

Session: Work Effectively with Others – Part I

Learning Objective	Evaluation Criteria
Describe the various skills required to work effectively with others	Interactive Questioning








	Duration	120 Minutes
	Resources	PowerPoint Presentation, Markers and White Board
	Facilitator's Notes	Through videos and interactive debriefing, drive the participants' focus to the importance of various skills required to work effectively with others.

End of Note

		1.	<p>Tell:</p> <p>Welcome to the video presentation on 'Work Effectively with Others, Part 1'. As human beings, we always interact with one another on various aspects.</p> <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • Pause after saying this statement • Ensure the participants agree with the statement • Then, proceed to ask the questions given below • These questions should be asked to bring out the importance of the right way of communicating and behaving • Appreciate and encourage all participants to join the discussion <p>Tell:</p> <p>First, let me ask you some questions.</p> <p>Ask:</p> <p>Would you like it if someone talks to you in a rude manner?</p> <p>Possible Response:</p> <p>No.</p> <p>Ask:</p> <p>Have you ever talked to your parents, brothers or sisters in a loud voice?</p> <p>Possible Response:</p> <ul style="list-style-type: none"> • Yes. <p>Ask:</p> <p>How did they react?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • They shouted back • They were hurt • They were angry
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			<p>Tell:</p> <p>Well! That's right! We do not like it when people talk to us in a rude manner. There might be some situations in our life when we would have shouted at our loved ones. As a result, they also would have shouted back - if they are aggressive or equally angry. If they are loving and soft, they would have been hurt. This is all about our personal life.</p> <p>Even in our professional life, we come across different kinds of people. They might be our supervisors, colleagues or customers. We need to interact with them on a regular basis. It helps us to work effectively with others.</p> <p>In this session, we will learn how to work effectively with others.</p>
		2.	<p>Tell:</p> <p>By the end of this session, you will be able to describe the various skills required to work effectively with others.</p>
		3.	<p>Tell:</p> <p>As a power sector worker, you will be interacting with many people on daily basis including customers, superiors among others. It is important to behave properly when we interact with people.</p> <p>Let me introduce to you Mr. Sudeep Malhotra, a professional behavioural trainer. He will explain the good and bad behaviours. He will also tell us how a lineman should behave while interacting with the customer.</p>
		4.	<p>Tell:</p> <p>The reaction that we show during any situation makes an impact on the person. If you show a positive reaction, the situation will be good. If you are rude and show negative reaction, the situation turns worse.</p> <p>Let us observe the positive and negative behaviours of a lineman. We will also see how it affects his work.</p> <p>Facilitator's Notes:</p> <p>Click to play the video.</p>
		5.	<p>Ask:</p> <ul style="list-style-type: none"> • What was your observation from the video? • Do you think the behaviour of the lineman is correct? • What could have been done? <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • Ask the questions one after the other slowly • Wait for substantial number of participants to answer • Encourage participants who are not answering • Some questions are asked in a rhetorical way for which possible responses are not given • Let the participants ponder over the question • Do not expect answers from them

			<p>Tell:</p> <p>Well! That's great. The lineman reacted in a rough way. Here we have seen lineman's negative thinking and how it is reflected in his behaviour at workplace.</p> <p>Ask:</p> <p>How would you have reacted in the given situation?</p> <p>Tell:</p> <p>This is a self-examination question. Let us ponder on this question for some time. Let no one answer this question but think about the situation where you have reacted to a situation in a negative or positive way. Think about how you felt when you reacted in a negative way. I am sure you would have felt bad and miserable. Now, think about how you felt when you reacted positively. I am sure you would have sorted out the situation and made everyone around feel happy and good.</p>
		6.	<p>Tell:</p> <p>Let us now see how a positive thinking of lineman will change the workplace situations.</p> <p>Facilitator's Notes:</p> <p>Click to play the video.</p>
		7.	<p>Ask:</p> <ul style="list-style-type: none"> • What was your observation from the video? • Do you think the behaviour of the lineman is correct? • What went right in the video? <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • Ask the questions one after the other slowly • Wait for substantial number of participants to answer • Encourage participants who are not answering • Some questions are asked in a rhetorical way for which possible responses are not given • Let the participants ponder over the question • Do not expect answers from them
		8.	<p>Tell:</p> <p>There are several benefits of positive thinking.</p> <p>Positive thinking helps you to complete your work faster, cooperate, make work environment stress free and also makes the customer happy.</p>
		9.	<p>Tell:</p> <p>By thinking positively, person's behaviour changes, he looks for solutions, not for excuses. A lineman can solve complicated issues easily if he has a positive attitude.</p> <p>Facilitator's Note:</p> <p>Click to play the video.</p>

