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1. WHAT ARE THE SOCIAL SKILLS?

The word SKILL is the ability or talent that you have learned or developed by practicing and doing something better and better.



The word SOCIAL refers to how we relate to others, including friends, brothers, parents, teachers, co-workers, bosses ... etc.

It means the way we behave and what we say when we are with others in different situations.

There are pleasant words and unpleasant words to talk to people.

By learning Social Skills, we learn desirable ways to interact with others.



2. WHY ARE THE SOCIAL SKILLS IMPORTANT?

- All people need to relate to others in order to live in community, respect each other, and thus make our relationships as favorable as possible.
- Having good social skills for interpersonal relationships, allows us to have emotional well-being and improves our quality of life.
- Having good Social Skills, we will surely have more friends than someone who does not. We will get along better with colleagues at work and with our family members.



We all behave differently when we are with a boss, a friend, our family or a stranger.

Therefore, it is important to have the necessary skills to be able to apply them appropriately in any situation of our life.



3. GOOD PRACTICES

COMPETENCES TO DEVELOP

In this section, we will look at some of the most important social skills we must put into practice in any situation. We will focus on the work environment.



- Respect the rules of courtesy.
- Establish and maintain visual contact and active listening.
- Respect hierarchies within an organization.
- Respect proper distance and personal space.
- Knock the door, warn before entering room, proper way to announce.



3.1. RESPECT THE RULES OF COURTESY

It means to behave in an appropriate and educated way in any context. We will focus on the work context.

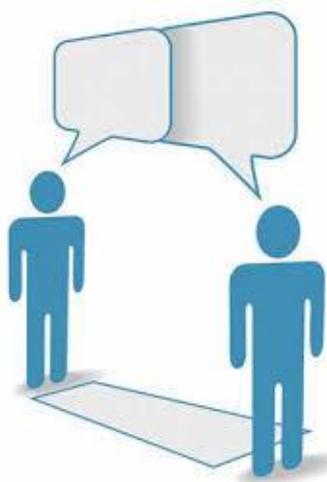
When we speak about social norms of courtesy we refer to:

3.1.1. USING POLITE GREETINGS

It is important that you greet and say goodbye when you arrive or leave your job. Remember to say "HI", "GOOD MORNING", GOOD AFTERNOON when you arrive. Remember to say "GOODBYE ", "SEE YOU TOMORROW ", when you leave.

The first time we meet a co-worker, we should make a more formal greeting, shaking hands or according to cultures, we can kiss him on the cheek.

EXAMPLES OF GREETINGS AND FAREWELL



On arrival

- Good morning. How are you?
- Hi, I am doing well; and You?
- It's nice to see you again.

On leaving

- Goodbye! See you tomorrow.
- Bye-bye. See you soon.
- Have a nice weekend.
- Thank you. Same to you.

3.1.2. GIVING THANKS



Remember to say "THANK YOU":

- When someone helps you.



- When someone congratulates you.



- When someone gives you a gift.



- When someone tells you nice things and you like them.

EXAMPLES OF NICE THINGS TO GIVE THANKS



- *Let me show you the bus stop.*
- *Thank you!*
- *Congratulations! You arrived in time.*
- *Thank you!*
- *You get this badge to put it on your uniform.*
- *Thank you!*

WORKFORM 1



Please answer the questions circling the appropriate icon.

	YES	NO
Should I give thanks when someone helps me?		
Should I give thanks when someone gets angry with me?		
Should I give thanks when someone gives me a gift?		
Do I have to thank when my boss lets me leave before the end of the program because I have something very important to do?		
Should I give thanks when someone tells me something I like?		
Should I say thank you when someone tells me good morning?		

3.1.3. APOLOGIZING

In the relationships we maintain with others, sometimes unintentionally, we bother or create inconvenience with the things we say or do.

In such situations, if we want to get along with the others, it will be necessary to recognize our mistakes and think about apologies.

REMEMBER THAT ANY PERSON THAT HAS A JOB IS MATURE AND RESPONSIBLE OF HER TASKS AND ACTIONS. An employee can't act like children, hiding mistakes.

To apologize, we can use the following phrases:



- SORRY.
- IT HAS NOT BEEN MY INTENTION.
- MY APOLOGIZE.
- I DID NOT WANT TO BOTHER YOU.
- I'M SORRY, IT WILL NOT HAPPEN AGAIN.

EXAMPLES OF SITUATIONS IN WHICH WE DO APOLOGIZE



glasses. I am sorry, it will not happen again."

- When we have bothered someone. – *"Apologize me if I talk too much."*
- When we have made a joke that has not liked much. – *"I am very sorry. I did not want to upset you when I said you look like a donkey with so many shopping bags."*
- When we hurt someone unintentionally. - *"Sorry! I did not want to push you."*
- When we do something and we are wrong. – *"I forgot to arrange the*

WORKFORM 2



Please answer the questions circling the appropriate icon.

	YES	NO
Should I apologize if my co-worker asks me to put away the damaged product but I do not want to do it?		
Should I say "sorry" if I drop a glass on a client's coat?		
Should I apologize if I have been angry on my workmate for no reason? It was not his fault.		
Should I say "sorry" if my boss tells me that I have not done the work well?		
Should I say "sorry" if I make a joke to my coach and he does not like it?		
Should I apologize if I am late for work?		
Should I apologize if I said something that bothered a client and I had no intention?		

WORKFORM 3



Please read the following situations and explain who should apologize circling the appropriate icon.

	THE OTHER	ME
A workmate spoke badly about me to other workers.		
I forced my friend to drink the whole glass of juice but he did not like it.		
My co-worker hurried, did not see me and pushed me unintentionally.		
A client has been angry with me and it was not my fault.		
I spoke badly to the cashier because another worker told me something bad about him.		
I made a mistake and I know it.		
I put a damaged product on the shelf and I said one of my colleagues did it.		

