Ethiopian TVET-System

Water supply and sanitation works

Level-I

Based on Feb, 2017G.C. Occupational Standard
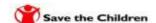
Module Title: **Working with Others**
TTLM Code: **EIS WSW1 TTLM 0920V1**

September   2020

This module includes the following Learning Guides

LG12: **Develop effective workplace relationship**

LG Code: EIS WSW1 M04 LO1-LG_12

LG13: Contribute to work group activities

LG Code: EIS WSW1 M04 LO2-LG_13

Instruction Sheet	Learning Guide 12: Develop effective workplace relation ship

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

- Doing duties and responsibilities in a positive manner
- Seeking assistance from workgroup
- Encouraging, acknowledging and acting upon feedback on performance
- Respecting and acknowledging differences in personal values and beliefs

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**:

- do duties and responsibilities in a positive manner to promote cooperation and good relationship
- seek assistance from workgroup when difficulties arise and addressed through discussions
- encourage, acknowledged and act Feedback on performance provide by others in the team upon
- respect differences in personal values and beliefs and acknowledged in the development

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, Sheet 3and Sheet 4". on page 3,10,17 and 21
4. Accomplish the "Self-checks 1-4" in page 8, 15, 20, and 26 respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet 1 and Operation Sheet 2" in page -27.
6. Do the "LAP test" in page – 28 (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	Doing duties and responsibilities in a positive manner

1.1. Introduction to duties and responsibilities

generally, includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title, and the name or designation of the person to whom the employee reports. Job description usually forms the basis of job specification.

A duty or obligation to satisfactorily perform or complete a task (assigned by someone, or created by one's own promise or circumstances) that one must fulfill, and which has a consequent penalty for failure

Roles are the positions team members assume or are assigned --the part that each person plays in the organization. Responsibilities are the specific tasks or duties that members are expected to complete according to their roles

Duties and responsibilities documents may include

- job description and employment arrangements
- organization's policy relevant to work role
- organizational structures
- supervision and accountability requirements including OHS
- Code of conduct

Main duties and responsibilities of workers

- ✓ Respect and obey the organization laws.
- ✓ Respect the rights, beliefs, and opinions of others in the work area
- ✓ Keep tools and equipment healthy properly
- ✓ Properly use tools and equipment
- ✓ Work on time
- ✓ Apply the organizational policy and regulation

Positive is defined as good, looking towards the good side of things, showing certainty, showing the presence of an illness or substance, more than zero, or charged with positive electricity. An example of something positive is a good attitude. An example of someone positive is a motivational speaker.

A positive attitude helps you cope more easily with the daily affairs of life. It brings optimism into your life, and makes it easier to avoid worries and negative thinking. If you adopt it as a way of life, it would bring constructive changes into your life, and makes them happier, brighter and more successful

1.1.1. Job description and employment arrangements

Job Description is a statement which lists duties & responsibilities required to perform a particular job. In short, It expresses what a prospective employee must do when he will get the placement

As an employee, you have a 'duty of care' responsibility for safety and health at the workplace. report any hazards, injuries or ill health to your supervisor or employer; and. cooperates with your employer when they require something to be done for safety and health at the workplace.

A formal agreement that specifies the conditions of the relationship between an employee and an employer including compensation and expectations. Also referred to as employment contracts, they are often executed for a specified period of time, such as one year

As a worker, it is your responsibility to: Read the workplace safety and health poster at the jobsite. Comply with all applicable OSHA and Maine safety standards. Follow all lawful employer safety and health rules and regulations, and wear or use required protective equipment while working.

Main employment types are:

- Permanent or fixed-term employees.
- Casual employees.
- Apprentices or trainees – employees.
- Employment agency staff – also called labour hire.
- Contractors and sub-contractors – hired staff.

Some examples of discrimination in the workplace include when an employer, supervisor, or co-worker treats another employee unfairly based on religion, age, ethnicity, gender, disability, skin color, or race.

An employee is an individual who has entered into or works (or worked) under the terms of a contract of employment. The employer needs to be obliged to provide the work and the employee is obliged to accept the work. The employer needs to have some control over the way the employee carries out the work.

1.1.2. Organization's policy relevant to work role

Policies and procedures are an essential component of any organization. Policies are important because they address pertinent issues, such as what constitutes acceptable behavior by employees. The more difficult piece for employers is to adhere to and enforce the established policies and procedures.

Workplace policies establish boundaries, guidelines, and best practices for acceptable behavior at your organization. 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.