 	10.	<p>Tell:</p> <p>I am sure you all will agree with Mr. Sudeep that you can solve complicated issues if you have a positive attitude. You will look for solutions and not for excuses. You will become more responsible because you begin to view each task as your own.</p> <p>Now let us know about the ethics at work place with the help of an example.</p>
		<p>Ask:</p> <p>What do you mean by ethics?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Morals • Rules and regulations <p>Ask:</p> <p>What are the ethics that you need to follow at workplace?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Respect our superiors • Provide the best service to customers <p>Tell:</p> <p>Well! Here is one customer who lodged a complaint for electricity problem. The lineman has come for rectification of complaint. Here, lineman is talking to the customer after finishing the line repair work.</p> <p>Facilitator's Notes:</p> <p>Click to play the video.</p>
 	11.	<p>Ask:</p> <p>What did you observe in the video?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The lineman did some repair work for a customer • He is asking the customer to check the work twice • He wanted some favour from the customer <p>Ask:</p> <p>Is this right or wrong way of behaving with the customer?</p> <p>Possible Response:</p> <p>It is the wrong way.</p> <p>Tell:</p> <p>Let us see what Mr. Sudeep has to say about the lineman's behaviour.</p>
 	12.	<p>Facilitator's Note:</p> <p>Click to play the video.</p> <p>Tell:</p> <p>As rightly pointed out by Mr. Sudeep, the lineman's behaviour is not permissible. The way lineman behaved is not permissible. His intentions and body language</p>





			<p>was that he was expecting some favour from the customer.</p> <p>This is not the correct way of behaving with the customer.</p> <p>Let us now see the correct way of behaving with the customer.</p>
		13.	<p>Facilitator’s Note:</p> <p>Click to play the video.</p>
		14.	<p>Ask:</p> <p>What did you observe in the video?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The lineman did some repair work for a customer • He is refusing cash from the customer <p>Ask:</p> <p>Is this right or wrong way of behaving with the customer?</p> <p>Possible Response:</p> <p>It is the right way.</p> <p>Tell:</p> <p>This is the right way of behaving with the customer. Remember what the lineman informed the customer and implement it in your professional life.</p> <p>You need to inform the customer that your company has a very good name for its excellent services. You are the representative of the company and it pays you salary for your services. Therefore, you must not accept, expect or ask any money from customers.</p> <p>Now that you have understood about ethics, let us know about grooming skills through watching a video.</p>
			<p>Ask:</p> <p>What do you mean by grooming?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Combing hair • Proper dressing <p>Tell:</p> <p>Next, let us know about grooming skills. Means that how one power sector worker should look or carry himself before going to office or consumer’s premises.</p>
		15.	<p>Facilitator’s Note:</p> <p>Click to play the video.</p>
		16.	<p>Ask:</p> <p>What have you observed in the video?</p> <p>Possible Responses:</p>

			<ul style="list-style-type: none"> • The lineman was not properly dressed • The lineman removed his shirt as it was hot • The lineman was wearing gold ornaments <p>Ask:</p> <p>What happens if the lineman goes to work in this way?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The company's image will be spoilt • The lineman may suffer electric shock because of gold ornaments
		17.	<p>Tell:</p> <p>You might have noticed the improper manner of dressing.</p> <p>The lineman was not properly dressed when he attended a repair call at the customer's place. Moreover, he was wearing gold ornaments. This should be avoided. Wearing gold or metal ornaments will put the worker at risk as there are chances of him suffering electric shock.</p>
		18.	<p>Tell:</p> <p>Let us see the proper and correct manner of dressing when working in power sector. You will find proper dressing sense of workers have a positive impact on the customers.</p> <p>Facilitator's Notes:</p> <p>Click to play the video.</p>
			<p>Ask:</p> <ul style="list-style-type: none"> • What was your observation from the video? • Is he properly dressed? • Is the dressing of the lineman impressive to work at customer's place? <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • Ask the questions one after the other • Give sometime to the participants to respond • Appreciate the responses
		19.	<p>Tell:</p> <p>Workers who have a proper sense of dressing have a positive impact on customers. As pointed by Mr. Sudeep, a worker should always wear proper reflective jacket whenever he is on duty.</p> <p>Facilitator's Notes:</p> <p>Click to play the video.</p> <p>Tell:</p> <p>The tips for proper grooming include the given aspects. A lineman or a power sector worker must be in the mentioned attire even after completing his work. A</p>

