials, energy, services, staff, knowledge, or other assets that are transformed to produce benefit and, in the process, may be consumed or made unavailable**.**

An economic or productive factor required accomplishing an activity, or as means to undertake an enterprise and achieve desired outcome. Three most basic resources are land, labor, and capital; other resources include energy**,** entrepreneurship, information, expertise, management, and time

4.2. Types of company resource

The following are the four basic types of economics resources: Land – natural resources such as iron ore, gold, diamonds, oil, etc. Labor – human resources such as wage-earning workers Capital – plants and equipment used in the production of final goods, such as assembly lines, trucks, heavy duty machinery, factories,

4.3. Concept of ethical utilization of company resources

Company resources

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1. consumable materials

Consumables: -are products that consumers use recurrently, i.e. items which "get used up" or discarded. For example, consumable office supplies are such products as paper, pens, file folders, Post-it notes, and toner or ink cartridges in construction, cement sand in laboratory chemicals, and regents

2. equipment/machineries

Machinery and equipment" mean: "Industrial fixture" means an item attached to a building or to land. "Device" is an item that is not attached to the building or site. Examples of devices are: Forklifts, chainsaws, air compressors, clamps, free standing shelving, software, ladders, wheelbarrows, and pulleys

Equipment is a type of fixed asset used by a company in its business operations and reported on the long-term assets section of the balance sheet under the line item property, plant, and equipment. Tangible property (other than land or buildings) that is used in the operations of a business

The difference between plant and machinery is that generally machinery will have moving working parts, and plant will not (though computers and similar electronic devices are considered to be machinery, despite have no moving parts). The working parts of a machine are also considered to be machinery.

3. Human

Human Resources is also the function in an organization that deals with the people and issues related to people such as compensation and benefits, recruiting and hiring employees, onboarding employees, performance management, training, and organization development and culture. **Human resources** are defined as the people employed by a company or the department in a company in charge of hiring, training, benefits and records. An example of human resources is the department you would speak with to get more information about employee benefits.

4. time

Why Time is a resource?

A lot of people believe money is their most important resource but we think they're misguided. Their most important resource is time. You can get more money through various avenues but once time is gone, it's gone forever. You can't buy more or borrow more, so time is a limited resource that expires every day. A few steps to help make better use of your time. There is an importance to ourtime, some will say it is our most scarce resource, I say it is one of the most mistreated assets available to man. Time means more to some than others, some get much more out of their time than other

5. financial resources

The money available to a business for spending in the form of cash, liquid securities and credit lines. Before going into business, an entrepreneur needs to secure sufficient financial resources in order to be able to operate efficiently and sufficiently well to promote success

Self-Check -4	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. discuss about company resources (6pts)
2. why time is scarce resource(2pts)
3. what is resource (2pts)

Note: **Satisfactory rating – 5 and above points**   **Unsatisfactory - below 5points**

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

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Instruction Sheet	Learning Guide #3 Deal with ethical problems

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

- Accessing company ethical standards, organizational policy and guidelines
- Applying the prevention and reporting of unethical conduct
- Reporting and/or resolving work incidents/situations
- Using resolution and/or referral of ethical problems

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**:

- Accesses Company ethical standards, organizational policy and guidelines on the prevention and reporting of unethical conduct and applied in accordance with transparent company ethical standard, policies and guidelines.
- Report and/or resolve Work incidents/situations in accordance with company protocol/guidelines.
- use resolution and/or referral of ethical problems identified as learning opportunities

Learning Instructions:

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below 3 to 6.

3. Read the information written in the information "Sheet 1, Sheet 2, and Sheet3".on page 31,34 and 38

4. Accomplish the "Self-check 1, Self-check t 2, and Self-check 3, page 33, 37, and 40 respectively.

5. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet 1" in page -41.

6. Do the "LAP test" in page – 42 (if you are ready).

7. After You accomplish Operation sheets and LAP Tests, ensure you have a formative assessment and get a satisfactory result;

8. Then proceed to the next information sheet

Information Sheet-1	Accessing company ethical standards, organizational policy and guidelines

1.1.   Introduction to company ethical standards

Ethical standards Principles that when followed, promote values such as trust, good behavior, fairness, and/or kindness. There is not one consistent set of standards that all companies follow, but each company has the right to develop the standards that are meaningful for their organization.

