



Training Solutions, Delivered!

THE ART OF COMMON SENSE & CRITICAL THINKING: THE WORKPLACE

**Leader's Guide, Fact Sheet
& Quiz**

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This easy-to-use Leader's Guide is provided to assist in conducting a successful presentation.

PREPARING FOR THE MEETING

Here are a few suggestions for using this program:

- a) Review the contents of the Fact Sheet that immediately follows this page to familiarize yourself with the program topic and the training points discussed in the program. The Fact Sheet also includes a list of Program Objectives that details the information that participants should learn from watching the program.
- b) If required by your organization, make an attendance record to be signed by each participant to document the training to be conducted.
- c) Prepare the area and equipment to be used for the training. Make sure the watching environment is comfortable and free from outside distractions. Also, ensure that participants can see and hear the TV screen or computer monitor without obstructions.
- d) Make copies of the Review Quiz included at the end of this Leader's Guide to be completed by participants at the conclusion of the presentation. Be aware that the page containing the answers to the quiz comes before the quiz itself, which is on the final page.

CONDUCTING THE PRESENTATION

- a) Begin the meeting by welcoming the participants. Introduce yourself and give each person an opportunity to become acquainted if there are new people joining the training session.
- b) Introduce the program by its title and explain to participants what they are expected to learn as stated in the Program Objectives of the Fact Sheet.
- c) Play the program without interruption. Upon completion, lead discussions about your organization's specific policies regarding the subject matter. Make sure to note any unique hazards associated with the program's topic that participants may encounter while performing their job duties at your facility.
- d) Hand out copies of the review quiz to all of the participants and make sure each one completes it before concluding the training session.

5226 THE ART OF COMMON SENSE & CRITICAL THINKING: THE WORKPLACE FACT SHEET

LENGTH: 15 MINUTES

PROGRAM SYNOPSIS:

We all have an impact on business, either as a customer or worker. 30% of human life is spent working. 70% of customers want a more personalized shopping experience. Mistreated employees take their talents to a competitor; mistreated customers take their business elsewhere. 7 out of 10 Americans think that civility has eroded. Inappropriate conduct should never be accepted as normal. It is time for customers and workers to rethink manners and service and the art of giving. This program examines the pet peeves of customers and employees and shows ways to develop a positive and civil workplace experience.

Topics include pet peeves of both customers and employees, common sense rules for both employers and employees, and ways to develop a positive and civil workplace.

PROGRAM OBJECTIVES:

After watching the program, the participant will be able to explain the following:

- Customers' pet peeves when dealing with employees;
- What pet peeves employees have when dealing with customers;
- What gets to employees when dealing with fellow employees;
- Common sense tips to help improve the workplace for both employers and employees.

INSTRUCTIONAL CONTENT:

BACKGROUND

"Talent wins games, but teamwork and intelligence win championships." – Michael Jordan

- We all have an impact on business, either as a customer or worker.
- 30% of human life is spent working. 80% of employees are dissatisfied with their jobs. 25% of employees say work is their main source of stress.
- More than 13 million working days are lost every year because of stress related illnesses, costing US employers approximately 300 billion dollars annually.
- Customers spend 45 minutes per day purchasing goods and services. 70% of customers want a more personalized shopping experience.
- People experience bad behavior 49% while shopping, 38% at work. Mistreated employees take their talents to a competitor; mistreated customers take their business elsewhere 50% of the time.
- 7 out of 10 Americans think that civility has eroded.
- In fact, it is reaching crisis proportions. Inappropriate conduct should never be accepted as normal.
- Perhaps it is time for customers and workers to rethink manners and service and the art of giving.
- Let's take a look at the symptoms.

CUSTOMERS' PET PEEVES ABOUT EMPLOYEES

- When at work we try our best to put our best foot forward at being as helpful as possible. But we're human and sometimes it doesn't go as smoothly as we'd like.
- Here are the most common pet peeves that customers have about employees.
- They don't greet us. They fail to acknowledge us in a timely manner. They talk with other employees and ignore us. They say: "It's not my department." They make us find someone for assistance. They eat and drink in front of us. They have no sense of urgency. They are not knowledgeable about products. They don't smile and look disinterested. Their diction is too difficult to decipher. They share too much about their personal life.
- They complain about their job. They interrupt busy cashiers just to gossip. They don't request help when there's a long line. They talk on the phone when waiting on us. They don't make eye contact.
- They allow others to cut in line. They allow dozens of items in a 10-item lane. They don't double-check our order. They don't bag our groceries (or load cart). They give us change without counting it. They don't say "Thank-You." They say, "No problem." not "You're welcome." They say, "Have a nice day." insincerely.
- They do busy work instead of helping us. They don't say "Excuse me." and run past us. They chew gum. They have dirty fingernails and bad breath. Shopping areas are dirty and poorly stocked. Did these employees learn about manners and personal hygiene as a child? Do employers expect their employees to have manners and good hygiene?