		<p>lineman or power sector worker must:</p> <ul style="list-style-type: none"> • Wear: <ul style="list-style-type: none"> ○ Proper safety shoes ○ A properly buttoned shirt ○ Safety jacket ○ Helmet • Never wear gold or metallic ornaments <p>When you visit customer's place, you should be properly dressed. Being presentable and wearing a smile are important aspects of grooming.</p> <p>Till now, we have learnt the importance of having a right attitude towards work, behaving ethically and dressing properly. We have also learnt how these help in creating a positive impression about oneself and the company.</p> <p>Before we proceed, let us do an activity.</p>
Activity		
 	<p>20.</p>	<p>Activity: Quiz</p> <p>Duration: 10 Minutes</p> <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • This activity is given to break the monotony in the session • If the participants are listening attentively or are engaged, then there is no need for this activity • Divide the participants into 3 groups • Ask the following questions in a competitive manner <p>Questions:</p> <ol style="list-style-type: none"> 1. Name some benefits of having positive attitude towards work. <p>Hint:</p> <ul style="list-style-type: none"> • Solve complicated issues • Look for solutions • Be responsible <ol style="list-style-type: none"> 2. A power sector worker did an excellent job and the customer is very happy with him. Therefore, the customer rewarded him by giving him a tip. Do you think this is an example of ethical behaviour? <p>Hint:</p> <p>No power sector worker can ask, accept or expect any reward for the job he is doing. By accepting such rewards, he will break the code of ethics.</p> <ol style="list-style-type: none"> 3. A lineman has been asked to work on a repair outdoors on a hot summer afternoon. When he started out from office, he is in complete uniform but when he reaches the site, he is sweating a lot. Can the lineman remove his shirt and work? <p>Hint:</p> <p>No matter what the condition is outside or on the site, a worker cannot remove his</p>

			<p>shirt. He must also never remove his shoes or safety jacket.</p> <p>Tell:</p> <p>Thank you for participating enthusiastically.</p> <p>Let us now learn about another skill, which is important when we are interacting with our customers, colleagues among others.</p>
			<p>Ask:</p> <p>What happens if you are asked to work with a person with whom you do not get along well?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • There may be arguments • We may end up fighting • Work will not be completed <p>Tell:</p> <p>That's true! When we are asked to work with people with whom we do not get along well, we may end up not feeling satisfied. There may be small or big arguments over the way each one of us works.</p> <p>Ask:</p> <p>What do you call such situations?</p> <p>Facilitator's Notes:</p> <ul style="list-style-type: none"> • The participants may not come up with the right response • Wait for some time and proceed <p>Tell:</p> <p>Well! This is known as conflict. It arises when we come across or interact with people who either do not like being with us or whom we dislike.</p> <p>Let us look at the reasons for conflict and how to manage it.</p>
		21.	<p>Tell:</p> <p>I am sure all of you will agree with me when I say that as human beings, we have different perceptions, likes and dislikes. Sometimes such personal preferences results in some misunderstanding at workplace among colleagues or co-workers. There will be differences in opinions which may result in misunderstandings.</p> <p>But when we are at work place, we should avoid such misunderstandings and judging people on our parameters or perceptions.</p> <p>Now, let us see how misunderstandings will impact a worker or lineman at work place. We will observe how few situations occur at our workplace.</p>
		22.	<p>Facilitator's Note:</p> <p>Click to play the video.</p> <p>Ask:</p> <p>What did you observe in the video?</p> <p>Possible Responses:</p>

			<ul style="list-style-type: none"> • A lineman has been asked to go and repair a line • A helper has been deputed with him • The lineman does not like working with the helper
		23.	<p>Tell:</p> <p>Now you have seen how conflict can happen between two linemen and as a result, work will not be taken up properly. And unnecessary stress will build up between two</p> <p>Because of these differences of opinion and views, a big mishap or accidents due to stress may also happen.</p> <p>As observed in the video, Raju is under the impression that Deepak, the helper, does not help him. He thinks that Deepak is of no use. On the other hand, Deepak is of the opinion that no one likes to work with Raju.</p> <p>This is the reason for their conflict. Each one has different opinions about each other. Having positive opinions helps solve conflicts but having negative impressions or opinions spoil the chances of conflict management.</p> <p>As rightly pointed out by Mr. Sudeep, we should not let work suffer because of our misunderstandings. So, to avoid conflicts, it is always better not to have misunderstandings at workplace. We must have an open mind to accept others' thoughts and views.</p> <p>Let us look at an example of avoiding such misunderstandings among workers at workplace.</p>
		24-25.	<p>Facilitator's Note:</p> <p>Click to play the video.</p> <p>Ask:</p> <p>What did you observe?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The lineman had no problems with the helper • The lineman praised the helper <p>Tell:</p> <p>That's correct! If there is no misunderstanding between two people, work will happen easily, properly and promptly.</p> <p>With proper understanding, the work would be completed in lesser time and the quality of the work would be better. This is because there is better communication between the people working together.</p> <p>Let us next look at another aspect in a power sector worker's work life.</p>
		26.	<p>Tell:</p> <p>As you are aware, electricity work is very risky. While working, we need to take all the safety precautions as per the guidelines.</p> <p>Ask:</p> <p>What is meant by precautions?</p> <p>Facilitator's Notes:</p>