3.1.4. USING "PLEASE" FOR REQUESTS

When we ask something to some person, or partner, we have to get used to saying **"PLEASE"**.



EXAMPLES OF SITUATIONS IN WHICH WE SAY "PLEASE":

- Please, would you lend me a pen?
- Will you let me through? Please.
- Please, can you speak a little lower? I just cannot concentrate.
- Please, don't tell my boss!
- Please, let me tell you my way.
- Please, tell me what happened!
- Please, help me!
- Please, leave me alone!

Exercise



Imagine that you and your best friend work together in a restaurant. Have a conversation with your friend using the word "please" in two or more sentences.

3.1.5. MAKING COMPLIMENTS

A compliment is a polite expression of congratulation or praise or admiration for something.

A compliment is saying something nice to or about someone else.

It is good to make compliments, but we have to know that we **CAN NOT DO IT ALL THE TIME**, because we can disturb and something that usually makes people happy get to bother them.

IT'S IMPORTANT TO STOP, DON'T OVERWHELM OTHERS WITH AN EXCESS OF COMPLIMENTS. IT CREATES PROBLEMS. YOU SHOULD REMEMBER THAT THEY ARE YOUR WORKMATES, NOT YOUR FRIENDS.



We smile when we say a compliment.

It feels good to receive a compliment.

Remember to compliment:

the person:

"You look fabulous in that uniform!"

or the action of a person:

"You really did a great job cleaning up the room!"

Saying nice words about things it is not a compliment.

EXAMPLES OF COMPLIMENTS WE CAN MAKE TO THE PEOPLE



- I APPRECIATE YOUR HELP!
- YOU ARE SUPER WITH THAT UNIFORM!
- YOU HAVE DONE VERY GOOD YOUR WORK, CONGRATULATIONS!
- YOU ARE HARDWORKING!
- MY CONGRATULATIONS OF YOUR COOKING.

WORKFORM 4



Please read the following situations and explain making compliments, circling the appropriate icon.

	YES	NO
That T-shirt looks great on you.		
You look nice in this uniform.		
Congratulations for cleaning the baskets.		
The baskets look clean.		
You look good when you smile.		
The towel is new.		
Thank you for being so kind with that customer. I am really impressed with how you handled it.		

3.2. Establish and maintain visual contact and active listening.



- Eye contact is a sign that we are good listeners.
- When we keep eye contact with the person we are talking to, it indicates that we are focused and paying attention.
- Eye contact means that we are actually listening to what the person has to say.

When we speak about visual contact and active listening we refer to:



- Look into the eyes of our interlocutor for few seconds.
- It is easy because we are looking at the other person.
- Communicate with our eyes while we are listening.
- Smile, open our face and being interested.

Remember to:

- Establish eye contact right away and then begin talking.
- After few seconds, when we look away, we do it slowly. Darting our eyes can make us look shy or nervous.
- Look from side-to-side. Looking down can give the appearance that we lack confidence.

3.2.1. MAINTAINING EYES CONTACT



It means to use our eyes for communication with the other person.

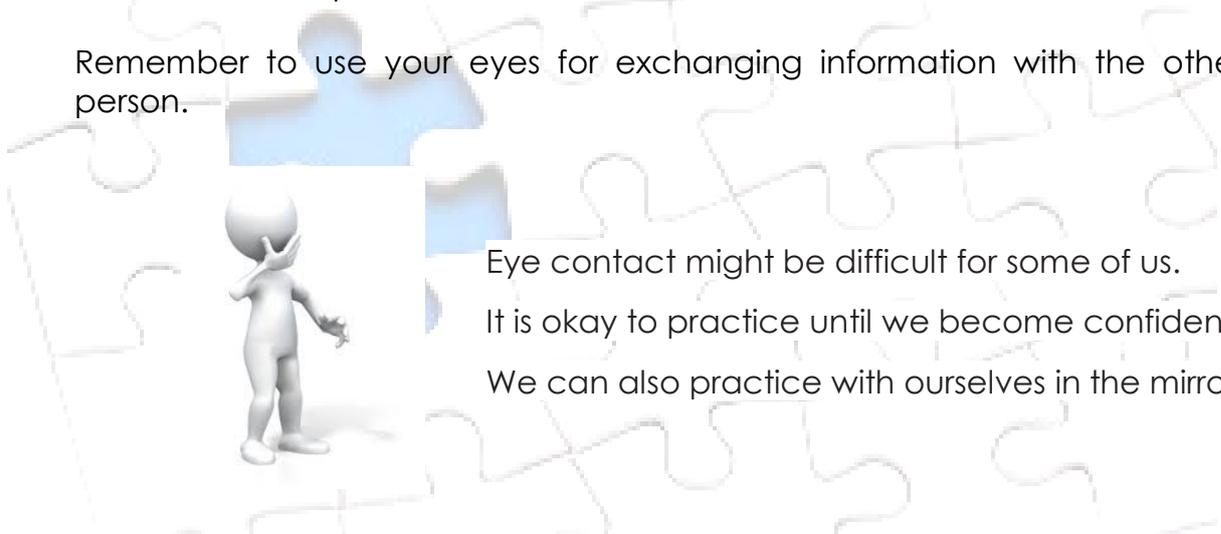
For doing it, we sit up straight and comfortably.

Using a good posture, we look at the speaker when he is speaking.

We do not look at those who enter or leave the room while someone is speaking to us.

The eyes say it all. This could mean we like the person we interact with. Or we feel comfortable talking and communicating with that person. Or we want to avoid a person.