Policies benefit the Organization

Your company has well-developed policies and procedures, it can provide many benefits to your workplace. Policies help to manage legal risk and allow you to outline the benefits and opportunities your company provides to its workers

✓ This helps to improve workforce morale, worker retention and job satisfaction

The main aim of the WHS Act is to 'secure the health and safety of workers and workplaces through the elimination or minimization of risks, fair and effective representation, consultation, co-operation and issue resolution, encouraging employer organizations and unions to play a constructive role, provision

The most important reason for following company rules and regulations is personal safety and the safety of your clients and co-workers. If your company has regulations to protect your safety, disobeying those policies could result in immediate termination

1.1.3. Organizational structures

Systematic view of organization to structure shows that structure is composed of hard elements on one side and soft elements on the other side. Organizational structure is a way or method by which organizational activities are divided, organized and coordinated.

Types of Organizational Structures

1. **Administrative Structures.** Administrative structures include a specific level of regularization
2. **Functional Structure.** Functional Structure organizational is a structure which includes undertakings like supervision, direction, management, and allocation of responsibilities
3. Divisional Structure.
4. Matrix Structure.

Or Building Blocks of Organizational Structure

- Span of Control. Span of control refers to the number of subordinates a superior can effectively manage
- Centralization. Who makes the decisions in an organization? ...
- Specialization
- Formalization.
- Departmentalization.

A clearly established structure helps employees resolve disputes and work together to achieve strategic goals.

- Outline your organizational Plan.
- Establish Rules for Operation.
- Distribute the Work.
- Allow for Changes Over Time.
- Make Communication Easy Among Divisions

1.1.4. Supervision and accountability requirements including OHS

Supervision is an act or instance of directing, managing, or oversight.

Accountability ensures actions and decisions taken by public officials are subject to oversight so as to guarantee that government initiatives meet their stated objectives and respond to the needs of the community they are meant to be benefiting, thereby contributing to better governance and poverty reduction

In this role a manager or supervisor must be able to show that they have used all due diligence when dealing with occupational health and safety issues to meet their duty of care. Due diligence means taking reasonable care and every precaution reasonable to protect the health, safety & welfare of employees

Functions of a supervisor

It includes planning, organizing, directing, and controlling the work and the activities of subordinates or employees the so-called four functions of management. Supervisors are defined as members of management; therefore, they must perform these four general functions.

Skills supervisors need to have:

- ✓ Communication.

- ✓ Conflict Resolution.

- ✓ Leadership.

- ✓ Critical Thinking.

- ✓ Interpersonal Skills.

- ✓ Time and Priority Management.

- ✓ Diversity and Generational Differences in the Workplace.

- ✓ Problem Solving.

- **Successful supervisors do differently.**
  - ✓ They treat others as they would like to be treated
  - ✓ They exude integrity
  - ✓ They set the example
  - ✓ They have humility
  - ✓ They listen and communicate well
  - ✓ They encourage the best in people
  - ✓ They acknowledge others
  - ✓ They freely delegate and build capability

1.1.5. Code of conduct

A 'code of conduct' is a set of rules outlining the social norms and rules and responsibilities of, or proper practices for, an individual, party or organization. Related concepts include ethical, honor, moral codes and religious laws. A code of professional conduct is a necessary component to any profession to maintain standards for the individuals within that profession to adhere.

- **Guide to writing a code of conduct**
  - ✓ A code of conduct sets company norms for behavior.
  - ✓ The team drafting the code of conduct should believe in D&I.
  - ✓ The team should carefully consider the scope and enforcement of the code.
  - ✓ Often, codes of conduct are driven by lawyers, which is a mistake

    What Makes a Great Code of Conduct? A code of conduct defines how a company's employees should act on a day-to-day basis. It reflects the organization's daily operations, core values and overall company culture. Writing a great code of conduct requires a thorough understanding of the company, its culture and vision

- **Purpose of a Code of Conduct**

The purpose of a code of conduct is to develop and maintain a standard of conduct that is acceptable to the company, its vendors, customers and other employees

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 terms (2pts each)

   ✓ Duties and responsibility

   ✓ Code of conduct

   ✓ Positive attitude

   ✓ Supervisor

   ✓ Organizational structure

2. Write the guides when we apply to develop code of conduct (4pts)

3. Write the Skills for supervisors need tobe acquire for assisting the given work (4pts)

4. What are the Building Blocks of Organizational Structure(4pts)?

5. What are the Main duties and responsibilities of workers in any organization (4pts)

Note: **Satisfactory rating - 14 and above points   Unsatisfactory - below 14 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- 2	Seeking assistance from workgroup

2.1.   Introduction to work group

A group is a collection of individuals who coordinate their individual efforts. On the other hand, at team is a group of people who share a common team purpose and a number of challenging goals. Members of the team are mutually committed to the goals and to each other. Without purpose and goals, you cannot build a team.

Group work is defined as more than one person working together to complete a task or assignment. In the classroom, group work can take many forms; however, the goal remains the same get students to interact with each other and collaborate to complete a unified task

Purpose of group work

Aims of group work. The aims of working in small groups include the development of: intellectual understanding, abilities and skills. Communication, cooperative and teamwork skills such as planning, management, leadership and peer support.