			<ul style="list-style-type: none"> • Capture the responses • Appreciate the participants • If anyone, talks about having the right attitude, have the other participants clap for him <p>Tell:</p> <p>Well! When we talk about precautions, it does not mean that we need to take some safety measures on the physical aspect only. It also means that we should have the right mental ability. If you do not have proper attitude, sometimes, even precautions taken will not help.</p> <p>Careless attitude may result in accidents that may be fatal or non-fatal to self or public. It may also lead to loss of public property.</p> <p>Let us see the right and wrong attitude for a workman working in power sector.</p>
 	27.		<p>Facilitator’s Note:</p> <p>Click to play the video.</p> <p>Ask:</p> <p>What did you observe?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The lineman was not willing to take the protective equipment • The lineman was not bothered about safety <p>Ask:</p> <p>What will happen if the protective equipment is not taken?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Accidents may occur • They will not be safe <p>Tell:</p> <p>Well! We have observed the lineman’s negative attitude towards safety aspects. He allowed safety to be placed in the back seat. This could lead to major accidents.</p> <p>Now, let us see what should be the positive attitude towards safety.</p>
 	28.		<p>Facilitator’s Note:</p> <p>Click to play the video.</p> <p>Ask:</p> <p>What did you observe?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • The lineman insisted on taking the safety equipment • The helper was not willing to take the safety equipment <p>Tell:</p> <p>Well! The lineman understood the importance of safety equipment. He knew that he had to take safety precautions that were laid for his personal safety as well as</p>

			<p>safety of the public.</p> <p>Let us discuss about communication skills, which is one of the important skills.</p>
		29.	<p>Ask:</p> <p>What is communication?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Talking • Exchange of ideas <p>Tell:</p> <p>Well! Communication is a means of exchange of thoughts and ideas between two individuals. Like any other soft skills, there are both good and bad ways of communication. Communication also affects your daily professional and personal life.</p> <p>Let us watch a video that depicts wrong way of communication.</p>
		30.	<p>Facilitator’s Note:</p> <p>Click to play the video.</p> <p>Ask:</p> <p>What did you observe?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • A supervisor was delegating work to the linemen • The linemen were not showing interest
		31.	<p>Tell:</p> <p>That’s right! Some words used by supervisor were not correct.</p> <p>Those words were not giving any message to the lineman but it was going in a negative way.</p> <p>Not only the words but the tone used was also wrong.</p> <p>He used very harsh tone. You could see the negative impact it had on the linemen.</p> <p>He was not listening to his team.</p> <p>Though linemen were not happy, they were still listening to the supervisor’s words.</p> <p>By using such bad words and speaking rudely, message will not be conveyed properly.</p>
		32.	<p>Tell:</p> <p>As you have seen, the body language of the supervisor was very negative.</p> <p>While speaking, he was showing his finger towards a person.</p> <p>You should never point at a person with finger.</p> <p>This is considered as a very poor body language.</p> <p>Never show anger on your face.</p> <p>If you show anger on your face and if you use harsh words, then the opposite</p>

			<p>person will not listen to you properly, even if you are in a supervisory position. Let us next watch a video to see what will be the impact if you speak properly.</p>
		<p>33.</p>	<p>Facilitator’s Note: Click to play the video.</p> <p>Ask: What did you learn from this video?</p> <p>Possible Responses:</p> <ul style="list-style-type: none"> • Addressing people with respect • Explaining the impact of working together • Not to point at people <p>Tell: Good response! You have seen speaking properly will give you a positive thought. We must always treat our colleagues, supervisors and subordinates with respect. We must understand that each of us is a part of a bigger team. All of us are working to keep the company’s flag always flying high and with pride. Let us watch what Mr. Sudeep tells us about the supervisor’s behaviour.</p>
		<p>34.</p>	<p>Facilitator’s Note: Click to play the video.</p> <p>Tell: You might have noticed that:</p> <ul style="list-style-type: none"> • He has used proper words. The tone which he has used was very soft • He is not proud. Linemen were listening to him with concentration • Linemen understood what their supervisor wants them to do • Linemen were nodding their heads to let the supervisor know that they have understood what he was saying <p>This happened because supervisor has used proper words, soft tone and good body language. We should always speak and project ourselves to family, colleagues and customers in positive manner.</p>
			<p>Tell: In this video presentation, you have understood about the skills required to work effectively with others.</p>
Key Learning Outcomes			
		<p>35.</p>	<p>Tell: Let us quickly recollect the key learning points of this session. In this session, you have learnt that:</p>

			<ul style="list-style-type: none"> • 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
		Glossary	
			Ethics – Moral principles that govern a person's behaviour or the conducting of an activity
			Grooming – The art of cleaning and maintaining parts of the body