Ethical standards are not always easily enforceable, as they are frequently vaguely defined and somewhat open to interpretation ("Men and women should be treated equally, " or "Treat the customer with respect and kindness."). Others can be more specific, such as "Do not share the customer's private information with anyone outside of the company."

Ethical characteristics

Ethical characteristics are the standards of right and wrong we display in daily activities. When someone acts in an ethical manner, she usually tries to do the right thing. There are many ethical characteristics employees in an organization display, which can reflect on the business as a whole

1.2.   Company organizational policy and guide lines

Company policies and procedures establish the rules of conduct within an organization, outlining the responsibilities of both employees and employers. Company policies and procedures are in place to protect the rights of workers as well as the business interests of employers.

An organizational policy is a set of guidelines and best practices put in place to protect the company, employees, and customers. In general, organizational policies define what is or is not permitted within the organization.

Procedures provide specific guidelines for completing a task, such as filling out and submitting a form. The procedures are normally based on organizational policy, which deals with broad issues, roles and functions relating to the specific area, such as case management, workplace safety or purchasing.

1.3. Purpose of accessing ethical standards, organizational policy and guidelines

Purpose of organizational policies

Workplace policies establish boundaries, guidelines, and best practices for acceptable behavior at your business. The purpose of policies such as these is they allow you to communicate to your employees the way you expect them to behave on the job

Why have policies to an organization?

Policies provide framework and structure for your organization. If you have strong policies on ethics, for instance, you can help instill the importance of integrity and ethical behaviors in employees. Policies also serve as a way for management to communicate behavioral expectations to employees.

Why should companies have an ethics policy?

A well-written code of conduct clarifies an organization's mission, values and principles, linking them with standards of professional conduct. It can also serve as a valuable

reference, helping employees locate relevant documents, services and other resources related to ethics within the organization.

Why is it important to follow Organizational policies and procedures?

They ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes. However, policies and procedures won't do your organization any good if your employees don't follow them. Following policies and procedures is good for employees and your organization as a whole.

purpose of a code of ethics is to provide guidance and set common ethical standards to promote consistency in behavior across all levels of employment. A code governs the actions and working relationships of board members and top management with employees and in dealings with other stakeholders.

Self-Check -1	Written Test

Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the space provided on the next page

1. What are company ethical standard (2pts)
2. Characteristics of ethical standard(2pts)
3. Why have policies to an organization? (2pts)
4. Write the purpose of ethical standards, organizational policy and guidelines(4pts)
5. Why an organization or company needs to policy or guide line(2pts)

Note: **Satisfactory rating - 6 and above points   Unsatisfactory - below 6 points**

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

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. _____

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Information Sheet- 2	Applying the prevention and reporting of unethical conduct

2.1. Introduction to unethical conduct in work place

Unethical behavior is an action that falls outside of what is considered morally right or proper for a person, a profession or an industry. Individuals can behave unethically, as can businesses, professionals and politicians.

Ethical behavior, simply put, is doing the right thing. Unethical behavior is the reverse. In the workplace, unethical behavior certainly includes any deeds that violate the law, such as theft or violence. Examples of unethical behavior can be found in all types of businesses and in many different areas.

Unethical behavior in the workplace doesn't have to be rampant or extravagant to be costly. Whether it's a common infraction like misusing company time, mistreating others, lying, stealing or violating company internet policies, unethical behavior in the workplace is widespread. These are the causes

2.2. prevention and reporting method of unethical conduct

Prevention: - With respect to human services, prevention typically consists of methods or

activities that seek to reduce or deter specific or predictable problems, protect the current state of well-being, or promote desired outcomes or behaviors

A report is written for a clear purpose and to a particular audience. The reportbrief may outline the purpose, audience and problem or issue that your report must address, together with any specific requirements for format or structure

The goal and functions to a good scientific reports part of the scientific work. Regardless of its form and style, the functions of a report are: information on the work performed, observed results and conclusions are drawn. For the author, the report is a concentrate, while for the recipient it is a whole.

How do you report unethical behavior in the workplace?

You may need proof or witnesses of the behavior or actions. The more evidence you have, including

- ✓ voice mails,
- ✓ emails,
- ✓ documents,
- ✓ Files and testimonials, you gather, the stronger your case.
- ✓ Report the unethical behavior to your supervisor. The first line of reporting such incidents or actions is with your direct boss.