EMPLOYEES' PET PEEVES ABOUT CUSTOMERS

- Just as customers have their pet peeves about employees, employees also have pet peeves when dealing with customers.
- Here are some common pet peeves that employees have about customers.
- People who let their children trash an aisle or play with store items. People who don't put items back where they belong. People who race to the subway door or grocery line. People who talk loudly while in line or those who hold up the line. People who hold a place for someone not in line. Long line, one clerk, one dramatic complainer makes it difficult for everyone.
- People who bypass everyone standing in line to ask a "brief" question. People that talk on their cell phone or text message while being served in a check-out line. People who don't have their credit card or checkbook ready when they reach the cashier. People who talk on their phone when using the restroom. People who make their dietary requirements everyone else's burden.
- A person taking up a table for four to use as an office for their laptop and equipment. People who display passionate affection in public. People who stand on the left side of an escalator when 'right equals standing' and 'left equals walking.' Parents who bring their babies to the movies. People that leave their shopping carts in a parking space.
- There seems to be a pattern. Common sense, manners and courtesy impacts every moment, every day. Good choices can change the world.

EMPLOYEE VERSUS EMPLOYEE

- As we've seen, customers have their pet peeves about employees and vice versa. But the same can also be said for an employee and their co-workers.
- When you work with others for hours at a time, chances are there are bound to be pet peeves that develop from this time together. Here are the most common pet peeves that employees have for each other.
- Repeatedly hitting the elevator button as if it will arrive sooner. Not holding the elevator door or ask what button they should press. Chronic tardiness impacts productivity. Abusing sick leave. 1 in 3 employees who call in sick are not really sick. Poor hygiene makes work unpleasant and reflects poorly on the company.
- Extra breaks. Five smoking breaks a day can lose one hour of work a day. Not keeping mints and a hand-sanitizer at their desk. Not cleaning their keyboard and cubicle daily. Not keeping their cubicles organized and looking professional. Clipping their nails at their desk.
- Listening to music through speakers, not headphones. Eating, sipping, yawning or talking loudly (and ringers too loud). Making personal calls during work time instead of on their break or lunch hour.
- Misspelling signs and not proofing emails. Misspelling a personal name when it's right there on the email. Receiving an email from a colleague with their boss cc'd (there are exceptions).
- Gossiping to manipulate relationships and outcomes. Bombarding another with intrusive personal questions. Selling their wares at the office. Sharing passionate political and religious opinions at work. Chronic complainers. Employees that don't think safety first.
- Taking credit for work others have done. Those that are always too busy to assist you. Those that have an inflated sense of their own importance. Those that never learn how to use a piece of equipment. Those that block a door in a busy area to finish a conversation.
- Those who do not understand what a closed door means. Not keeping the bathroom and work areas neat and fully supplied. Not saying goodbye to their boss and coworkers at the end of the day.

BEING SUCCESSFUL AT WORK

- Those lists are just the tip of the iceberg. Bottom line, workers and customers are responsible for their civility.
- Being considerate encourages others to be considerate in return. Considering the company's reputation is its most competitive asset.
- Managers and employees must be fully trained, model good behavior, be accountable and learn how to resolve conflicts. Here's what successful people never reveal about themselves at work.
- They hate their job. Doing so labels you a negative person with no solutions. Brings down morale.
- They think someone is incompetent. If you don't have the authority to help them improve or fire them, say nothing.
- How much money they make. It only breeds negativity, jealousy and resentment.
- Political and religious beliefs. These are too close to one's identity and have no place at work. Judgment will result. Never insult someone's values.
- What they do on social media. One does not want to have their behavior seen as inappropriate or leave a bad impression.
- What they do in the bedroom or ask others what they do. This intimate information has no place at work. It will make most people uncomfortable.
- They're after someone's job. You will come across as selfish. You need to do everything to support teamwork.
- Offensive humor or activities are inappropriate in the workplace and it may impact your personal life.
- If they are job-hunting. Wait until you have the job. It could lead to sabotage.

