



Work Effectively with Others – Part I

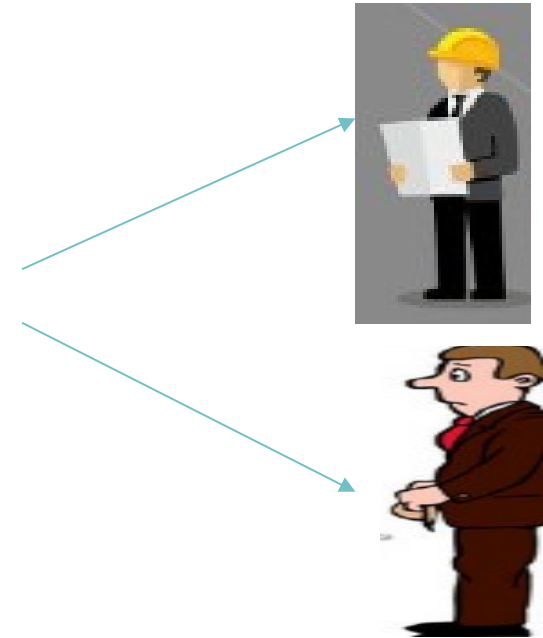
By the end this session, you will be able to:

- Describe the various skills required to work effectively with others



Introduction

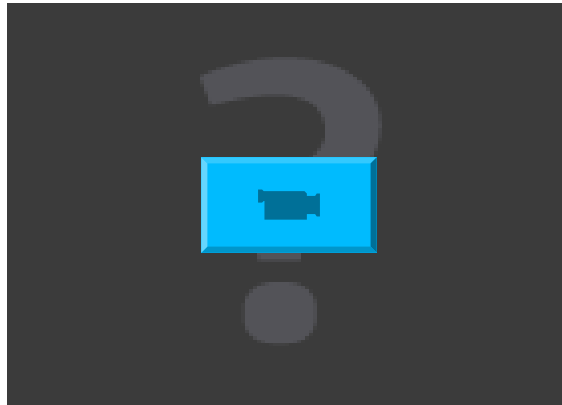
- A power sector worker interacts with many people on a daily basis including customers and superiors among others
- It is important to behave properly whenever we interact with people



Sudeep Malhotra, a professional behavioural trainer explains the good and bad behaviours and how a lineman should behave while interacting with the customer



Let's Watch...



Open House Discussion

- What have you observed in the video?
- How would you have reacted in the given situation?





Let's Watch...



Open House Discussion

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Advantages of Positive Behaviour

Positive thinking helps you:

Complete your work faster

To be cooperative at workplace

Make the environment stress-free

Makes customers happy

Advantages of Positive Behaviour

Having positive attitude helps you:



Solve complicated issues



Look for solutions



To be responsible



Let's Watch...



Let's Discuss

- What did you observe in the video?
- Is this right or wrong way of behaving with the customer?

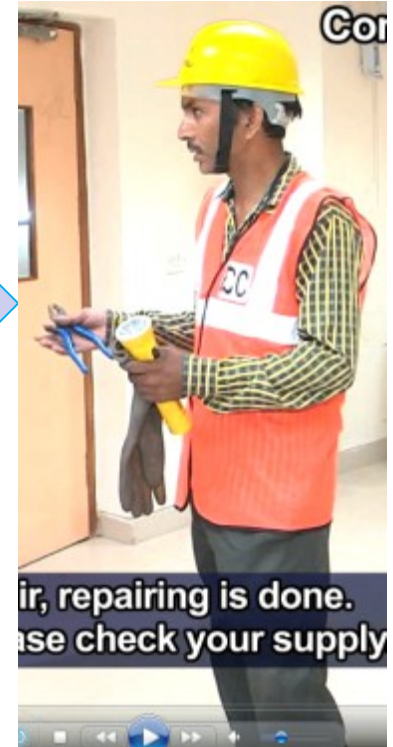


Debrief

- Body language indicated he was expecting favour
- Incorrect way of behaving with the customer



- You are being paid for your duty
- You must not expect anything from customers





Having Ethics at Workplace



Inform the customer:



- Company has a good name for its excellent services
- You are the representative of the company

- Company pays you salary for your services
- Never expect any money from customers





Improper Grooming Skills



Let's Discuss....

- What have you observed in the video?
- What happens if the lineman goes to work in this way?



Improper Grooming Skills > Debrief

- Lineman was not properly dressed
- He was wearing gold ornaments
- Wearing gold or metal ornaments will put him at risk
- Chances of him suffering shock are more due to working on electric lines

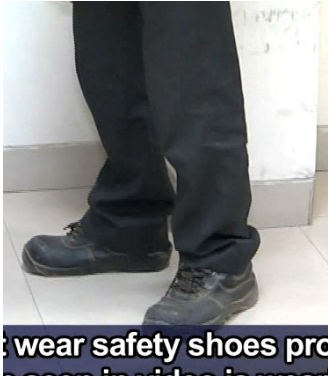




Proper Grooming Skills



Tips to be presentable:



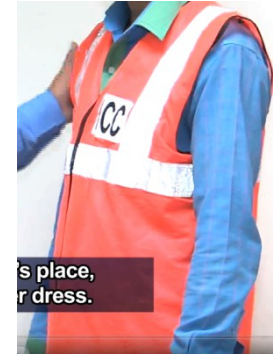
Wear safety shoes



Wear safety jacket



Wear helmet



Wear properly
buttoned shirt



Never wear gold/metallic
ornaments

Always wear a smile.