How to Prevent Unethical Behavior in the Workplace

1. Make sure all employees and managers review company policies regarding a hostile workplace and retaliation.
2. Hold managers to the same standards as employees.
3. Discuss ethical issues and behaviors with employees during regular and one-on-one meetings.

Generally

- ✓ It is a sad truth that the employees of just about every business, in every business, will occasionally encounter team members who are taking part in unethical behaviors.
- ✓ Such unethical behaviors include a wide variety of different activities. Among the most common unethical business behaviors of employees are making long-distance calls on business lines, falsifying the number of hours worked, or much more serious and illegal practices, such as embezzling money from the business, or falsifying business records.
- ✓ There are several techniques that allow for the management to decide on unethical

activities.

- o The first step is to create a company policy, in writing, that is read and signed by each employee. This erases most feelings of ambiguity when it comes to deciding what to do after witnessing an unethical behavior.
- o The second is to give a clear outline of what is expected of the person who has discovered the unethical behavior. It should include the person who should be contacted, and how to go about doing it. With clear instructions, there will be less hesitation in reporting unethical activities, and then they can be dealt with quickly and relatively easily, before they develop into overwhelming issues.
- ✓ Furthermore, the repercussions of unethical behaviors should be clearly stated. This way, both the person doing the activity, and the witness to the activity will be well aware of the way that things will be dealt with, and there won't be any risk of someone not reporting unethical behavior because they're afraid that the culprit will be unfairly treated. Communication is key in the proper management of unethical behavior in today's workplace.
- ✓

How to Prevent Unethical Behavior in the Workplace

1. Make sure all employees and managers review company policies regarding a hostile workplace and retaliation.
2. Hold managers to the same standards as employees.
3. Discuss ethical issues and behaviors with employees during regular and one-on-one meetings.

How do you deal with unethical conduct?

- o Don't Take Action without Evidence. Before you do anything, you need to make sure you know the facts.
- o Follow Company Procedure. If you can, you should follow company procedure on reporting unethical behavior
- o When the Issue Goes Beyond Being Unethical.
- o Consider Going Elsewhere

Self-Check -2	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. What is a good report? (2pts)

2. What causes unethical behavior in the workplace? (4pts)

3. Discuss about how deal with unethical conduct? (4pts)

4. How to Prevent Unethical Behavior in the Workplace(2pts)

Note: **Satisfactory rating – 6&above points Unsatisfactory - below 6 points**

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

Score = _____	
Rating: _____	

Name: _____   Date: _____

Short Answer Questions

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Information Sheet-3	Reporting and/or resolving work incidents/situations

3.1.   Introduction to work incidents/situation

A dangerous incident is an incident in relation to a workplace that exposes a worker or any other person to a serious risk to a person's health or safety emanating from an immediate or imminent exposure to: an uncontrolled escape, spillage or leakage of a substance.

An "Accident" is defined as an unplanned event that results in personal injury or property damage. An incident is defined as an unplanned event that does not result in personal injury but may result in property damage or is worthy of recording

The common Incidents/situations which can be seen in work place are:

- **violent/intense dispute or argument**

Intense Acute, strong, or vehement, as sensations, feelings, or emotions: intense anger. of an extreme kind; very great, as in strength, keenness, severity, or the like:

- **gambling**
- use of prohibited substances
- pilferages
- damage to person or property
- vandalism
- falsification
- bribery
- sexual harassment
- blackmail

3.2. Reporting and/or resolving work incidents/situations

- **Reporting work incidents**
  - ✓ Investigate the Unethical Behavior.
  - ✓ File the Claim with HR
  - ✓ Make notes of the event that you will be reporting.
    - o You will need dates, names and concise details when you lodge your complaints.
  - ✓ preparing your presentation
    - o Prepare for the grievance hearing by gathering all supporting documents and evidence, lining up your witnesses and.
      - o The burden of proof is on you, so make sure you are prepared.
  - ✓ Ask to speak with the appropriate personnel and explain to him/ her exactly what happened.
    - o The office phone number should be located.
    - o Refer to your notes and relate your experience calmly and rationally.
    - o Follow up your phone call with a letter, outlining your conversation and your complaint.
    - o All incidents can be reported online but a telephone service remains for reporting sexual harassment, bribery, vandalism, gambling, violent/intense dispute or argument etc.