Remember to use your eyes for exchanging information with the other person.



Eye contact might be difficult for some of us.

It is okay to practice until we become confident.

We can also practice with ourselves in the mirror.

“Hey, I am confident and self-assured, you can trust me!”



Maintaining visual contact:

- is building trust.
- indicates we want to communicate.
- makes the other person to respect us.

WORKFORM 5



Please read the following situations and explain who is building trust circling the appropriate icon.

	THE OTHER	ME
I like looking in the eyes of my coach while I am telling about my work day.		
My coach is looking at me and I understand to start working.		
I walk in the corridor between the shelves without looking to the clients.		
I did not understand the rules. The presenter read the slides turning his back to me.		
I was looking at others who enter or leave while the coach was speaking.		
I was looking into the eyes of my co-worker while I was trying to make my point.		
I am looking to my boss and tell that I did a mistake.		

3.2.2. ACTIVE LISTENING



Active listening means we pay attention to the other person very carefully.

Listening is one of the most important skills we have.

Listening has a major impact on our job.

Listening develops the quality of our relationships with others.

Active listening is important because we can:

- learn;
- enjoy moments;
- obtain information;
- understand matters;
- stay focused.

EXAMPLES OF SITUATIONS AND BENEFITS IN ACTIVE LISTENING



- During a meeting, if we look to facilitator, we can share our views about the topics.
- In a group conversation, we can summarize what has been said and check with the others that it is correct.
- Visiting the new working place, if we listen to what our guide is saying we can picture his words.
- At work, if we are active listening the instructions, we do fewer errors and less wasted time.
- At home, if we listen our family, we get enjoyment together.
- In community, if we listen people, we build friendships.

WORKFORM 6



Please read the following situations and explain what makes you a good listener, circling the appropriate icon.

	YES	NO
Looking at the speaker.		
Asking relevant questions.		
Not remembering the topics discussed.		
Recording delays at job.		
Correctly performing the work tasks.		
Being concerned about own thoughts.		
Summarizing a group conversation.		

3.2.3. SMILING



We smile for our spirit.

We smile to make other people happy.

We smile to create a positive first impression.

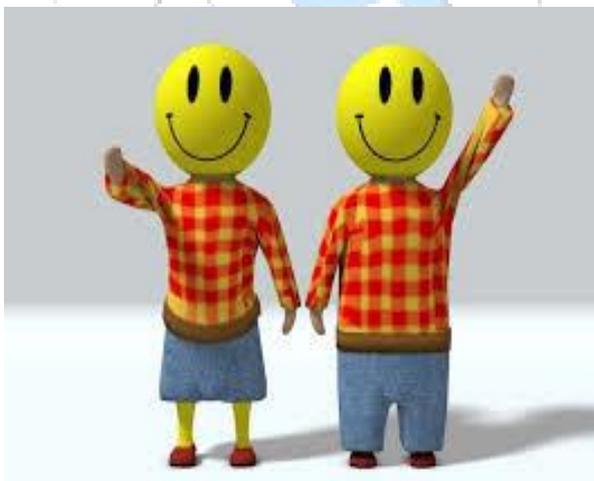
We smile to connecting with others.

Smiling is important because:

- makes us feeling good;
- has positive effects on the others;
- passes a positive and happy energy;
- does not cost anything.

Sometimes it is difficult to smile. We can train ourselves to smile. We can make it a habit.

EXAMPLES OF HOW TO MAKE SMILING ONE OF OUR HABIT



- Look at photos of ourselves smiling in different ways.
- Think how happy we were celebrating our award "The employee of the month".
- Stay in front of a mirror and smile. Look into own eyes.
- Maintain our teeth clean and avoiding the dentist.
- Smile when we feel good.
- Smile when we are having fun or enjoying ourselves.
- Smile when we do our job well.
- Smile when we greet someone.
- If we are not in the best mood, we think of something that truly makes us happy.

Not everyone will smile back, but note how we feel when they do. Neither we do smile all the time and especially when we are focused, learning, working or are tired and unhappy.

WORKFORM 7



Please read the following situations and explain who is more attractive, circling the appropriate icon.

	THE OTHER	ME
I was smiling to the bus driver even I was feeling tired.		
My co-worker is smiling to the clients but I am serious.		
I am usually smiling even to the one sporting a blank expression.		
While I am admitting my mistake, my boss often smiles and I am going to smile too.		
When my boss is upset, I like to think about happy things and to smile.		
I feel good when my friends smile.		
My coach is in a good mood and I am feeling more comfortable.		

3.2.4. LISTENING AND SPEAKING



Listening and speaking are the skills we need for conversation.

We use listening to understand another person.

We use speaking for others to understand us.

We use listening and speaking in conversation.

Listening means that we take time to hear other voices and possibilities.

Speaking means that we use our voice and body to express ideas, thoughts, expectations and feelings.

Listening and speaking are important to:

- learning;
- showing interest;
- asking questions related to the subject;
- telling stories;
- sharing experiences and understanding.

EXAMPLES OF HOW WE TRAIN LISTENING AND SPEAKING



● We listen a message and present the same message to another colleague. *"Boss told me that we all meet at the warehouse at 12.00 o'clock."*

● We ask clarification of any points we fail to understand. *"I understand how to arrange the biscuits but, please show me again where to arrange the brown wafers."*

- We express the conclusions from the message we hear. *"I go to the cashier. He called me through the station."*
- We stop talking to show our interest. We cannot listen if we are talking. *"I shut my mouth to understand what my coach trains me."*
- Sometimes we like to talk to ourselves or to our imaginary friends. We do it only in our private space!

WORKFORM 8



Please answer the questions circling the appropriate icon.