An effective group work together to complete a task in an agreed time, with each member contributing to the team according to their skills, experience and personality. There are various stages that you will go through in a group project to achieve a task

The work group of any team may include:

- Supervisor or manager, peers/work colleagues .and other members of the organization

On the basis of contact among the member, social groups are divided into two types: Primary and Secondary Group.

- ✓ Primary Group.
- ✓ Secondary Group.
- ✓ In-group.
- ✓ Out-group.
- ✓ Formal Group.
- ✓ Informal Group.
- ✓ Involuntary Group.
- ✓ Voluntary Group.

The benefits of group work. Whatever form the group work takes on your course, the opportunity to work with others, rather than on your own, can provide distinct benefits. Increased productivity and performance: groups that work well together can achieve much more than individuals working on their own.

Groups - working well in them

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- Be aware of the multiple meanings of communication. Communication is a two way process of listening and responding.
- Active Listening.
- Notice your body language.
- Be accepting and understanding.
- Respect others.
- Be an active member.
- Engage others.
- Setting up the process.

- **The skills which are needed to take on task-focused team roles include:**

✓ Organizing and Planning Skills. Being organized is essential to getting tasks done. ...

✓ Decision-Making.

✓ Problem-Solving.

✓ Communication Skills.

✓ Persuasion and Influencing Skills.

✓ Feedback Skills.

✓ Skills in Chairing Meetings.

✓ Conflict resolution.

- **To strengthen your team's dynamics, use the following strategies:**

- Know your team.
- Tackle problems quickly with good feedback.
- Define roles and responsibilities.
- Break down barriers.
- Focus on communication.
- Pay attention.

2.1.1. Supervisor or manager

A Manager is a person who manages or is in charge of something. Managers can control departments in companies, or guide the people who work for them

Managers. A manager has more agency than the supervisor. Generally, a manager is charged with managing resources whether financial, material, or personnel. Depending on the size of the company, a manager may oversee employees directly, or oversee a team of supervisors

The supervisor is responsible for people working under him and their activities while a manager is responsible for people and things as well. A supervisor has no right to hire or fire employees, but he can recommend it. In contrast to the manager, he can hire or fire employees.

Difference between supervising and managing

Supervision is the direction of people at work while management is the planning and control of the work process, yes? Supervision is giving employees specific instructions on what is to be done, monitoring their efforts and holding them accountable for specific results

Good manager do

Treat their employees' time as if it's as important as their own - The best managers earn respect by being every bit as prompt with their own employees as they are, for example, with their own boss. Earn the trust of those they manage - The best managers are credible and always true to their word.

- **Qualities of a good manager**
  - ✓ Honesty. The moment a team stops believing their leader is telling them the truth, things start to fall apart. ...
  - ✓ Communication skills. It's one thing for managers to know what needs to be done. ...
  - ✓ Decisiveness.
  - ✓ Confidence.
  - ✓ Responsibility.
  - ✓ Empathy.
  - ✓ Focus.
  - ✓ Creativity.

According to American social and organizational psychologist Robert Katz, the three basic types of management skills include:
  - ✓ Technical Skills
  - ✓ Conceptual Skills
  - ✓ Human or Interpersonal Skills
  - ✓ Planning
  - ✓ Communication
  - ✓ Decision-making
  - ✓ Delegation
  - ✓ Problem-solving

2.1.2. Peers/work colleagues

Peer group is both a social group and a primary group of people who have similar interests (homophily), age, background, or social status. The members of this group are likely to influence the person's beliefs and behavior vs Peer groups contain hierarchies and distinct patterns of behavior

A **colleague** is someone you work with at your job. When you are a teacher, the other teachers are your colleagues. When you work as a cashier at 7-11, the guy at the deli counter is your colleague as well. Your colleagues are usually people at the same level or rank as you are

In an office environment, a colleague can be anyone at your workplace – whether she is a superior or working in a position below yours. Whereas a peer is someone of equal standing to you, whether in terms of job responsibility or salary.

Other members of the organization

As such, close peer relationships are a normal part of adolescence. Indeed, lack of a strong peer group can cause concern regarding the full, healthy development in a teen. ... Because peer groups can have such a profound influence on teens, it is important that parents know who their teens spend their time with

Functions of peer group

Peer groups can also serve as a venue for teaching members gender roles. Through gender-role socialization, group members learn about sex differences, and social and cultural expectations.

Characteristics of peer group

Some characteristics of a peer group include shared beliefs, interests and preferences for specific activities. Peers within a group may identify with one another to develop a sense of identity and a positive self-concept.