- o More information on when, and how, to report very serious or dangerous incidents, can be found by visiting the out of hours webpage.
  - o If you want to report less serious incidents out of normal working hours, you can always complete an online form.
  - ✓ File on the report
- **Resolution methods of work incident**
  - ✓ Discover tools to address and resolve conflicts through better communication.
  - ✓ Gain a solid understanding of the theoretical basis of conflict resolution and rich hands-on experience with conflict resolution practices.
  - ✓ Explore current models of conflict resolution that are applied in interpersonal, organizational, community and international situations.
  - ✓ Refine your ability to mediate, facilitate, negotiate, and build consensus and collaboration.

Why should all incidents and accidents be reported?

That is why getting injuries treated when they occur is so important. Beyond the need for immediate medical treatment, there is another equally important reason to report all accidents and injuries. Accidents must be investigated and their causes found to prevent the same injuries from happening again to someone else.

Concept of using resolution of ethical problems as learning opportunities

- Awareness creation: providing information on the unethical behavior or event
- Punishing in terms of money, promotion, educational opportunity, incentive
- Publicizing the issue through notifying on the notice board, media, etc
- Fire out is the last measure.

Self-Check -3	**Written Test**

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. Why should all incidents and accidents be reported? (2pts)
2. List Resolution methods of work incident(4pts)
3. List common Incidents/situations which can be seen in work place(2pts)
4. Define the word work incidence (2pts)

Note: **Satisfactory rating – 5 and above points**   **Unsatisfactory - below 5 points**

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

Name: _____   Date: _____

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Operation Sheet 1	Procedure for Reporting work incidents

Steps

1. Select appropriate tools and equipment

2. Investigate the Unethical Behavior.

3. File the Claim with HR

4. Make notes of the event that you will be reporting

5. preparing your presentation

6. Ask to speak with the appropriate personnel and explain to him/ her exactly what happened.

7. File on the report

LAP Test	Practical Demonstration

Name_____   Date_____

Time Started_____   Time Finished_____

INSTRUCTION

Instructions: Given necessary templates, workshop, tools and materials you are required to perform the following tasks within 1 hour.

Task 1: prepare report work incidents

Instruction Sheet	**Learning Guide #4 Maintain integrity of conduct in the workplace**

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

- Demonstrating personal work practices and values
- Providing instructions to co-workers on ethical, lawful and reasonable directives
- Sharing company values/practices with co-workers

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**:

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- Demonstrate Personal work practices and values consistently with acceptable ethical conduct and company's core values.

- Provide Instructions to co-workers based on ethical, lawful and reasonable directives.

- Share Company values/practices with co-workers using appropriate behavior and language.

Learning Instructions:

1. Read the specific objectives of this Learning Guide.

2. Follow the instructions described below

3. Read the information written in the "Information Sheets 1- 3". On pages 44, 46 and 48. Try to understand what are being discussed.

4. Accomplish the "Self-checks 1, 2 and 3" in each information sheets on pages45, 47 and 52.

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-checks).

Information Sheet-1	Demonstrating personal work practices and values

1.1.   **Demonstrate personal work practice**

Demonstration is a proof or example of something. When protesters get together to show their presence and support, this is an example of a demonstration.

-                                   **Demonstrate integrity in the workplace**

✓   Work when you are supposed to and save socializing, snacking, searching the Internet and personal phone calls for break time.

✓ Turn in the extra change you found in the soda or snack vending machine.

✓ Show respect to coworkers with appropriate conversation and empathy.

1.2. Purpose of demonstrate work value in work practice

Why are values important in the workplace?

Your organization's workplace values set the tone for your company's culture, and they identify what your organization, as a whole, cares about. It's important that your people's values align with these. ... Values alignment helps the organization as a whole to achieve its core mission

What are core values at work?

The core values of the employees in your workplace, along with their experiences, upbringing, and so on, meld together to form your corporate culture. The core values of the founder of an organization permeate the workplace. His or her core values are powerful shapers of the organization's culture

1.3. Method of demonstrate work value

- Demonstrate Personal work value

  How do you demonstrate work values?