COMMON SENSE RULES FOR EMPLOYERS AND EMPLOYEES

- There are four common sense rules for employers and employees to follow that will help not only working with each other on a

daily basis but will also help when it comes to dealing with customers.

- **Body language:** Look your best. Clothes and neatness have impact on how others see you. Stand tall and show confidence with a smile. Shake hands firmly. Show interest by making eye contact. Actively listen. Choose words that are positive and respectful.
- **Meeting Deadlines:** Promise what you can realistically deliver. Set clear goals. Organize a team. Delegate tasks. Keep your team focused, motivated and organized. Use all the electronic tools to ensure assignments get done.
- **Getting Along:** Do not micromanage. Do not play favorites. Do not invade their personal time for non-pressing work. Do not discuss an employee issue with other coworkers. Keep work about work and not personal errands or favors. Give credit when it's due and reward smart work.
- **Manage Yourself:** Be accessible, flexible and open to constructive criticism. Accept responsibility. Improve your skills, knowing there's always room for improvement. Explain things simply; keep instructions in labeled binders for reference. Instruct rather than order. Get regular feedback. It's just that easy.

COMMON SENSE THINKING AND SAFETY

- Now we're on a positive, logical and civil path, but as we now know, every problem has a solution. When decisions have to be made, here are the six steps to common sense thinking.
 - Step 1: Gather the facts and data.
 - Step 2: Make your assessments, not assumptions.
 - Step 3: Compare your options and evaluate the risks.
 - Step 4: Use logic and common sense to address uncertainties.
 - Step 5: Make your decision and discuss plans with associates.
 - Step 6: Monitor the implementation and results.
- Be positive. Be logical. Be civil. Be open.
- Remember stress and unawareness can cause accidents. Here are common sense ways to ensure safety at work.
- Watch out for others, workplace hazards and distractions.
- Report an employee that is impaired by alcohol or drugs.
- Avoid performing an activity if distracted or experiencing pain.
- Wear proper gear and inspect tools and equipment before using them.
- Keep work areas clear and clean: slips, trips, falls and back injury.
- Do not be afraid to ask for guidance or assistance.
- Follow safety rules and practices.
- Plan safety into every job task.
- Read operations manual before using new power tools or machines.
- Vary tasks to avoid becoming stiff or sore.
- Always keep in mind: Be safe. Be polite. Do your best. And everything will be alright!
- Remember safety first!

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ANSWERS TO THE REVIEW QUIZ

1. c
2. a
3. e
4. b
5. a
6. c
7. a
8. d
9. b
10. a
11. b
12. e
13. b
14. b

THE ART OF COMMON SENSE & CRITICAL THINKING: THE WORKPLACE
REVIEW QUIZ

The following questions are provided to determine how well you understand the information presented in this program.

Name _____ Date _____

1. _____ of human life is spent working.
 - a. 15%
 - b. 80%
 - c. 30%
 - d. 65%

2. Customers spend _____ minutes per day purchasing goods and services.
 - a. 45
 - b. 60
 - c. 20

3. Which of the following is a pet peeve that customers have about employees?
 - a. They fail to acknowledge us in a timely manner
 - b. They complain about their job
 - c. They do busy work instead of helping us
 - d. They say "Have a nice day" insincerely
 - e. All of the above

4. Employees don't mind when a customer holds a place for someone else not in line.
 - a. True
 - b. False

5. Common sense, manners and courtesy impact every moment, every day.
 - a. True
 - b. False

6. Which of the following is NOT a pet peeve of an employee towards another employee?
 - a. Extra breaks
 - b. Listening to music through speakers, not headphones
 - c. Cleaning up after themselves in the breakroom
 - d. Taking credit for work others have done
 - e. All of the above

7. Workers and customers are responsible for their civility.
 - a. True
 - b. False

8. Which of the following is a way to make a good decision?
 - a. Determine the outcome you want to receive
 - b. Seek options from a wise counsel
 - c. Identify clearly what you want to decide
 - d. All of the above

9. Successful people let others at work know they're after someone's job.
- True
 - False
10. Managing yourself is one of the four common sense rules for employers and employees to follow.
- True
 - False
11. There are two steps to common sense thinking.
- True
 - False
12. Which of the following are common sense ways to ensure safety at work?
- Watch out for others, workplace hazards and distractions
 - Do not be afraid to ask for guidance or assistance
 - Plan safety into every job task
 - Vary tasks to avoid becoming stiff or sore
 - All of the above
13. It's okay to be impaired by alcohol or drugs while on the job.
- True
 - False
14. Comfort on the job comes before being safe.
- True
 - False