Difference between a peer and a friend

The main difference between the two is that a peer indicates a person of the same quality or background while an acquaintance is a person with little information but is familiar. This

refers and corresponds to the meaning of both terms. "Acquaintance" means "to make known" while "peer" means "an equal."

Disadvantages of peer group

Some disadvantages of peer pressure are well known. In order to conform, people may engage in self-destructive behavior, like smoking cigarettes or abusing drugs. ... If your peer group values academic achievement, peer pressure might encourage you to study harder and get ahead in school.

Positive adjectives to describe your co-workers

- ✓ Trustworthy – Someone on whom you could completely rely on and trust them is a trustworthy person.

- ✓ Responsible – Someone how puts in a lot of effort in their duty and are very hardworking

- ✓ Ethical

- ✓ Diligent

- ✓ Obedient

- ✓ Belligerent

- ✓ Finicky

- ✓ Gullible

Self-Check -2	Written Test

Directions: short answer item

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

1. Define the following words (2pts each)

   ✓ Peer

   ✓ Colleagues

   ✓ Work group

   ✓ Manager

2. What type of strategy you should be apply to strengthen your team's dynamics(3pts)?

3. What are the Qualities of a good manager(4pts)?

4. What is the difference between peer and work colleague (2pt)

5. Write the skills which are needed to take on task-focused team roles (4pts)

Note: Satisfactory rating – 10.5&above points Unsatisfactory - below 10.5points

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	Encouraging, acknowledging and acting upon feedback on performance

3.1. Introduction to Encouraging, acknowledging and acting the worker

- **Encouraging means Motivate Others**

If you're leading a group of people towards success, you must learn how to motivate others.

- ✓ Try one or more of the following ways of motivating people:
- ✓ Treat People Kindly.
- ✓ Give People Responsibility.
- ✓ Be a Good Listener.
- ✓ Set Stretched Goals.
- ✓ Get to Know People.
- ✓ Keep Everyone in the Know

- **Ways to encourage your employees to work harder** (while also keeping them happy).
  - ✓ Create a Welcoming Environment.
  - ✓ Make them Feel Valued.
  - ✓ Give them More Responsibilities.
  - ✓ Be Transparent.
  - ✓ Perks of the Job.
  - ✓ Listen to their Needs.
  - ✓ Pitch in.

- Can encourage your employees to take the lead:
  - ✓ Set the example. To cultivate new leaders, you have to lead by example. ...
  - ✓ Recognize their strengths
  - ✓ Let others make important decisions
  - ✓ Give them more responsibility

- ✓ Don't impose fear
- ✓ Help them plan their future
- ✓ Trust them
- ✓ Help them grow.

- Encouraging phrases are ways to tell someone to keep trying:
  - ✓ Hang in there.
  - ✓ Don't give up.
  - ✓ Keep pushing.
  - ✓ Keep fighting!
  - ✓ Stay strong.
  - ✓ Never give up.
  - ✓ Never say 'die'.
  - ✓ Come on! You can do it!

Acknowledging is to admit to be real or true; recognize the existence, truth, or fact of:

To acknowledge one's mistakes. To show or express recognition or realization of: to acknowledge an acquaintance by nodding.

3.1.1. Formal/Informal performance feed back

Informal feedback is ongoing, in-the-moment development advice given to employees (given by managers outside of the formal review) that can be used to provide employees with a clear idea of their ongoing performance throughout the year. Informal feedback that is fair and accurate can improve performance by

"Formal feedback" is an intentional and planned process of giving feedback to an employee in a workplace. Job evaluations are a common example of a formal feedback process. Others include weekly progress review meetings and mentor meetings for coaching and development.

Basic ways to get formal feedback

- ✓ Provide Proactive Live Chat Support.
- ✓ Get Feedback on Live Chat Session.
- ✓ Provide Dedicated Customer Feedback Forms on Your Site.
- ✓ Measure Your Customer Service Performance. ...
- ✓ Call Your Customers Regularly.

Why is informal feedback important?

Informal appraisals occur when a manager provides significant feedback and direction to an employee outside of a formal review meeting. Consistent, informal feedback is important to build rapport with employees and to coach them in an ongoing manner

Ways to Encourage Customers to Give Feedback

✓ Set up a Customer Panel.

✓ Offer Incentives.

✓ Give a Time Guarantee on Surveys.

✓ Explain How the Feedback Will Be Used.

✓ Ask the Company's Online Communities (e.g. Facebook Group)

✓ Respond to Everyday Feedback.