- **Some examples of workplace values include:**

  ✓ Being accountable.   ✓ Being completely honest.

  ✓ Making a difference.   ✓ Keeping promises.

  ✓ Focusing on detail.   ✓ Being reliable.

  ✓ Delivering quality.   Being positive

Values are standards or ideals with which we evaluate actions, people, things, or situations. Beauty, honesty, justice, peace, generosity are all examples of values that many people endorse. In thinking about values, it is useful to distinguish them into three kinds: Personal values: values endorsed by an individual.

Self-Check -1	Written Test

Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the space provided on the next page

1. Discus about work value(4pts)
2. Describe personal work practice (2pts)
3. How demonstrate the work value (2pts)

Note: **Satisfactory rating - 4 and above points   Unsatisfactory - below 4points**

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

Answer Sheet_1

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. _____

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Information Sheet- 2	**Providing instructions to co-workers on ethical, lawful and reasonable directives**

2.1. Introduction to ethical instruction on co-workers

Purpose of work instruction is a tool provided to help someone to do a job correctly. This simple statement implies that the purpose of the work instruction is quality and that the target user is the worker. Unfortunately, in many workplaces, today's work instructions have little connection with this fundamental focus.

Identifying that your work instructions serve four key purposes provides the evidence that your organization practices advanced quality planning. It shows that

the organization considers the work instruction process to be more important than just a mandated requirement from the latest quality standard.

2.1.1 Concepts of providing instructions to co-workers

- **Verbal Communication**
    - ✓ Verbal communication includes sounds, words, language and speaking.
    - ✓ Language is said to have originated from sounds and gestures. There are many languages spoken in the world. The basis of language formation is: gender, class, profession, geographical area, age group and other social elements.
    - ✓ Speaking is an effective way of communicating and is again classified into two type's viz. interpersonal communication and public speaking.

- **Written communication**
    - ✓ Written communication is writing the words which you want to communicate.
    - ✓ Good written communication is essential for business purposes.
    - ✓ Written communication is practiced in many different languages. E-mails, reports, articles and memos are some of the ways of using written communication in business.
    - ✓ The written communication can be edited and amended many times before it is communicated to the second party to whom the communication is intended.
    - ✓ This is one of the main advantages of using writing as the major means of communication in business activity.
    - ✓ Written communication is used not only in business but also for informal communication purposes.
    - ✓ SMS is an example of informal written communication.

Self-Check -2	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. Write the purpose of written communication to share company value /work practice(4pts)

2. Discus the purpose of providing instruction to share company value to coworkers(4pts)

Note: **Satisfactory rating – 4&above points Unsatisfactory - below 4 points**

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

Answer Sheet_2

Score = _____

Rating: _____

Name: _____   Date: _____

Short Answer Questions

1. _____

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2. _____

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Information Sheet-3	Sharing company values/practices with co-workers

3.1. introduction Communication skill on sharing company values/practices

Shared value is a management strategy focused on companies creating

 Measurable business value by identifying and addressing social problems that intersect with their business

Creating shared value is the practice of creating economic value in a way that also creates value for society by addressing its needs and challenges. There are 3 ways to create shared value: by reconceiving products and markets, by redefining productivity in the value chain, and by enabling local cluster development.

Main Types of Communication

- Verbal Communication. Verbal communication seems like the most obvious of the different types of communication.
- Nonverbal Cues Speak Volumes. Nonverbal communication provides some insight into a speaker's word choice
- Visual Communication

- ✓ Good relations among members of a business are critical for success.
- ✓ Good communication skills are an important element for the development of good relationships.
- ✓ Poor communications starve a relationship while good communications nourish it.
- ✓ This is true regardless of whether you are a member of a committee looking at starting a business or a member of a team operating a business.
- ✓ So, improving communication skills is important for success. But this doesn't just happen.
- ✓ Both the receiver and the sender must work at developing verbal and listening skills.

A. Business Discussions

- ✓ Do not allow ridicule, punishment or lecturing in business discussions.
- ✓ Encourage listening, understanding, finding alternatives, and commitment to action, and support for one another.

✓ Listen not only to what the other person is saying, but also to what he/she is feeling. Being respectful of all team members is important at all times.