	YES	NO
Should I look at the speaker when he is talking, whether the speaker is in person or on a videocast?		
Should I listen without distracting myself with thoughts and other ideas?		
Should I smile and use other appropriate facial expression to show my boss I am listening to him?		
Should I look to those who enter or leave the room while my coach is talking to me?		
Should I allow my co-worker to finish talking and ask questions if I want to know more?		
Do I waste time and frustrate my coach when I interrupt to tell my own stories or opinions?		
Should I use statements such as "What I am hearing is..." when I am working in a group?		

3.2.5. SHOWING RESPECT



We show respect when we think and act in a positive way about ourselves and others.

We show respect when we care about our well-being and others feelings.

We show respect when we are polite and kind.

We show respect when we are careful to not disturb others.

Showing respect includes polite greetings, giving thanks, using please, apologizing, complementing, smiling, direct eye contact or a simple handshake and listening and speaking.

People show respect for those who impress them, like a teacher or parent or grandparent.

Remember that:

- Everyone wants to be heard and accepted as they are.
- Everyone has feelings, thoughts, plans, dreams and hope.
- When people are insulted or treated badly, they feel they haven't been treated with respect.
- Things can be respected as well as people.

EXAMPLES OF SITUATIONS IN WHICH WE SHOW RESPECT



- We come in time at meeting. Thus, we show the others we care about their feelings.

- We are quiet in the workplace. Thus, we show that we care about the need of others to not be disturbed.

- We do not hit or hurt people. We show them that we care about their well-being.

- We speak politely and in moderate tone. We show that this is the way we like to be talked to.

- We accept people that look, think or act differently than us. We show respect for their choices.

WORKFORM 9



Please read the following situations and explain who shows respect, circling the appropriate icon.

	THE OTHER	ME
I made my presentation and sat down but my co-worker was questioning me while our coach was talking.		
I do not like to talk with my co-worker because I do not like his glasses.		
Entering the warehouse, I saw my workmates and I called them as loud as I could to make them seeing me.		
I fell the spoons down on the floor and my co-worker called me sleepy.		
My friend whistles for girls and I like to laugh when he is doing that.		
I do not like bikers so I make faces to them.		
I like to help old people getting off the bus.		

Remember that:

1. People in a hierarchy form a team.



- a. We identify our team members.
- b. We know the roles of our team members.
- c. We know our own responsibilities within our team.
- d. We do as we say to honor our commitments for being effective team members.

2. We show respect to the members of our team regardless the hierarchical position.



- a. We treat people in our team the way we want to be treated.
- b. We talk to people in our team the way we want to be talked to.
- c. We respect the orders of our boss.

3. In our team the co-workers do the same job to us.



- a. We do not give orders to our co-worker.
- b. We do our tasks.
- c. We do not accept orders from our co-workers.

4. People in a team help each other.



- a. We talk to our boss when changes occur in our work tasks.
- b. We agree with our boss about the changes.
- c. We make up our mind about what we have to do for accomplishing our tasks.
- d. We offer help when someone request it.

5. People in a team solve problems together.



- a. We have a problem at work when a work situation is not welcomed or harmful.
- b. We talk to our team about the problem.
- c. We take into consideration our team in solving the problem.
- d. We are not seeking our own advantage in solving a problem.

WORKFORM 10



Please read the following situations and explain what is true or false, circling the appropriate icon.

	YES	NO
Most of the workers with Down syndrome believe they should be subordinate to their co-workers and do everything they are told.		
The subordinate worker follows the order of his boss without hesitation.		
They are talking to each other, so they are coworkers.		
The boss told me to arrange the products on the white shelf. I do not have to do this because I work only on the green shelf.		
My co-worker always tells me what I have to do because he often leaves our working place.		
I offer my help even when people do not ask for it.		
The light on the shelf disturbs my vision, but I cannot tell my boss because he is going to get upset.		

3.4. RESPECT PROPER DISTANCE AND PERSONAL SPACE

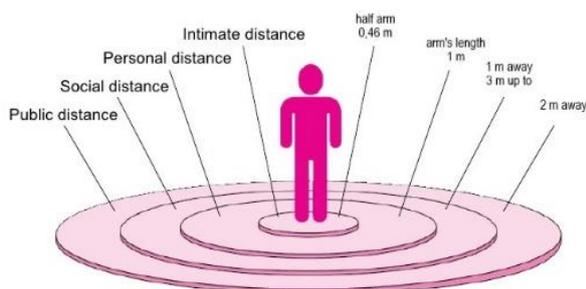
We call interpersonal space the distance from another person.

We use this distance from another person to feel comfortable when talking or being next to that person.

We have to be aware of this distance especially during greeting rituals, due to the personal preferences.



The interpersonal space is divided in four different zones:



1. **Intimate distance:** is less than half of an arm length. We use this space for embracing, touching or whispering to children, close family members, lovers, friends or pets.

2. **Personal distance:** is about an arm's length away. We use this space for interaction among colleagues or in conversation with good friends or family and in group discussions.

3. **Social distance:** is about one meter away. We use this space for interactions among acquaintances or strangers or new group.

4. **Public distance:** is about two meters away. We use this space for public speaking such as speeches, lectures or theatre.

REMEMBER THAT:



Permitting a person to enter our personal space shows the relation between us.

Most people value their personal space and feel discomfort, anger, or anxiety when their personal space is invaded.



WORKFORM 11



Please read the following situations and explain who respects the rules of interpersonal space, circling the appropriate icon.

