



# Work Effectively with Others – Part I



## Learning Objective

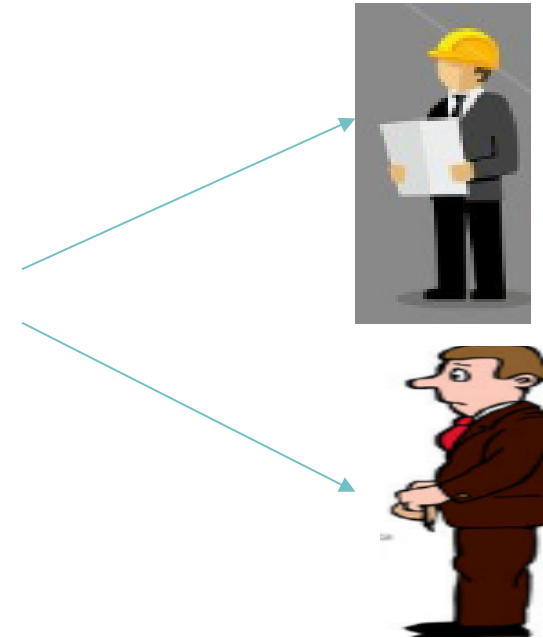
By the end this session, you will be able to:

- 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...



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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?





- 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:



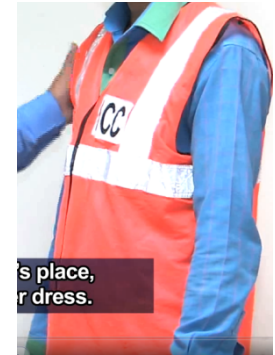
Wear safety shoes



Wear safety jacket



Wear helmet



Wear properly  
buttoned shirt



Never wear gold/metallic  
ornaments

Always wear a smile.



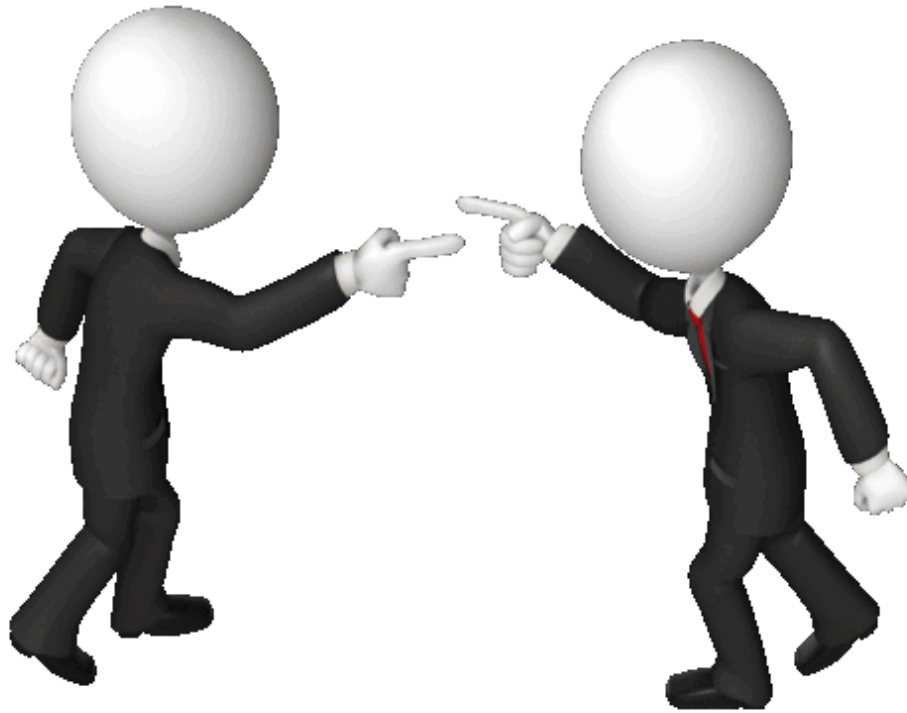
## Activity

- **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

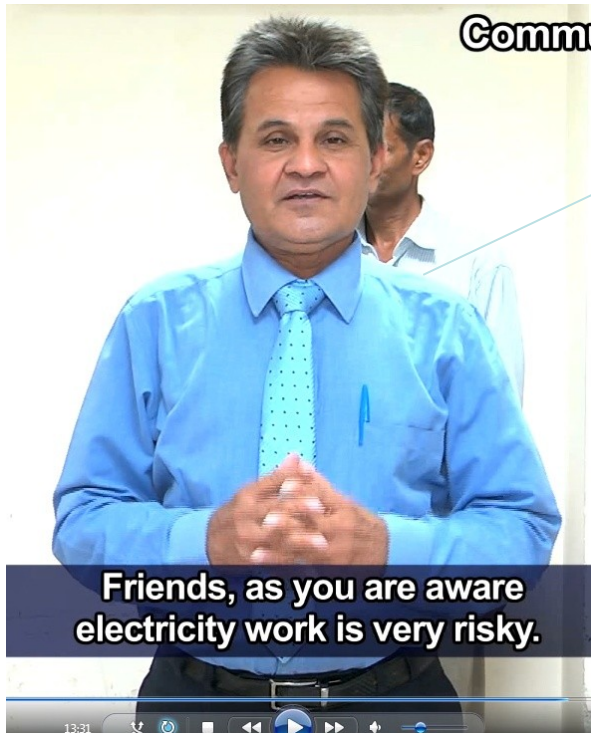
- If there are no misunderstandings between two people, work will happen easily properly and promptly
- The work which takes more time to complete can happen in lesser time



