

POSITIVE RELATIONSHIPS AT WORK

LESSON 7



Goals:

- ▶ Review of different types of relationships.
- ▶ Explain the difference between co-workers, managers and supervisors and friends.
- ▶ Explain the difference between friend and being friendly.
- ▶ Demonstrate ways to interact with customers, guests, clients and patients.
- ▶ Review policies and procedures in interacting with customers and your role at your workplace.



Prepping for Class:

- ▶ Handout #5 Types of Relationships (from Lesson 3) p.93 (participants will have this from previous lessons)
- ▶ Handout #6: Photos of Relationships (from Lesson 3) p.94-106 (pull out examples of co-workers and friends to review the difference.
- ▶ Video of co-workers, video of friends (from Lesson 4)
<https://www.elevatustraining.com/healthy-boundaries>
- ▶ Handout # 20: Talking with your Coworker, p.173 (copy 1 handout for role play)



Easel Paper Prep:

- ▶ One sheet, “Ways to be Friendly with co-workers”



Time: Introduction (5 minutes)

Activity One: What is a co-worker? (15 minutes)

Activity Two: Difference between a co-worker and a friend?
(10 minutes)

Activity Three: Practice being friendly (15 minutes)

Activity Four: Friends at work, being friendly to customers (10 minutes)

Wrap-Up (5 minutes)



Introduction (5 minutes)

You will need to gather the photos from Lesson 3, Handout 6, and Lesson 3, Handout 5, to review the types of relationships.



Today we are talking about the different types of relationships at work. We will talk about friendships and sweethearts in the next lessons, but today we will look at what a co-worker, manager, supervisor and customer is. Before we start, let's review the group agreements to see if we need to add any others and remind ourselves of the way we want to treat one another during class.

Review Group Agreements.



Activity One: What is a Co-Worker? (15 minutes)

Let's talk about co-workers. These are people who work with you. Maybe they are part of the department that you work in, maybe they are your manager. Maybe they work down the hall in another department, but they all work for the worksite, just like you.

Remember when we looked at all the different types of relationships on this handout? Here are some of the photos we looked at and decided they were co-workers, right?

Let's review the photos again and talk about why we think these are co-workers.



Activity Two: Difference Between Co-Workers and Friends (Close or Casual Friends) (10 minutes)

SAY

Let's talk about what is a co-worker: Who do we know that are our co-workers?

Sometimes knowing the difference between a co-worker and a friend can be confusing. Co-workers are very friendly, but they are not friends. You mostly would only spend time with them at work. Or you may spend time with them outside of work, but it is a work related event such as a reception for someone, a shower for a co-worker, a fundraiser, a potluck for a holiday, etc. These are all work related events.

It's important to be friendly to your co-workers. You can say "hello" and talk about public topics.

You may smile when you pass a co-worker in the hall but they aren't your friend.

Act out how a co-worker may interact or show co-worker video from Lesson 4.

<https://www.elevatustraining.com/healthy-boundaries/>

Then show the friend video and compare the two.

SAY

What did you notice? How did they interact?

They didn't hug, they only talked for a minute and moved on. Now let's look at the friend video. What did you notice? How did they act?

Some places have the 10-5 rule: At 10 feet away you smile and nod, at 5 feet away you give a simple greeting.

A good rule for interacting with co-workers is to ask two questions and when they ask you a question, answer in 1-2 sentences. You can high five them, shake their hands, or fist bump.

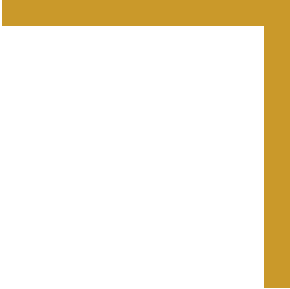


Activity Three: Practice Being Friendly (15 minutes)

Let's create a list of what it means to be friendly to your co-workers. I will write your ideas on the easel paper.

Possible answers might be:

- ▶ Smile when you walk by them in the hallway (10 feet away).
- ▶ Say "hello, how are you?"
- ▶ When we are having lunch with co-workers, you ask them questions about public things.

