

# **INSTRUCTOR'S GUIDE FOR *SOCIAL SKILLS AT WORK***

## ***OVERVIEW***

It is a recognized fact that appropriate social skills are vital to successful job maintenance for special populations. Using this video and accompanying work texts will enable you to integrate social-skills awareness into the vocational setting.

This video models specific, concrete steps young workers can take as new employees to better survive the first few weeks on a job. The program examines several common types of social problems, e.g., an exacting boss, a co-worker who taunts and teases, etc. Next, important do's and don'ts of acceptable, on-the-job social behavior are presented. An employee's right to disagree with a boss (calmly and politely) is discussed, and warnings are given against being overly friendly and against using a supervisor to solve problems between co-workers (only as a last resort).

It is a realistic presentation that imparts practical, no-nonsense information. Key points are re-enforced throughout for improved retention.

## ***PRESENTATION SUGGESTIONS***

This program is a single teaching unit on ways to adapt to a new job. It can be used by itself or as part of a larger, vocational education lesson.

1. Please preview all material to determine the appropriateness of the content to viewer skill levels and to the teaching task.
2. Write new words and terms on the chalkboard and discuss each before viewing.
3. Review key concepts as necessary.
4. View program in its entirety.
5. Review new words and terms. Ask for questions.
6. Review key concepts. Ask for questions.
7. Initiate a class discussion using questions and activities listed elsewhere in this guide.
8. Assign worksheets if appropriate. Viewers with reading difficulties should have questions read for them by the teacher.
9. Discuss student answers to activities.
10. Use work texts to develop specific social skills awareness.

## ***NEW WORDS AND TERMS***

Before viewing this program, write the following words and terms on the chalkboard and discuss each with the class:

classifieds	job application
job satisfaction	co-worker
foreman	department manager
office supervisor	social problem (on-the-job)
criticize (work)	consequences

## ***KEY CONCEPTS***

After viewing this program, review the following key concepts with your class:

- We can expect more from a job than just a paycheck; we can expect to enjoy our jobs.
- Being new on a job often means you're treated like an outsider.
- Sometimes a boss may expect too much or criticize too much or too often.
- When you run into trouble on the job, don't quit.
- If you get angry at work, wait for things to calm down.
- Accept criticism and learn to do work correctly by listening to your boss.
- Express your ideas and feelings to your boss and co-workers. Be calm and polite.
- Part of your supervisor's job is to listen to your work-related problems.
- Cooperate, be friendly but don't push too hard.
- Use good manners.
- Be patient when faced with a social problem at work.
- If all else fails and you're still dissatisfied, consider asking a supervisor for help. This should be considered a last resort, however.

## ***ACTIVITY SHEET***

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Directions:** Please read each question carefully. Based on the program you just saw, answer the following questions True (T) or False (F).

1. When Mrs. Chandler yelled at Ted, Ted should have quit. \_\_\_\_\_
2. You will always have trouble when you start a new job. \_\_\_\_\_
3. A boss criticized your work, not you the person. \_\_\_\_\_
4. You can learn to do a job correctly by listening to your boss. \_\_\_\_\_

5. You should never disagree with a boss. \_\_\_\_\_
6. When you volunteer to do work, everybody will think you're trying to score points with your boss. \_\_\_\_\_
7. You will make people nervous if you try too hard to be friendly. \_\_\_\_\_
8. On the job, good manners are considered old-fashioned. \_\_\_\_\_
9. You can usually solve social problems at work in a day. \_\_\_\_\_
10. It's a good idea to talk to a supervisor when you have trouble with a co-worker. \_\_\_\_\_
11. You really can't expect much more than a paycheck from your job. \_\_\_\_\_
12. When you run into a co-worker who teases you, it's best to look for another job. \_\_\_\_\_
13. You should make new employees feel welcome even though no one made you feel welcome when you started. \_\_\_\_\_
14. If you follow the steps listed in this program, everybody will like you. \_\_\_\_\_
15. You may have to earn the respect of co-workers by showing you're a valuable member of the work team. \_\_\_\_\_
16. Good jobs are easy to find. \_\_\_\_\_
17. Mrs. Chandler made a mistake when she yelled at Ted in front of a co-worker. \_\_\_\_\_
18. Jimmy made Ted's life harder than it had to be. \_\_\_\_\_
19. When you disobey a work rule, a boss should tell you. \_\_\_\_\_
20. Ted and Mrs. Chandler both had good reasons to be upset. \_\_\_\_\_

### ***ANSWER KEY***

- |       |       |
|-------|-------|
| 1. F  | 11. F |
| 2. F  | 12. F |
| 3. T  | 13. T |
| 4. T  | 14. F |
| 5. F  | 15. T |
| 6. F  | 16. F |
| 7. T  | 17. T |
| 8. F  | 18. T |
| 9. F  | 19. T |
| 10. F | 20. T |

### ***DISCUSSION QUESTIONS AND ACTIVITIES***

Use the following to initiate a class discussion after viewing this program.

1. Mrs. Chandler, Ted's boss, made a reasonable case against Ted. He had been warned by Mrs. Chandler many times to wear his work gloves. It was a rule and it was for his own safety. Even so, Ted forgot them once again. Ted's case was also reasonable. He just forgot to wear his gloves and was just lending a hand. Mrs. Chandler shouldn't have chewed him out in front of another worker and so on—all reasonable arguments. Which side makes the most sense to you and why? Is it possible that both sides are a little bit right and a little bit wrong? Explain your answers.
2. A job provides a paycheck for food, clothing, and shelter—the basic necessities of life. What more can you expect from a job? What things will be important to you when you start your career?
3. Sometimes you run into trouble with a boss at work. Should you ever go over a boss's head and talk to his or her supervisor? Why or why not?
4. It is never easy to accept criticism, yet we learn through the criticism of others. What things can we do to better accept criticism from a boss, a teacher, a friend, or a parent?
5. Why is it sometimes necessary to prove yourself when you start a new job? Name some ways you could show others that you want to be helpful.
6. When you're friendly to the people you work with, most often they'll be friendly to you. List some ways you could show others that you want to be friends. Why is it important to have friends on the job? Why can it be dangerous to be overly friendly?
7. How will good manners help you get along in a new job? Can you overdo good manners? Give examples.
8. Why is it okay to talk to a supervisor about trouble between you and another co-worker? What are the risks of going to the boss?

## ***VIDEO LOG***

Turn on the television set and select the channel required. Turn on the video cassette player and insert the cassette with spine label facing you. Press the PLAY button to begin.

We have provided this so you may enter the counter numbers for beginning, end, and scenes you may want to repeat. However, each video player uses different counter/number time ratios.

To log accurately:

1. Be sure your cassette is fully rewound.
2. Set counter to 000.

**Program**                      **Running Time**                      **Counter No.**

**Beginning**                      \_\_\_\_\_                      \_\_\_\_\_

<b>End</b>	_____	_____
<b>Highlight 1</b>	_____	_____
<b>Highlight 2</b>	_____	_____
<b>Highlight 3</b>	_____	_____
<b>Highlight 4</b>	_____	_____