	THE OTHER	ME
I put my arms around my mother and I kissed her.		
During the training, someone put his hand on my shoulder and whispered something in my ear.		
Being at job, I was talking with a new customer and he moved one foot away.		
I have a new workmate who avoids me because I embraced him.		
Getting on the bus, a lady was pushing me and hurrying me up to make room for herself.		
I went to see the new packing machine and the one exercising on it moved his hands backwards.		
I wanted to get in my manager's office but the secretary did not let me.		

WORKFORM 12



Please answer the questions circling the appropriate icon.

	YES	NO
When the door is open should I still knock?		
When I knock a door and do not get a response to come in, should I still enter?		
Is it rude when a person enters a room without knocking first?		
Is it a closed door a very clear message for respect?		
Do I warn people slamming the door?		
Am I happy if someone comes into my bedroom unannounced while I am getting dressed?		
Is the table in a typical office room usually facing the door and away from it?		



4. UNFORESEEN SITUATIONS IN A WORK CONTEXT

- An event or someone's behavior is unforeseen when it surprises us because we did not think that it was likely to happen.
- When something unforeseen is happening, it will prevent an event or situation from continuing normally.
- We describe such situations as being circumstances beyond our control.

HOW DO WE SOLVE THEM?



- We have to know how to cope with unforeseen circumstances at our job.
- Naturally, we feel a pressure of the unfamiliar.
- We find ways to overcome difficulties.
- We can practice and get better at dealing with unforeseen in work.



4.1. TRAINING OUR SKILLS IN PROBLEM SOLVING

In this section we will look at how we can develop our talent to develop our patience and determination in problem solving. We will focus on several key activities and practices.

Facing unforeseen situations annoys us and causes ongoing stress.

We can handle them training our mind to follow some rules.

4.1.1. Maintain a positive attitude

Tips to train our optimism and to stay optimistic:



- Being aware that problems at work are normal.
 - Remember all those times in our past when we managed to solve a problem. Now we know that we are capable of dealing with unforeseen situations.
 - Remember when we did not react so well and we made mistakes. Now we can learn from those mistakes.
 - If our co-worker bothers us it is an opportunity for us to show our initiative.
 - If we feel angry because something has changed in our job, we do not quit it.
 - If we exhibit a negative attitude to our team, we jeopardize our success.

4.1.2. Communicate our problem to our boss

Tips to train clear communication:



- Use an appropriate voice tone, not too slow and not too loud.
- Remember that anything we are doing with our body besides speaking, our boss recognizes instinctively our emotions.
- When our boss is talking let him/her finish. It is not a good idea to interrupt a person.
- Completely wait until the other person is finished speaking, take a breath, pause and then respond.

4.1.3. Ask for help or questions

Tips to train our asking for help:



have.

- When we are stuck in a task we need help. Simply admit it and tell our co-worker “I need help”. Accepting help, we will achieve our task faster and better.
- It is almost never productive trying to resolve that particularly issue staying and waiting.
- Do not try to cope un unexpected event by ourselves. Look the people around us and the knowledge they have, ask for help and make our life easier.
- Do not blame people for the problem we

4.1.4. Stay calm

Tips to train panic or anger management:



- Take a moment or two to make sure we can control our body and mind and behavior.
- Take responsibility for ourselves and our actions without judging or blaming other people for how they react in unforeseen situations.
- Counting to 10 gives us time to cool down, so we can think more clearly and overcome the negative impulse.

4.1.5. Accept the unexpected

Tips to accept unforeseen situation:



- Expect the unexpected. We cannot be prepared for every eventuality, but we can protect ourselves against common problems.
- There is no way to avoid unforeseen situation. But if we can accept that we cannot plan for every eventuality we will tackle the situation with confidence.
- Everything happens for a reason.
- It is impossible to go through life without experiencing unforeseen situations. BE PREPARED!

EXAMPLES OF UNFORSEEN SITUATIONS

WHAT DID WE LEARN?



We have learnt many things. Let's look back and refresh our memory so we do not forget them. Let's help each other to remember.

Good luck!

We are going to do some exercises called role playing. A role-playing game is a game in which players assume the roles of characters in a fictional setting.

We do a live action role playing game. We need a referee and 2 players.

The referee decides on the rules, settings to be used and interaction with audience.

Players take responsibility for acting out the roles through showing what the characters do in a certain situation. The players physically perform their characters' actions. The players act what is right and what is wrong. Each of the other players plays the role of a single character.

The audience identifies the soft skill exemplified.



In groups of 2 or 3 people, we act out a situation. It is an act of imitating the character and behaviour of someone who is in unexpected situations. Each character assumes the attitudes, actions and discourse, especially in make-believe the situation.

This is to understand the social interaction at our job.

Role play for shop assistant

Situation 1

Scenario

Player 1 - the worker

Player 2 – the manager

Referee – involves the class



You work in a shopping center during Sales period. You have to arrange every alarm available in the storehouse and to alarm every product of the store. You are so tired because you have to work a lot, so you start speaking to your workmates. At the end of your shift, you left without finishing your duties.

Your manager told you that he is unsatisfied with your work. You couldn't finish your task. He did not see what you have done but he thinks that you lost a lot of time talking to others.



Right:

I recognize my mistake and I apologize. I am focused on my work, having in mind that I get paid for it and I shouldn't spend my time talking to other workmates.



Wrong:

I tell him I didn't have time. There were many alarms to organize and it was my time to leave.

Referee asks: "Do you know what are the skills exemplified?"



Apologizing and admitting mistake.

Role play for shop assistant

Situation 2

Scenario

Player 1 - the worker

Player 2 – the co-worker

Referee – involves the class



You started working recently in a supermarket. You are hanging clothes but you don't know how to do it properly.

You are alone in your section and no workmate or your co-worker is there.



Right:

I look for a workmate and I ask if him: "Could you help me, please?"



