



# **HUMOR, SARCASM AND CONFLICTS**

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

***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.

## 5239 HUMOR, SARCASM AND CONFLICTS FACT SHEET

**LENGTH: 5 MINUTES**

### **PROGRAM SYNOPSIS:**

It's clear that employees who have fun on the job are more creative, make better decisions and get along with their coworkers. It is very important to minimize boredom and fatigue, and humor and laughter can reduce stress and boost morale. Of course, humor in the workplace must be appropriate. Sarcasm and teasing tend to be negative, often coming from a place of hostility, and is usually hurtful to the recipient. This program discusses the importance of fun and humor in the workplace and the fine line between appropriate humor and rudeness.

### **PROGRAM OBJECTIVES:**

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

- Why people use sarcasm as a form of communication;
- How to handle someone using sarcasm;
- How and why to use humor appropriately;
- How to try to resolve conflicts with others;
- How to use good communication skills to get along with others.

### **PROGRAM OUTLINE:**

#### **HUMOR IN THE WORKPLACE MUST BE APPROPRIATE**

- It is clear that employees who have fun on the job are more creative, make better decisions and get along with their coworkers. It is very important to minimize boredom and fatigue and humor and laughter can reduce stress and boost morale.
- Of course, humor in the workplace must be appropriate. For example, sarcasm and teasing tends to be negative, often coming from a place of hostility, and is usually hurtful to the recipient.
- These wounds are etched in the memory like a painting. We must be mindful of the images we create and the thoughts that linger.

#### **WHY PEOPLE USE SARCASM**

- I want my teams to be united, not divided, so it is important to understand why people use sarcasm as a form of communication.
- They want to be included and seek attention at the expense of others. They have difficulty being direct with one another.
- They belittle so they can feel better about themselves and worse, they're actually telling the truth when they say, "I was only joking."

#### **HOW TO HANDLE SOMEONE USING SARCASM**

- I teach my employees how to handle someone using sarcasm. When someone says something sarcastic to you, look directly at them without emotion and pause for a moment.
- Calmly repeat what they said word for word. Wait for their response, which might be they were joking.
- In a polite manner, tell them if they have a concern about the issue, you would be happy to talk about it. By using this technique, you are raising the discussion to a higher level and are not the passive victim.

#### **PROBLEMS WITH SARCASM**

- Choose each word and action as if it mattered.
- Seventy percent reported workplace jokes ridiculed a person's age or weight.
- Sarcasm can increase absenteeism, decrease productivity and destroy work relationships.
- See problems as issues and issues as challenges.

### **USING APPROPRIATE HUMOR**

- With that said, humor is important, but before telling jokes in the office, think of the message you're trying to convey.
- Avoid controversial or sensitive subjects; no one wants to be ridiculed, especially when in a group. Stay neutral.
- Self-deprecating humor, observations of human nature and society generally work best.
- The best advice I can give to my team: In every moment, ask yourself how you can make something more enjoyable.

### **RESOLVING CONFLICT**

- Poor communication can affect your emotional well-being. It's up to you to set the tone, style and processes for good communication.
- Conflict itself is not the problem. How conflict is handled can bring people together or tear them apart.
- Focus on the current conflict and understanding one another. Listen without interrupting and staying neutral.
- Repeat what you think they said to ensure the correct message.
- See their point of view and show you are open to their perspective. Diffuse the situation by admitting your responsibility.
- Use the pronoun "I" instead of "you." Remain respectful of the other person, even if you don't like their actions.
- Always consider internal issues that need to be resolved. Be patient. It takes practice and it is in power.

### **GOOD COMMUNICATION SKILLS**

- Developing good communication skills is the key to getting along with others. Create an environment where people are relaxed in your presence. Learn to be present with people.
- Consider dialogue to be a learning experience. How you say things is almost as important as what you say. You cannot control how it is received; you can control how you present it.
- People want to be reassured they're important and relevant. Seek not only to be understood but to understand.
- Do not become irrational and allow anger to take the place of reason.
- Learn cooperation by appreciating opposing points of view. Expand your vocabulary. Expand your view of the world. Listen.

## HUMOR, SARCASM AND CONFLICTS

### ANSWERS TO THE REVIEW QUIZ

1. a

2. b

3. c

4. b

5. b

6. a

**HUMOR, SARCASM AND CONFLICTS**  
**REVIEW QUIZ**

Name \_\_\_\_\_ Date \_\_\_\_\_

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

1. Humor in the workplace must be appropriate.
  - a. True
  - b. False
  
2. When someone says something sarcastic to you, you should look directly at them with a frown or scowl on your face.
  - a. True
  - b. False
  
3. How many people reported that workplace jokes ridiculed a person's age or weight?
  - a. 40 percent
  - b. 50 percent
  - c. 70 percent
  
4. Which of the following should be avoided when using humor?
  - a. Self-deprecating humor
  - b. Sensitive subjects
  - c. Observations of human nature
  
5. When resolving conflict, you should use the pronoun "you" instead of "I."
  - a. True
  - b. False
  
6. How you say things is almost as important as what you say.
  - a. True
  - b. False