- 
- ▶ What are some questions you could ask?
 - ▶ How was your weekend?
 - ▶ Where did you grow up?
 - ▶ How many brothers and sisters do you have?
 - ▶ Listen, with eye contact, to their answers.
 - ▶ Maybe ask another question about what they said when they answered.
 - ▶ Give them a compliment, I like that shirt or you are really good at your job.
 - ▶ Thank them for helping you out.

SAY

We can be friendly to anyone. It could be family members, friends and co-workers. These people may also be friendly to you, but it doesn't mean they are your friend. Friends do activities outside of work, talk about private topics in a private place, and you have known these people for a long time.

Let's practice being friendly. Part of being friendly is taking turns talking.

If there are two staff in the class, have them act out being friendly and having a conversation. Here is the role play.

1. Everyone is encouraged to participate.
2. Support each other when we are doing the role play by paying attention and not making fun.
3. If you are in the role play and get stuck, you can ask for "help" from the audience.
4. Audience can coach but cannot take over role play.

You're eating lunch with your co-worker.

Person #1: How was your weekend?

Person #2: It was really fun. I spent time with my cousins.

Person #1: That sounds fun. What did you do?

Person #2: We went to the movies and out for lunch. What about you? What did you do this weekend?

Person #1: I was sick all weekend and laid on the couch.

Person #2: Oh, no, I am sorry you were sick. How you are feeling now?

Person #1: I am much better and can't wait until Friday so I can actually have a nice weekend.

Person #2: I bet you can't wait.

SAY

- ▶ What did you notice about the two people?
- ▶ Did one person talk a lot more than the other?
- ▶ What did they do to keep the conversation going?
- ▶ Does this conversation seem like it is over? How come?

You could also stop the role play and ask the class, "What would you do next? What would you say next?" You can have participants practice the role play after seeing the instructor demonstrate the role play.



Activity Four: Being Friendly to Customers (10 minutes)

One last type of relationships are customers, patients, guests or

clients. These people don't work for the worksite, but they may live there, come there for services, go to school there. These people are a little tricky as well. If it is a customer that you don't know and have just met, you will treat them in a friendly way, but you want to think of them as "people we don't know." We don't touch them, ask them out on a date, or ask private questions. We greet them by saying hello or we say something friendly like, "Welcome to the hospital." We are friendly and welcoming.

If you know the customer and have seen them a lot, then you want to treat them like casual friends. You might high five them, fist bump them, wave, or smile and say hello. They aren't like people you don't know, but they aren't your friends.

Let's practice talking with customers. How do you let someone know they are welcome at the worksite? What could you say?

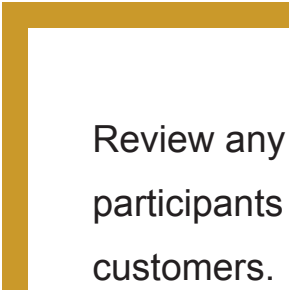
Let's take your ideas and practice as a role play. I will be the customer and you will help me feel welcome. What will you say?



Wrap-Up (5 minutes)

Let's review the main points of the lesson.

- ▶ What did you learn about co-worker relationships?
- ▶ What is the difference between being friendly and being friends?
- ▶ What was one thing you learned about having friendly conversations?



Review any policies and procedures that would be helpful to the participants regarding co-working relationships and how to interact with customers.

During the next lesson, we will talk more about friends and friendships.

Main Points of Lesson:

- ▶ Co-workers are not your close friends. They are friendly, but they are not your friends.
- ▶ You mostly spend time with your co-workers at work. Sometimes you spend time outside of the workplace with them, but it is a work-related event like a fundraiser or a baby shower for a co-worker.
- ▶ There are certain rules for interacting with co-workers. There is the 10-5 Rule and when you greet them, you can high five, shake hands or fist bump. We don't hug co-workers. Also, if you work with a close friend or your sweetheart, you need to treat them like a co-worker and not a close friend or sweetheart.
- ▶ When talking with co-workers, you can talk about public topics. You may ask a couple of questions, and when you are asked a question, answer in 1-2 sentences.
- ▶ In general, if you don't know a customer you welcome them, but you don't touch them or ask private questions. If you know the customer, you can high five, fist bump, shake hands or say hello. Customers that you know are not your close friends.