

Quick Question-Teacher

How to you prevent drama from happening in your classroom? What works? What doesn't work?

Name: _____

Worksite Reflection

What was something that happened at work this week? (an event, a problem, an interaction, a success, etc.)

Administrative Questions

Is your phone number the same? YES NO
 Do you have active phone service? YES NO
 Is everything at work satisfactory? YES NO
 Are you getting enough hours? YES NO
 If you selected NO, explain:

	POINTS	EARNED	On time	Late
Journal	5		Date turned in:	
Scenario	5		Weeks late (points off):	
Question	5		Final Score:	
Reflection	3			
Admin	2			

Avoiding Drama

Avoid the Instigators

There is a person in every worksite who loves conflict. Everywhere they are, drama is, too. The more time you spend with this person, the more you'll get the impression—mistakenly—that you should be angry, too. Try to limit your interaction with the drama instigator. A polite but firm, "I'd love to talk, but I have a ton of work to do," is a good way to exit a conversation.

Don't Take Sides

Avoid taking sides when the conversation turns to the latest office gossip. You might assume that your conversation is confidential, but, you can never be sure. Making statements about what you think is best is fine, but be careful to keep from passing judgment on the specific person or situation. If you can't think of a diplomatic way to respond, just change the subject.

Be Discreet

Be discreet when giving your opinions of coworkers and bosses. What you say may come back to bite you. Steer clear of the rumor mill. You might have overheard some big office news, but is it yours to share? Think twice before you share information with your coworkers. You never know who could be listening.

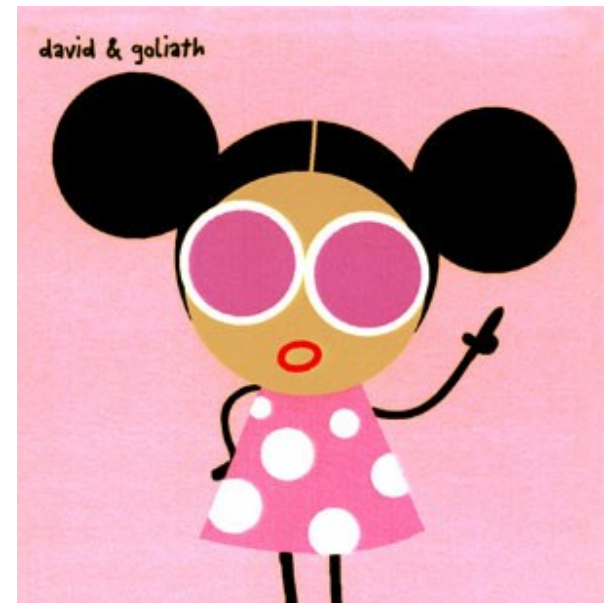
Deal Directly

Perhaps you were blamed for something you didn't do. While you might be tempted to explode, take a deep breath and meet with your coworker. Ideally, meeting with your coworker gives him or her the chance to address what happened. Plan out what you want to say, try to understand your coworker's perspective, and keep the conversation slow and calm.

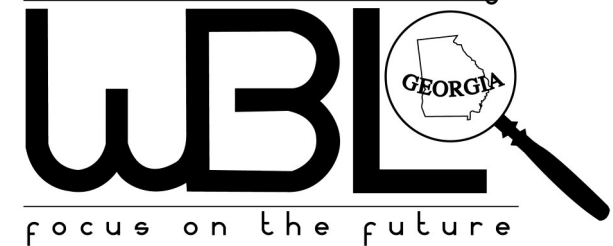


Save Your Mama From Your Drama:

If you're old enough to work, you're old enough to figure it out.



work-based learning



Drama: The Job and Joy Killer

Trash-talking, gossiping, back stabbing might sound like your school days, but to some, it's their workplace. Sadly, not everyone at work is professional. There are things you can do to keep yourself out of it. **“Attitude is Everything”**

We all have to work. Even at the worst job, you can have a positive attitude and avoid those who don't.

Don't Act Childish

If your behavior is more high school than workplace, you've got some growing up to do. Immature behavior—giving someone the silent treatment, making jokes at someone's expense, playing tricks on others -- does not belong at work. Interact with your coworkers in a mature and professional way.

Don't Talk About Others

Don't talk about your co-workers and your boss while you're in the office. If you have to start a sentence with “Don't say anything, but...”, it's best you keep those thoughts to yourself. Additionally, don't vent on your social media. With the way everyone is connected, your vent is certain to get back to someone.

Chill Before You React

If you find yourself responding to something in an angry tone, take a few minutes to think about the other person's perspective. Even if you don't agree, you can find common ground. Think about what you want to say and how to say it in a calm manner. Nothing will be accomplished if a situation is escalated because of your out of control emotions.

Sometimes You Have To Talk It Out

At some point it might just be better to talk with your coworker or manager about what is happening. Do this when there are no customers as they don't need to have a front row seat to your drama. Angry yelling, angry emails, angry texts offer nothing to the workplace. Verbally communicating in a calm way solves problems.

Have an Escape Phrase

Sometimes your coworkers might try to drag you into their drama. Have a go-to saying to get out of a conversation you don't want to be a part of. Something like “I can't talk right now, I've got to get ___ done.” is all you need to escape a conversation you don't want to be a part of. You could also simply try to change the subject.

Stop Assuming The Worst

If you go looking for drama, you will find it. If you assume the worst in everyone's intentions, you'll see everything as a slight. For example, if someone offers constructive criticism and you take it as an insult rather than a way to help, you actually create the drama where none existed. Always assume that your coworker and managers want the best for you and your workplace.

Treat Everyone with Respect

Treat everyone in your office—from the desk clerk, to the janitor, to the boss's boss—with the same level of respect. Not only is it the right thing to do, but it will give you a positive workplace reputation.

Tell Your Parents to Stay Home

If you are old enough to work, you are old enough to handle your own problems—from absences to conflict with employers. Use your resources to find out how you should handle it. Your mom does not work there.

Remember Who Signs Your Check

Your boss is the one who signs your paychecks. So, if you're in a situation where everyone is complaining about him or her, consider following the “if you don't have anything nice to say, don't say anything at all” rule.



DID YOU KNOW?

According to a University of California-Riverside study, people gossip on average 52 minutes a day.

Journal

If you knew you were the subject of office rumors, how could you handle it professionally?

Worksite Scenario

Ben works in an upscale music store. One of his coworkers makes fun of his clothes all the time. The coworker is not a very good dresser and Ben could easily make fun of him, too. Ben is thinking he can suffer silently or fight “fire with fire”. What should he do?