3.1.2. Obtaining feedback from supervisors and colleagues and clients

Any work strength and weakness feedback can be obtained from

✓ Supervisor

✓ Colleagues

✓ client

✓ Worker

✓ Society

✓ Routine organizational methods for monitoring service delivery

3.1.3. Personal, reflective behavior strategies

Behavioral Reflection. The ultimate goal of behavioral reflection is to make a language where programs within the language are able to completely redefine the language as it executes. Smalltalk is probably the language closest to this that is widely used

Routine organizational methods for monitoring service delivery

3.2. Techniques of developing communication skills to receive feedback

✓ Some studies have shown that job failures can be due to personality clash rather than lack of job knowledge, skill or competence.

✓ The skills required to develop positive working relationships include :

  o Open communication

  o Negotiation for a "win-win" situation rather than a "win-lose" result

  o Trust and respect

  o Acknowledgment of individual differences

  o Effective listening

- o Focus on controlling or changing yourself rather than trying to control or change others
- o Giving everyone fair opportunity to contribute and express their concerns and issues
- o Genuine appreciation of others, rather than criticism or blame
- o Understand the needs or others

Self-Check -3	**Written Test**

Directions: short answer item

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

1. Which documents can indicate the duties and responsibilities of workers? (2pts)
2. Describe the different manifestations of attitudes on individual difference that may cause problems in the workplace. (2pts)
3. What are the Basic ways to get formal feedback(2pts)?
4. Why is informal feedback important (2pts?

Note: **Satisfactory rating – 4 and above points   Unsatisfactory - below 4 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	Respecting and acknowledging differences in personal values and beliefs

4.1. Respecting people of different ethnic background & their culture

Cultural sensitivity is important because it allows us to effectively function in other cultures, allows us to respect and value other cultures, and can reduce cultural barriers between professionals and their patients

4.1.1. Individual Differences

- It is essential that all team members demonstrate sensitivity to colleagues who may be having difficulty achieving their individual sub-goals.

- It could be due to personal issues, tress, and lack of experience or exposure to the topic, just to name a few reasons. If your work load permits, offer a helping hand.

- Remember, this is a team objective; the most important lesson here is communication within a team environment and achieving team goals.

There are also individual differences inherent in

- ✓ Culture

- ✓ Race

- ✓ Language

- ✓ Religion

- ✓ Physical capacity

✓ Ethnic origin

✓ Age and sex

✓ Every person has different experiences with the range of individual differences that can occur, and we can each increase our competence in relating to these differences be recognizing and developing ourselves, our opinions and attitudes.

- Problems may occur when the following attitudes are manifested in the workplace:

A. Denial

✓ Denial of differences is the state in which one's own experience is accepted as the only real one.

✓ People with other differences are avoided by maintaining psychological and/or physical isolation.

✓ People with denial generally are disinterested in other's differences, although they may act aggressively to eliminate a difference if it impinges on them.

B. Defense

✓ Defense against individual differences is the state in which one's own experience is accepted as the only good one.

✓ The world is organized into "us and them," where "we" are superior and "they" are inferior.

✓ This attitude is threatened by differences, so they tend to be highly critical of others, regardless of whether the others are their managers, their customers, or newcomers to the environment.

C. Minimization

✓ Minimization of differences is the state in which elements of one's own world view are experienced as universal.

✓ Team members with a minimization attitude expect similarities, and may become insistent about correcting others' behavior to match their expectations.

- These problems can be overcome by developing these attitudes to replace those listed above:

A. Acceptance

✓ Acceptance of differences is the attitude in which one's own experiences are viewed as just one of a number of equally complex worldviews.

✓ Acceptance does not mean agreement — however differences may be judged positively instead of negatively.

✓ People with acceptance are curious about and respectful toward differences.

B. Adaptation

✓ Adaptation**to** differences is the attitude in which the experience of another's viewpoint yields perception and behavior appropriate to that difference.

✓ One's worldview is expanded to include constructs from other worldviews. People with adaptation are able to look at the world "through different eyes" and may intentionally change their behavior to communicate more effectively with people from a wide range of experiences.

C. Integration

✓ Integration of differences is the attitude in which one's experience of self is expanded to include the movement in and out of different worldviews.

This attitude is not necessarily better than adaptation in most situations demanding team competence, but it is common among non-dominant minority groups.

The following are some simple strategies for effective cross-cultural communication:

✓ Speak slowly and clearly.

✓ Use short and simple sentences.

✓ Maintain normal volume.

✓ Use different words to express the same idea.

✓ Priorities and sequence your instructions.

- ✓ Avoid jargon.

- ✓ Respond to expressed emotions.

Ways to Overcome Cultural Barriers at Work

- ✓ Learn a few key phrases. Because clear communication is essential for effective functioning, it is necessary that each of your employees understand what your clients and customers need
    - ✓ Learn your client's culture
    - ✓ Promote appreciation of cultural differences
    - ✓ Be open to trying new things
    - ✓ Be accommodating.