B. **Keys to Effective Communication**

Simply reading the following keys to effective communications will not improve your communication skills. You must practice them. Practice them until they become habits.

- **Give your attention**

When someone starts to talk to you, stop what you are doing and thinking. Face the person and devote your whole attention to what and how it is being said.

- **Listen, not just hear**

One of the keys to good communication is the willingness to listen for meaning in what the other person says and not just for the words. Watch facial expressions and body language.

- **Don't let your mind wander**

While the person is talking, do not think about your answer or response. Listen until the person is finished, and then decide what you are going to say.

- **Check for accuracy**

When the person is finished talking, paraphrase back to the person what was said to you. If you heard right, then respond to that statement or question.

- **Be aware of other's needs**

You need to be aware of the needs of the other business associates. Each person has different needs that should be considered and respected. Although each of us has differing needs, all of us have a need for trust, responsibility, praise, security, sense of belonging, and recognition.

- **Ask, don't tell - demonstrate equality**

Do this by asking for advice or asking a person to do something. This shows you respect the other person as a peer or equal. Telling often implies a superior/subordinate relationship, such as boss vs. employee.

- **Keep an open mind**

Do not criticize, pass judgment, or preach. It is extremely important to learn to make objective evaluations about ideas, people, and situations. You are making a value judgment when you attach your values, beliefs, or needs to an appraisal.

- **Offer advice, don't give advice**

Learn to offer in-sights, advice, and expertise without being forceful. It is wrong to say "this is how you should handle it" or "this is what you should do." It is better to say "what do you think about this way," or "I suggest us" However, sometimes it is not appropriate to even soft-pedal advice. You should offer it only if asked for.

- **Develop trust**

Trust is the product of open and honest communications. So, it is important that good communication channels exist. Also, trust is an essential ingredient of teamwork. If trust exists among business associates, teamwork and cooperation are much easier to achieve.

- **Create feelings of equity**

People share a sense of equality if all parties are informed, trust exists, and work is based on cooperation. For business ventures to succeed, all the parties must feel that they are equals. If one party feels left out or feels like a subordinate, success becomes less likely.

- **Develop comfortable relations**

Tension and stress are normal in any relationship. However, the level of tension and stress can be reduced in businesses that develop teamwork and trust through open and honest communication.

- **Become genuinely interested in others**

All of us have a need to feel important and be understood. One of the ways we feel important is if others are interested in us. So talk in terms of the other persons' interests and try to understand another point of view. If we expect others to understand us, we must first understand them.

- **Motivate others**

There are several ways to motivate people. Both negative and positive reinforcement are effective. But in the long run, negative reinforcement like criticism or punishment often creates a desire for revenge. Too often we think of positive reinforcement as receiving more income, but other positive reinforcements that require little effort are praise, trust, interest, and recognition.

- **Keep a sense of humor**

✓ Laugh at the goofy things that happen. Laugh off little annoyances.

✓ Smile at every opportunity. Seeing the humor in a situation can often defuse it.

3.2. promote teamwork among coworkers

Five Ways to Promote Good Teamwork In the Workplace

- ✓ Be a good leader. Whether you're a manager, or have seniority as a result of company loyalty, you are setting the tone for the rest of the employees in the workplace.
- ✓ Practice clear communication. Convoluted communication is a recipe for disaster
- ✓ Define responsibilities.
- ✓ Conflict resolution
- ✓ Remain positive.

How do you encourage team building in the workplace?

If you want your employees to work together and produce great results, here are some tips to improve teamwork within your organization.

- ✓ Encourage Informal Social Events.
- ✓ Clarify Roles.
- ✓ Specify Goals
- ✓ Reward Excellent Teamwork
- ✓ Don't Micro-manage
- ✓ Establish Effective Communications
- ✓ Celebrate Individuality.

Self-Check -3	Written Test

Directions: short answer item

Instruction: write short answer for the following question with the space provided

1. How do you improve following instructions? (2pts)

2. What is a written instruction? (2pts)

3. How to promote team work to coworkers(2pts)

4. Write the ways of communication to provide instructions to co-workers(2pts)

5. List some of keys to effective communication (2pts)

Note: **Satisfactory rating –5 and above points**   **Unsatisfactory – below5 points**

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

Answer Sheet_3

Score = _____

Rating: _____

Name: _____   Date: _____

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