

Student name: _____ **Date:** _____

Watch the video (link below), complete the assessments, print this completed form as a pdf and email it your instructor.

Video: <https://www.youtube.com/watch?v=dEJQImzyOZ4>

Objectives:

Work Relationships

The first step in developing positive working relationships on the job is to understand that you are dependent upon other people and they are dependent upon you in the workplace. This interdependence (two or more people who rely upon one another for some reason) of people also extends to our personal life.

The primary reason for employees losing their jobs is poor soft skills (they fail to get along with other employees in the work place). For this reason, developing positive working relationships is essential. In a place of employment, all employees must work toward the same goal. In doing this, each individual employee's behavior and attitudes affect almost every other worker in the business. The general effectiveness of the work group is influenced by each employee's moods, attitudes, personal hygiene, mental health, communication skills, etc.

Soft Skills

Most managers agree that the following five soft skills or employability skills are valued within the workplace.

1. Communication Skills - Develop your ability to express yourself to customers, co-workers, and management in a calm, positive manner. Don't jump to conclusions and don't lose your cool!
2. Teambuilding - Be a "team player!" Learn to cooperate with others by compromising on differences, remaining neutral on conflicts between others and being willing to change and adjust to benefit your workplace.
3. Work Ethic - Always carry through any commitments you make--Be at work on time, complete your assigned daily tasks before leaving work; never put off until tomorrow what you have time for today; do what you say you will do, follow the rules and instructions of your place of business, even if you feel your way is better, etc.

4. Flexibility - Take the responsibility to do things without being told. Seek out additional tasks - even those you don't particularly like.
5. Positive Attitude - Learn to see the bright side of things. Smile and show interest and enthusiasm during your day at work. Show an interest in the people around you and the business in general. Enthusiasm is contagious.

A. Explain what good body language looks like?

B. Describe in a complete paragraph your own positive personal traits.

C. Teambuilding involves which of the following: **Answer**_____

- 1), Keeping an Open Mind
- 2). Being receptive to new ways of doing things
- 3). Don't waste time
- 4). All of the Above

D. Define a good work ethic.

E. Instead of complaining at work, what things should I do?

F. Describe the cell phone etiquette skills you learned from this video.

G. What are the five types of soft skills discussed in the video?

- 1).
- 2).
- 3).
- 4).
- 5).

H. The best way to confirm what someone is saying to is to do what?

_____.