Strategies for Effective Communication

- ✓ First Impressions. Any business that provides customer service relies on good first impressions.
- ✓ Non-Verbal Communication
- ✓ Show Respect.
- ✓ Listening Skills
- ✓ Active listening
- ✓ Stay focused when you listen
- ✓ Other Languages and Cultures
- ✓ Communicating in a Noisy Environment.

Features of cultural competence

All **four** components awareness, attitude, knowledge, and skills work hand in glove. A **cultural competence** approach to diversity education offers professionals a way to consider all **four** components

Self-Check -4	Written Test

Directions: short answer item

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

1. What are the four features of cultural competence? (2ps)

2. What are the Ways to Overcome Cultural Barriers at Work(4pts)?

3. Write some simple strategies for effective cross-cultural communication in work place for different organizations (4pts)

4. What are the critical causes of individual difference in the work place (2pts)?

5. What types of attitudes are manifested in the workplace which cause for Problems (4pts)

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

<div style="border:1px solid black; display:inline-block; padding:10px;">

Score = _____

Rating: _____

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Operation Sheet 1	Procedure for Writing simple instructions for particular routine tasks

Steps for writing routine task Instructions

Step 1 Know exactly how to do the task.

Step 2. Plan how to write steps in order.

Step 3. Write instructions beginning with a verb.

Step 4. Write each step as a small piece.

Step 5. Include warnings as pre-steps.

Step 6. Write the steps in logical order.

Step 7. Review and edit instructions carefully.

Step 8. Express steps in the positive.

Operation Sheet 2	Steps of Interpret information gained from correspondence

Steps apply to interpret information

Step1. Gather all relevant information that has been collected.

Step2. Read through the information with a critical eye.

Step3. While reading the information, keep the following questions in mind: ...

Step4. Sort information into parts which belong together.

Step5. Define all types of information

Step6. Set Clear Measurement Priorities

Step7. Analyze Data. /information

Step8. Interpret Results.

LAP Test	Practical Demonstration

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hours.

Task1. Write work instruction for plumbing and water quality laboratory work.

Instruction Sheet	Learning Guide #13 Contribute to work group activities

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

- Providing support to team members
- Making constructive contributions to workgroup goals and tasks with Organizational requirements
- Sharing relevant Information with team members

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**:

- Provide support to team members

- Make constructive contributions to workgroup goals and tasks with Organizational requirements

- Share relevant Information with team members

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 1-3, on page 30,36 and41".
4. Accomplish the "Self-check 1-3 in page 34, 39, and 44 respectively.
5. If you earned a satisfactory evaluation from the "Self-check" proceed to "Operation Sheet 1" in page -45
6. Do the "LAP test" in page – 46 (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	Providing support to team members

1.1.   Introduction to support team member

The technical support team is composed of individuals that are familiar with the ins and outs of a device. With this knowledge, they are able to troubleshoot most problems that a user experience. Information on how to reach technical support is usually provided with the packaged materials included with a device

- **Providing support to team member by**
  - ✓ Explaining/clarifying
  - ✓ Helping colleagues
  - ✓ Providing encouragement
  - ✓ Providing feedback to another team member
  - ✓ Undertaking extra tasks if necessary

- **Still, you can start supporting your team today with these strong leadership habits.**
  - ✓ Look at the big picture.
  - ✓ Be decisive and confident
  - ✓ Prioritize what is truly important.
  - ✓ Build on your strengths
  - ✓ Build on the strengths of others
  - ✓ Empower and inspire others
  - ✓ Practice optimism.
  - ✓ Communicate, communicate, communicate

- **Powerful ways to keep the members of your team motivated and giving their very best on the job.**
  - ✓ Pay your people what they are worth.
  - ✓ Provide them with a pleasant place to work.
  - ✓ Offer opportunities for self-development
  - ✓ Foster collaboration within the team
  - ✓ Encourage happiness
  - ✓ Don't punish failure
  - ✓ Set clear goals.

Building an effective support team in your small business involves ensuring that all team members have the skills and knowledge to perform effectively.

- **How to Create a Great Customer Service Team**
  - ✓ Always Listen to Your Customers
  - ✓ Empower Your Employees.
  - ✓ Keep an Open Line of Communication.
  - ✓ Make Quick and Accurate Response a Priority.
  - ✓ Keep Your Promise/Don't Break Your Word.
  - ✓ Invest in Training That Encourages Team Mentality and Recognizes Everyone.

- **Strengthen your customer service skills**
  - ✓ Empathy, patience and consistency. Some customers will be irate.
  - ✓ Adaptability. Every customer is different, and some may even seem to change week-to-week.
  - ✓ Clear communication. Ensure you convey to customers exactly what you mean.
  - ✓ Work ethic
  - ✓ Knowledge.
  - ✓ Thick skin.

1.1.1. Explaining/clarifying support to team members

Clarify means to clear up confusion and make it all understandable. In a heart-breaking text, she clarified that she never ever wanted to see him again. It also means to remove impurities in a liquid; you clarify butter by gently heating it.