Wrong:

I don't say anything. I'm embarrassed that others realize that I don't know how to do the task. I hang clothes although it is not suitable.

Referee asks: "Do you know what are the skills exemplified?"



Asking for help. Using "please" for requests.

Role play for warehouse assistant

Situation 3

Scenario

Player 1 - the worker

Player 2 – the manager

Referee – involves the class



You work in a department store. You have to take the bulbs from their box. A bulb falls on the floor and it breaks.

You get scared and immediately you go to another aisle trusting on nobody haven't seen you.

The manager sees the broken bulb on the floor and he asks who was the responsible person of that event.



Right:

I recognize my mistake and I apologize. I warn the cleaning service so as to clean it.



Wrong:

I don't say anything. I tell him that I was in other place when the fact happened.

Referee asks: "Do you know what are the skills exemplified?"



Apologizing and admitting mistakes.

Role play for warehouse assistant

Situation 4

Scenario

Player 1 - the worker

Player 2 – the manager

Referee – involves the class



You usually work at the fruit department.

However, your boss has allocated you a new task at vegetable department. He explained what you have to do, but you were thinking to the party of last evening when you had a good pizza with your friend.

Now, you do not know very well how to manage it.

Right:



I keep calm. I do not get nervous. I do not have to know how to do everything. Next time I shall be more focused on my training. I politely ask for help from my co-worker. "Could you please explain me how to do it?"



Wrong:

I do not say anything. I do not ask. I put them as they come. Nothing can be mistaken.

Referee asks: "Do you know what are the skills exemplified?"



Asking for help. Active listening.

Role play for warehouse assistant

Situation 5

Scenario

Player 1 - the worker

Player 2 – the coach

Referee – involves the class



You have been asked to take a product to the warehouse but you do not know where to place it.

Your coach showed you but you were looking to those who were entering or leaving the room.



Right:

I ask my coach where I should put it. I am not afraid to ask. It is preferable that I ask about the doubt to do it wrong. I give thanks to my coach for the help.



Wrong:

I do not ask questions anybody. I put the product where I think it is its place.

Referee asks: “Do you know what are the skills exemplified?”



Eye contact. Active listening. Asking for help and giving thanks.

Role play for shop assistant

Situation 6

Scenario

Player 1 - the worker

Player 2 – the customer

Referee – involves the class



You stack the baskets in the store. You have to check that no baskets are damaged and you have to clear them of rubbish. You forgot to put on your protective gloves.

A customer takes a basket and quarrels you because a damaged bag is in it. He notices that you do not wear gloves and asks you who is responsible for baskets.



Right:

I say I am sorry for the inconvenience. I smile and recognize that I am in charge with the baskets but I forgot to put on my gloves. I promise that will not happen again. I take the basket and give another one clean to the customer.



Wrong:

I tell the customer that I do not know who is responsible. I quickly go and make me busy at a shelf.

Referee asks: “Do you know what are the skills exemplified?”



Being polite and courteous to all customers. Anger management.

Role play for waiter

Situation 7

Scenario

Player 1 - the worker

Player 2 – the client

Referee – involves the class



You have to serve at a table with noisy clients.

Unintentionally, one of the clients hits you on your hand.

The tray falls on the floor. The food is spread on the floor and on your uniform. You are very dirty.



Right:

I stay calm. I say I am sorry for the inconvenience. I take the tray off the floor. I inform the chef and I ask for support.



Wrong:

I am getting angry. I turn my back to the client. I go to the rest room and cry. I stay there hoping that one of my work mates will solve the situation.

Referee asks: “Do you know what are the skills exemplified?”



Keep calm. Being polite. Ask for support. Anger management.

Role play for waiter

Situation 8

Scenario

Player 1 - the worker

Player 2 – the chef

Referee – involves the class



The Chef told you to not wear the uniform out of the restaurant travelling to and from workplace. He asked you to make sure the uniform is clean.

You are in hurry and go back home in the uniform. On your way, the uniform is dirty but you do not notice that.

Next day you come to work in your clothes. Take the uniform with you and dress up at restaurant as usually.

The Chef notices that your uniform is dirty and asks you what happened.



Right:

I stay calm and admit my mistake. I say I am sorry for the inconvenience. I tell him the story and apologize. I promise that will not happen again. I change the uniform with a clean one. I put my uniform to wash.



Wrong:

I tell him that I don't know what was happened. I left the uniform clean and I found it dirty when I came back to work.

Referee asks: "Do you know what are the skills exemplified?"



Keep calm. Being optimistic. Being polite. Admitting mistake and apologise. Follow the safety rules.

Role play for housekeeping

Situation 9

Scenario

Player 1 - the worker

Player 2 – the supervisor

Referee – involves the class



You work in a hotel and have to vacuum and clean the floor of a room. Entering the room, you find a bracelet on the floor. You like it very much. You admire it and then you put it in your pocket.

Being excited about the bracelet, you forget to check the vacuum dust bag whether it needs emptying.

The vacuum cleaner doesn't work very well and the room is not so clean.

The supervisor checks the room and is not happy with it.



Right:

I stay calm and admit my mistake. I say I am sorry for the inconvenience. I give the bracelet to my supervisor. I check the vacuum cleaner and I clean the room again.



Wrong:

I tell him that I don't know what was happened. I emptied the vacuum dust bag but the vacuum does not work properly.

Referee asks: "Do you know what are the skills exemplified?"



Keep calm. Being optimistic. Being polite. Admitting mistake and apologise. Follow the safety rules.

Role play for any job

Situation 10

Scenario

Player 1 - the worker

Player 2 – the job mediator

Referee – involves the class



You start working and you meet your workmates. One of your workmates is a pretty and nice woman who greet friendly every day.