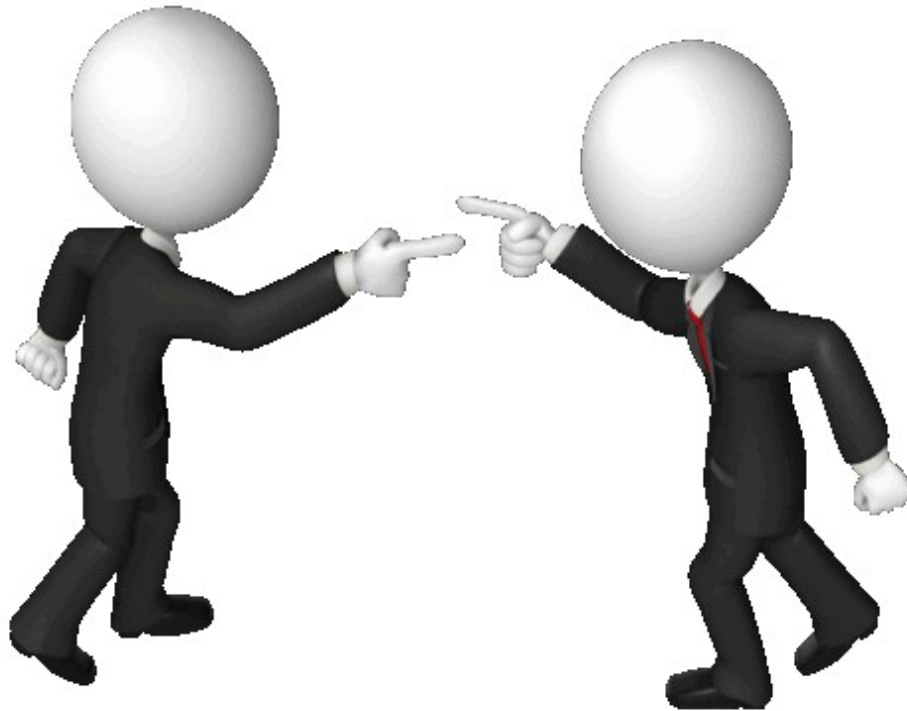
Activity

- **Activity:** Quiz
- **Duration:** 10 Minutes
- **Questions:**
 1. Name some benefits of having positive attitude towards work.
 2. Listen to the scenario and answer.
 3. Listen to the scenario and answer.



Reasons for Conflicts at Workplace

- Every human being is different
- Each one's perceptions, likes and dislikes are different from others
- This is one of the reasons for misunderstandings when a group of people work together





How Conflicts Arise at Workplace...



Result of Conflicts at Workplace



Unnecessary stress between conflicting people



Major accidents occur because of difference of opinion

- To avoid conflicts:
 - Always ensure there is no misunderstanding
 - Have an open mind to accept others' thoughts and views





Avoiding Conflicts



Debrief

- If there are no misunderstandings between two people, work will happen easily properly and promptly
- The work which takes more time to complete can happen in lesser time