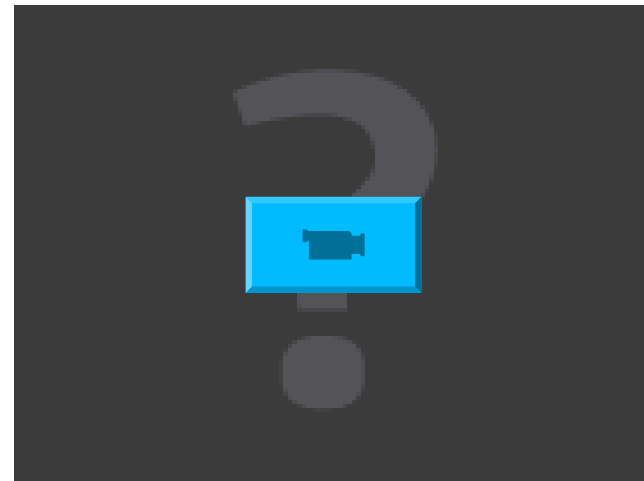
# Precautions



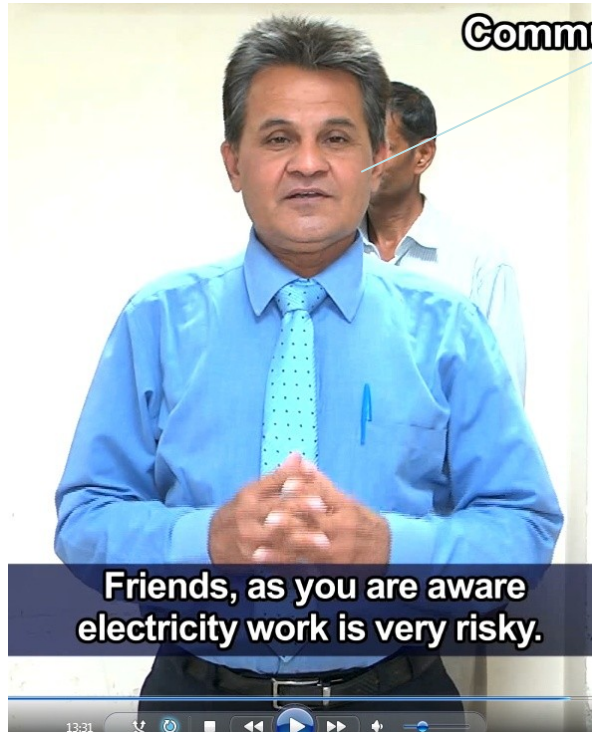
- Take all the safety precautions as per the guidelines
- Precautions include both physical and mental aspects
- Careless attitude may result in:
  - Accidents
  - May be fatal or non-fatal to self or public
  - May also lead to loss of public property



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



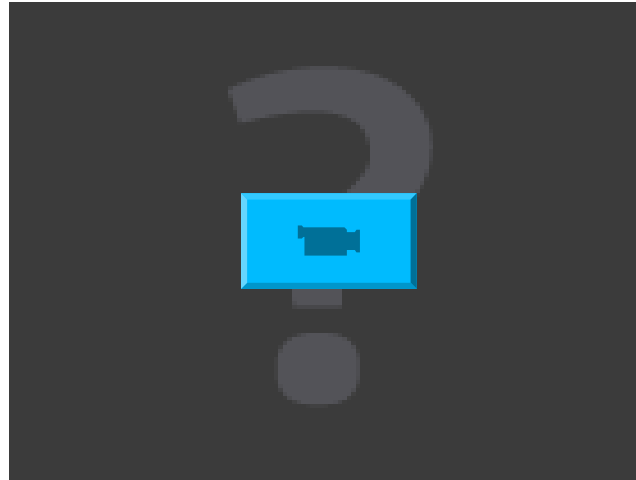
- Some words used by supervisor were not correct
- Tone used by the supervisor was harsh
- Had a negative impact on the linemen
- The supervisor was not looking at his team's reaction
- Team was not paying the required attention

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.



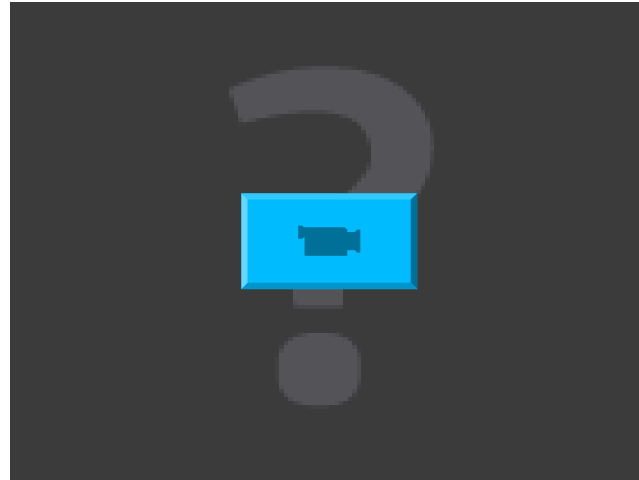


# Working Effectively with Others





- 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