Every day you start saying nice words and compliments to her, pressuring her in each situation. You overwhelmed others with an excess of compliments that are not suitable for that moment. Your labour mediator

recommends you not to overwhelmed others with an excess of compliments, because that distract you and don't allow you to accomplishing your duties.



Right:

I politely greet my workmates without saying many words. I focus greeting with a kind approach to my workmates. I do not overwhelm others with an excess of compliments. Thus I avoid problems. I know they are my workmates not my friends.



Wrong:

I continue with the same situation. I know that my workmate likes compliments as I do.

Referee asks: "Do you know what are the skills exemplified?"



Making compliments politely.

Role play for any job

Situation 11

Scenario

Player 1 - the worker

Player 2 – the client

Referee – involves the class



Your coach told you that it is good to look to your client, especially when he is approaching you.

A client asks something but you are so embarrassed to talk to others.



Right:

I encourage myself. I look to the client. I give him indications being kind.



Wrong:

I remain quiet without speaking. I am looking on another side. I don't want to be kind with this client.

Referee asks: "Do you know what are the skills exemplified?"



Making visual contact.

Role play for any job

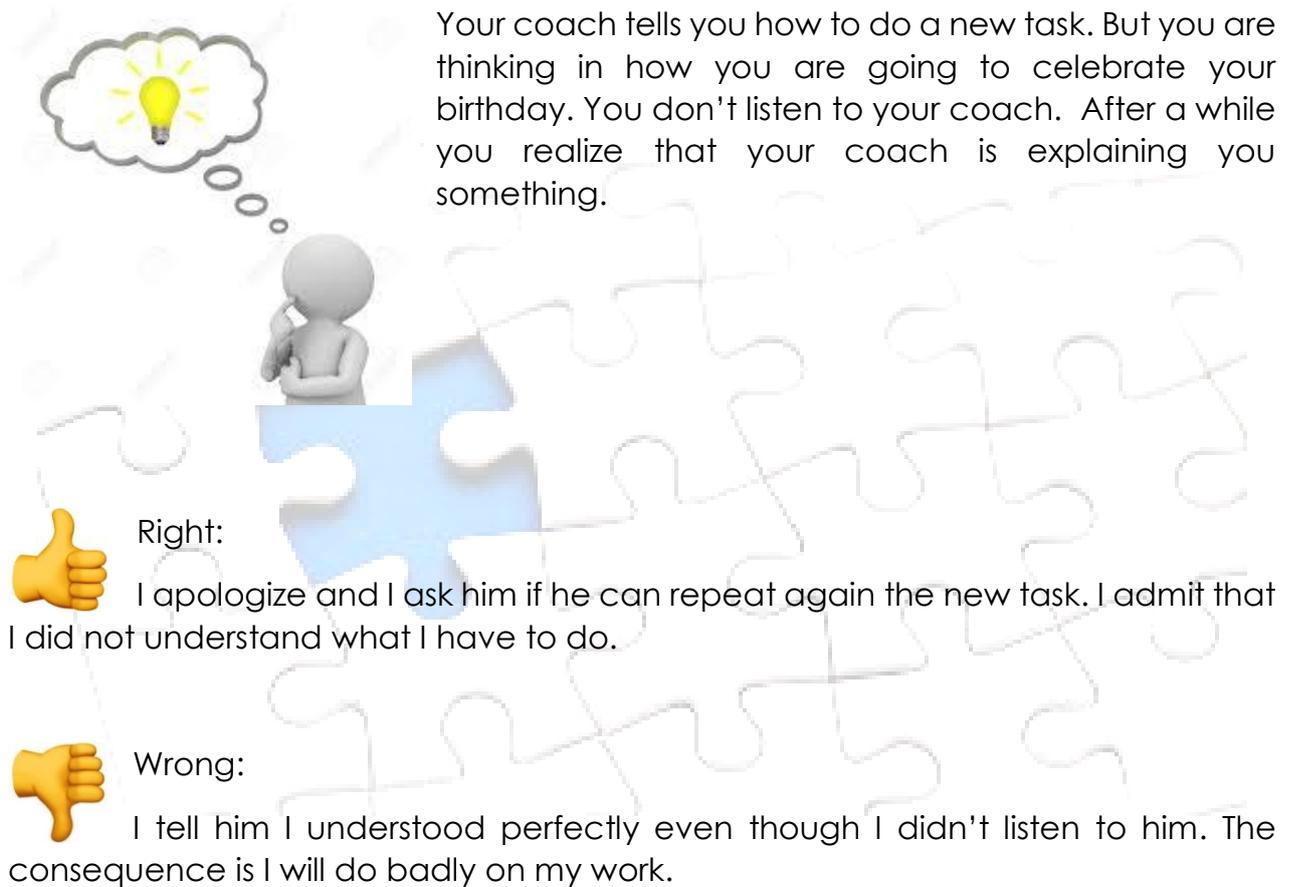
Situation 12

Scenario

Player 1 - the worker

Player 2 – the coach

Referee – involves the class



Your coach tells you how to do a new task. But you are thinking in how you are going to celebrate your birthday. You don't listen to your coach. After a while you realize that your coach is explaining you something.

 **Right:**
I apologize and I ask him if he can repeat again the new task. I admit that I did not understand what I have to do.

 **Wrong:**
I tell him I understood perfectly even though I didn't listen to him. The consequence is I will do badly on my work.

Referee asks: "Do you know what are the skills exemplified?"



Active listening.

Role play for any job

Situation 13

Scenario

Player 1 - the worker

Player 2 – the workmate

Referee – involves the class



My workmate is speaking with our team. I want to talk about myself and the stuff that I like: my life, my partner, my friends.