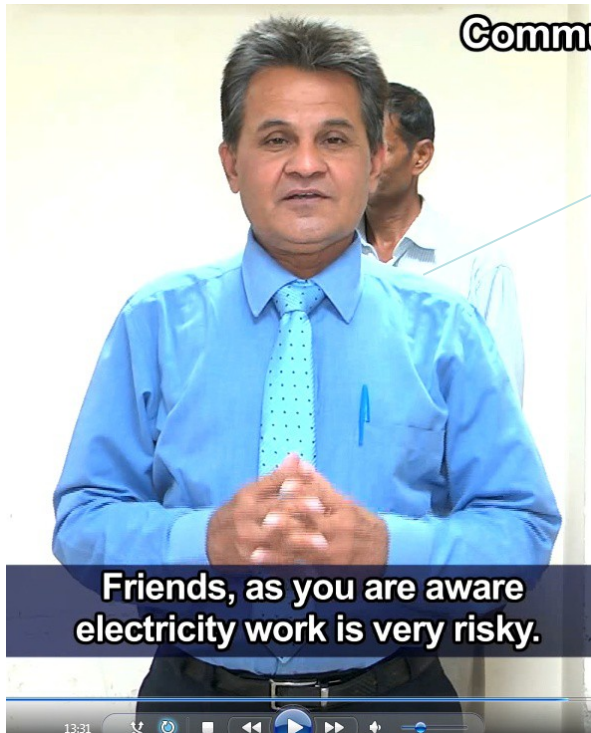


Precautions

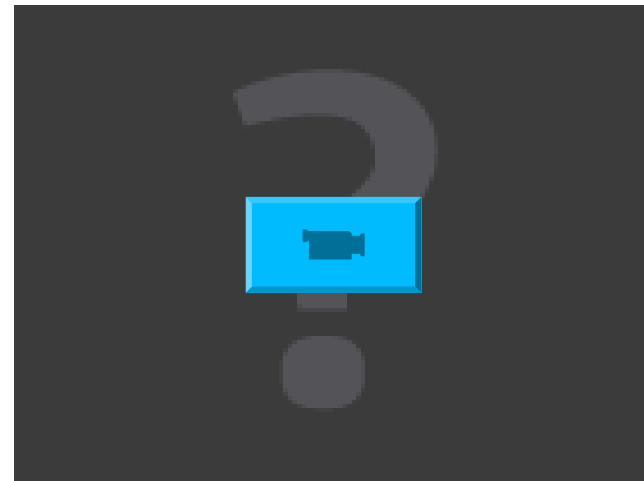


- Take all the safety precautions as per the guidelines
- Precautions include both physical and mental aspects
- Careless attitude may result in:
 - Accidents
 - May be fatal or non-fatal to self or public
 - May also lead to loss of public property

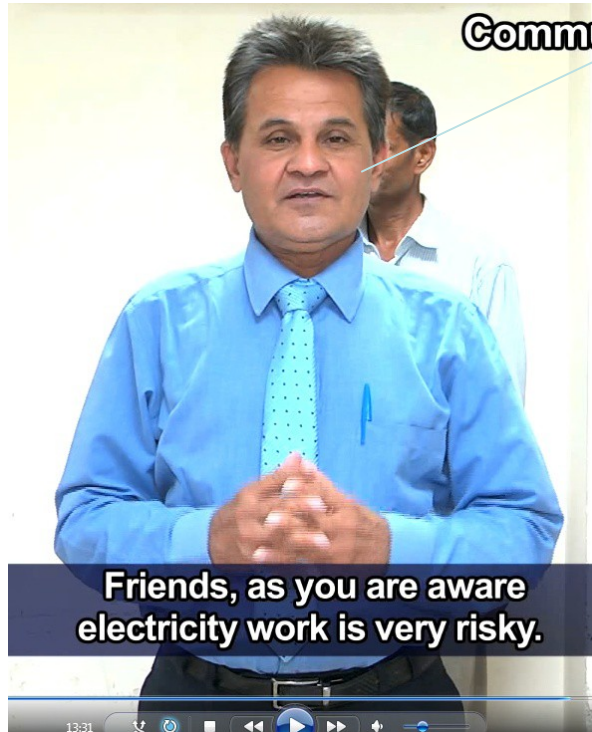
Negative Attitude Towards Safety Measures



Allowing safety to be placed in the back seat could lead to major accidents.



Positive Attitude Towards Safety Measures



Understanding the importance of safety equipment makes one take safety precautions.



Working Effectively with Others



- Communication means exchange of thoughts and ideas between two individuals
- There are good and bad ways of communication
- It affects your daily professional and personal life



Working Effectively with Others



Signs and Impact of Bad Communication Skills



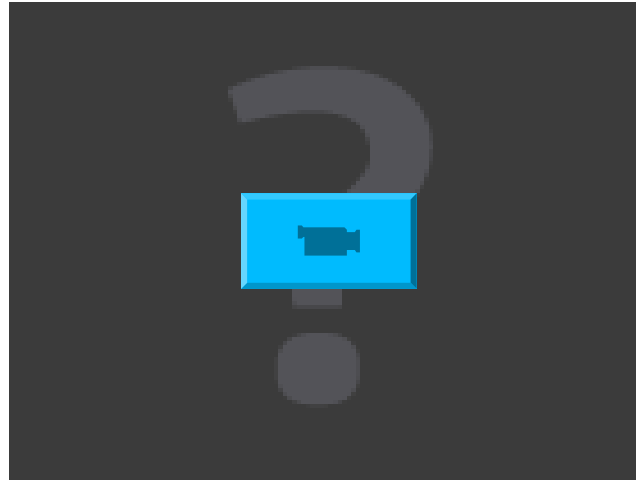
- Some words used by supervisor were not correct
- Tone used by the supervisor was harsh
- Had a negative impact on the linemen
- The supervisor was not looking at his team's reaction
- Team was not paying the required attention

By using harsh words and speaking rudely, the message will not be conveyed properly.

Poor Body Language



- The supervisor's body language was very poor
- He was pointing his hand towards the linemen
- This sends the message of accusing a person
- The supervisor showed anger on his face



If you show anger and use harsh words, people person will not be ready to listen to you.



Working Effectively with Others





- Use proper words and speak in a soft tone
- Never be proud
- Observe the body language of a person
- Show yourself in a positive way while you are interacting with everyone



Key Learning Outcomes

- You need various skills to work effectively with your colleagues, supervisors, subordinates and customers
- You must have a positive attitude towards work and maintain ethics in work. This will help you and your company gain a good name
- Proper grooming helps you make a positive impact on your supervisors and customers
- Having positive opinions helps solve conflicts but having negative impressions or opinions spoil the chances of conflict management
- Communication skills have good or bad impact on your professional life