In communication, clarification involves offering back to the speaker the

Essential meaning, as understood by the listener, of what they have just said. Thereby checking that the listener's understanding is correct and resolving any areas of confusion or misunderstanding.

1.1.2. Helping colleagues

Helping people means telling them that there is someone who do care for them and having respect for their needs without any selfishness. It is like standing beside a person for encouragement and facing the problems together. The person who

help, means he/she do care, means have a wonderful heart

If you're worried about a colleague's mental health, here are five tips to help them:

- ✓ Encourage them to talk.

- ✓ Encourage them to seek support from the workplace.
- ✓ Avoid making assumptions.
- ✓ Respect confidentiality.
- ✓ Learn about mental health.
- • **With that said, there are three ways you can help a stressed-out coworker**:
- ✓ Reduce isolation by listening and being empathetic.
- ✓ Find the root cause of the problem.
- ✓ Suggest tactics for minimizing the impact of the stressor.
- ✓ Too much to do.
- ✓ Uncertainty about how to succeed
- ✓ Interpersonal conflict.
- • **Scientific Benefits of Helping Others**
- ✓ Helping others can help you live longer.
- ✓ Altruism is contagious.
- ✓ Helping others makes us happy.
- ✓ Helping others may help with chronic pain.
- ✓ Helping others lowers blood pressure.
- ✓ Helping others promotes positive behaviors in teens.
- ✓ helping others gives us a sense of purpose and satisfaction

1.2. Providing support to team members to ensure achievement of goals

- People effectively achieve organizational goals through teams. When working in a team, you consider your individual work plans when helping to fulfill a team's overall goal.

- Goals are better achieved by teams when there is too much for a single person to do or when there are ranges of tasks involving varied skills. In meeting goals, the team must be well organized and coordinated in its efforts.

- A team must have a leader or a coordinator who is responsible for monitoring, collating and, at times, approving the individual efforts which will contribute to the team goal.

- Teams may have a range of goals but there should be one overall outcome to achieve.

- The overall goal is usually quite broad and provides a focus for the team. The team will develop smaller goals based on the overall goal. These sub-goals will be more specific and appointed to individuals for the task to be carried out.

- The whole team may or may not be involved in the determination or allocation of these specific sub-goals.

- However, all team members must be advised what the goals involve and how they are expected to achieve them. This would occur through a team meeting or discussion.

- Timeframes are usually set in agreement with the individuals and the leader; however, the urgency of the overall goal may set the timeframe.

- Parameters should be set on how often progress reporting is necessary and for the format for updates.

- Remember to communicate with the leader and the other team members when you find problems or need assistance. A critical part of a team working together is meeting timeframes and the commitment to one another. If you are unable to complete any tasks on your own, do not think of this as being a failure but rather an opportunity for the team to again re-evaluate its goals and timeframes.

Self-Check -1	**Written Test**

Directions: short answer items

Instruction: - give short answer to the following questions and write the answer on the

1. Write nine powerful ways to keep the members of your team motivated and giving their very best on the job(2pts)
2. How to Create a Great Customer Service Team(4pts)
3. Define the word support team in different organizational work(2pts)
4. How do you support a colleague in a stressful situation? (4pts)
5. What does it mean to help others? (2pts)
6. How to support team members in different work area(2pts)

Note: **Satisfactory rating - 8and 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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   _____

2. _____
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   _____

3. _____
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4. _____
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5. _____
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   _____

Information Sheet- 2	Making constructive contributions to workgroup goals and tasks with Organizational requirements

2.1. Introduction to constructive contribution with team members

- **Teamwork - Making a Contribution**
  - ✓ Develop a team mentality. Think "we," not "me."
  - ✓ Be open to the ideas of your teammates. No one person has a monopoly on good ideas.
  - ✓ Be respectful of others. Listen to their ideas.
  - ✓ Be approachable.
  - ✓ Be helpful
  - ✓ Be a role model
  - ✓ Accept others as they are. .

- **Best Ways to Increase Team Collaboration Within the Workplace**
  - ✓ Team Building games.
  - ✓ Streamlining Process.
  - ✓ Use a Team Collaboration Portal.
  - ✓ Improving Employee Communication.
  - ✓ Improving Engagement.
  - ✓ Building Interdependence and Trust.
  - ✓ Encourage people to socialize outside of work.

2.1.1 Goals, objectives, plans, system and processes

A goal is a broad primary outcome. A strategy is the approach you take to achieve a goal. An objective is a measurable step you take to achieve a strategy. A tactic is a tool you use in pursuing an objective associated with a strategy.