When someone talks, I don't listen. I don't usually ask neither.

In a conversation, when someone is speaking, I wait and when that person finished, I start speaking even if the topic is totally different as the previous.



Right:

I pay attention to my team. I speak about the topic and listen to my workmates. I know that a conversation is between two or more people. I intervene with coherence and following the topic of the conversation.



Wrong:

I try to speak about myself and my problems hourly. I do not allow others to express their opinions.

Referee asks: "Do you know what are the skills exemplified?"



Listening and speaking.

Role play for any job

Situation 14

Scenario

Player 1 - the worker

Player 2 – the boss

Referee – involves the class



I have something very important to say to my boss and I go to his office.

As I'm in such a hurry, I open the door directly without knocking on the door.

My boss is meeting with some people and I enter and interrupt the meeting.



Right:

Even if I'm in a hurry, I have to knock on the door before entering. I wait for permission. I show that I am an educated person. If he is in a meeting, I cannot bother him. When I get permission, I can explain to my manager what happens to me.



Wrong:

I enter without knocking on the door. I interrupt the meeting and tell the boss what is so important for me, without caring about the people inside.

Referee asks: "Do you know what are the skills exemplified?"



Warning. Knock on the door before entering.

Role play for dealing with unexpected situation

Situation 15

Scenario

Player 1 - the worker

Player 2 – the client

Referee – involves the class



You are removing some baskets from the line of boxes. Suddenly, you crash with a customer.

The customer is angry with you and complains.



Right:

I stay calm. I say sorry to the customer. I try to help the customer. I am very careful and pay attention while carrying the baskets. It is important that I do not throw anything and especially that I do not crash with customer.



Wrong:

I do not say anything about this, and I continue with my task.

Referee asks: "Do you know what are the skills exemplified?"



Calm. Polite. Facing the situation.

Role play for dealing with unexpected situation

Situation 16

Scenario

Player 1 - the worker

Player 2 – the workmate

Referee – involves the class



A workmate does not usually talk too much with you. He asks you to do tasks that do not correspond to your job. At the time of rest, he does not tell it to you. During the rest time he tries to avoid you.



Right:

I discuss with my labor mediator. He can help me. He will try to find out what is happening.
I talk with a confident person and try together to find out what is happening.



Wrong:

I shut up. I do not tell anyone about my problem. It is not important that my mediator knows the situation.

Referee asks: "Do you know what are the skills exemplified?"



Communicate a problem.

Role play for dealing with unexpected situation

Situation 17

Scenario

Player 1 - the worker

Player 2 – the labour mediator

Referee – involves the class



A family member (grandpa) passed away.

You need to ask for a permission from work to go to the funeral.



Right:

I tell my labor mediator.

I can also also discuss it with my manager.



Wrong:

I don't tell anyone to my job. They will understand the situation when I shall be back to my job, after the funeral.

Referee asks: "Do you know what are the skills exemplified?"



Communicate a personal issue.

Role play for dealing with unexpected situation

Situation 18

Scenario

Player 1 - the worker

Player 2 – the workmates

Referee – involves the class



Your stomach hurts. You feel a headache. You start crying. People ask you what happened. You do not answer.



Right:

I must be prepared for it. I know that it happens. Maybe I need to take a pill. Crying is not a good option. I am not a child. I have to solve my issue as an adult.



Wrong:

I keep crying waiting for the attention of others. I stop working. I stand in a corner or I go to the rest room.

Referee asks: "Do you know what are the skills exemplified?"



Communicate a personal issue. Keep calm.

Role play for dealing with unexpected situation

Situation 19

Scenario

Player 1 - the worker

Player 2 – the family member

Referee – involves the class



A family member is doing shopping in the hypermarket where you work. You are very happy. You present your family member to all your workmates. You look very excited.



Right:

I say hello to my family.

I spoke with them during a couple of minutes.

I keep on working.



Wrong:

I waste the time speaking with my family, more than five minutes.

Referee asks: “Do you know what are the skills exemplified?”



Keep calm. Focus on the job tasks.

Role play for dealing with unexpected situation

Situation 20

Scenario

Player 1 - the worker

Player 2 – the workmate

Referee – involves the class



You have heard that one of your workmates has a baby. Now is coming back to work.



Right:

I congratulate my workmate. Congratulations for the baby! Welcome back to work!



Wrong:

I do not say anything. I know the news, but I wait for my workmate to tell me about the baby.

Referee asks: “Do you know what are the skills exemplified?”



Making compliments.

Role play for dealing with unexpected situation

Situation 21

Scenario

Player 1 - the worker

Player 2 – the workmate

Referee – involves the class



You have heard that one of the parents of your workmate passed away.

Right:



I approximate my workmate and I say that I am sorry. I have an appropriate voice tone and without smiling. I try to show empathy.



Wrong:

I do not tell my workmate anything about the subject. I behave towards workmate as nothing happened.

Referee asks: “Do you know what are the skills exemplified?”



Rules of courtesy.

EVALUATION FORM



Please answer the questions:

1. Do you want to invite your colleagues to stay in a circle and make plans together?
2. Would you like to think to an unforeseen situation that may occur while you are doing your job?
3. What are you going to do? Share your ideas in the group.
4. Do you want to choose 2 ideas of facing the situation from those expressed?
5. Which do you think is the best idea?
6. Who can help you?
7. Will you ask for help?
8. What do you say to solve the problem?
9. How do you feel? Share your feelings in the group.
10. Is this exercise surprising you?
11. Do you consider it unexpected?
12. Did you feel annoyed or stressed while resolving this exercise?



CONGRATULATIONS!

YOU FINISHED WITH THE BEST SCOR!