Goals are general guidelines that explain what you want to achieve in your community. Objectives define strategies or implementation steps to attain the identified goals. Unlike goals, objectives are specific, measurable, and have a defined completion date

In general, objectives are more specific and easier to measure than goals. Objectives are basic tools that underlie all planning and strategic activities. They serve as the basis for creating policy and evaluating performance

⍥ There are three major types of planning, which include operational, tactical and strategic planning. These strategic plans serve as a framework for lower-level planning. Tactical plans support strategic plans by translating them into specific plans relevant to a distinct area of the organization

2.1.2 Legal and organization policy/guidelines

A set of policies are principles, rules, and guidelines formulated or adopted by an organization to reach its long-term goals and typically published in a booklet or other form that is widely accessible.

- **The following steps summarize the key stages involved in developing policies:**

  - ✓ Identify need. Policies can be developed
  - ✓ Identify who will take lead responsibility
  - ✓ Gather information.
  - ✓ Draft policy
  - ✓ Consult with appropriate stakeholders
  - ✓ Finalize / approve policy
  - ✓ Consider whether procedures are required
  - ✓ Implement.

The difference between Rule and Policy: -Entities design their policies on the basis of rules applied by regulatory authorities and their business objectives. Policies basically give a direction to the entity that is in line with both applicable laws and aims that business wants to achieve

2.1.3 OHS policies, procedures and programs

OHS Policies and Procedures are a major part of protecting the safety, health and welfare of people engaged in work or employment.

An OHS Policy is simply a method of stating how you, your employees, contractors and visitors are expected to behave when they are on Company property or performing Company related activities. As an employer or responsible contractor, you are required by law to provide a 'safe system of work'.

Employers often provide employees with handbooks, policies and procedures which regulate workplace matters such as: Work health and safety. Anti-discrimination and equal employment opportunity

The purpose of the Health and Safety policies and procedures is to guide and direct all employees to work safely and prevent injury, to themselves and others. All employees are encouraged to participate in developing, implementing, and enforcing Health and Safety policies and procedures

2.1.4 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 based on the human principles of right and wrong. The differences between them are these: Legal standards are based on written law, while ethical standards are based on human rights and wrongs. Something can be legal but not ethical

2.1.5 Quality and continuous improvement processes and standards

Among the most widely used tools for the continuous improvement model is a four-step quality assurance method the plan-do-check-act (PDCA) cycle, Plan: Identify an opportunity and plan for change. Do: Implement the change on a small scale.

Continuous improvement is an ongoing effort to improve products, services or processes. Why is continuous process improvement important?

On the other hand, process improvement can lead to many benefits that can have a direct impact on business performance. Increased productivity and efficiency: Continuous improvements in processes can help remove inefficiencies and ultimately improve the productivity of team members.

A continual improvement process, also often called a continuous improvement process (abbreviated as CIP or CI), is an ongoing effort to improve products, services, or processes. These efforts can seek "incremental" improvement over time or "breakthrough" improvement all at once.

Self-Check -2	Written Test

Directions: short answer item

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

1. What are the 3 types of planning? (2pts)

2. How do you formulate policy guidelines? (2pts

3. What is the difference between Rule and Policy? (2pts)

4. What are the OHS policies and procedures? (2pts)

5. What policies and procedures should a workplace have? (2pts)

6. What are the ethical standards? (2pts)

7. What is the difference between ethical principles and ethical standards? (2pts)

Note: Satisfactory rating – 7&above points Unsatisfactory - below 7points

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-3	Sharing relevant Information with team members

3.1.   Means of sharing Information with team members

- 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 we...." 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

Self-Check -3	Written Test

Directions: short answer item

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

1.   What is the advantage of team work? (3pts)

2.   Describe some of keys to effective Communication? (3pts)

Note: **Satisfactory rating – 3 and above points**   **Unsatisfactory - below 3 points**

You can ask you teacher for the copy of the co

Answer Sheet

Score = _____

Rating: _____

Name: _____   Date: _____

1. _____
_____
_____

2. _____

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Operation Sheet 1	Techniques of Request advice, receive feedback and work with a team

Steps request and receive feedback

Step1. Address the person best qualified to comment on your work.

Step2. Be polite and humble

Step3. You should follow the norms in your organization

Step4. Be specific in your feedback request

Step5. Be an active listener

Step6. Practice your effective listening skills

Step7.Be respectful

Step8. Ask questions

Step9. Clarify doubts by asking questions

Step10. Show appreciation

Step11. Express your appreciation regardless of the type of feedback you receive

Step12. Send a thank-you email once they've responded

Step13. Make a decision

LAP Test	Practical Demonstration

Name: _____ Date: _____

Time started: _____ Time finished: _____

Instructions: Given necessary templates, tools and materials you are required to perform the following tasks within 2 hours.

Task1. Prepare work instruction for plumbing and water quality laboratory work.

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