



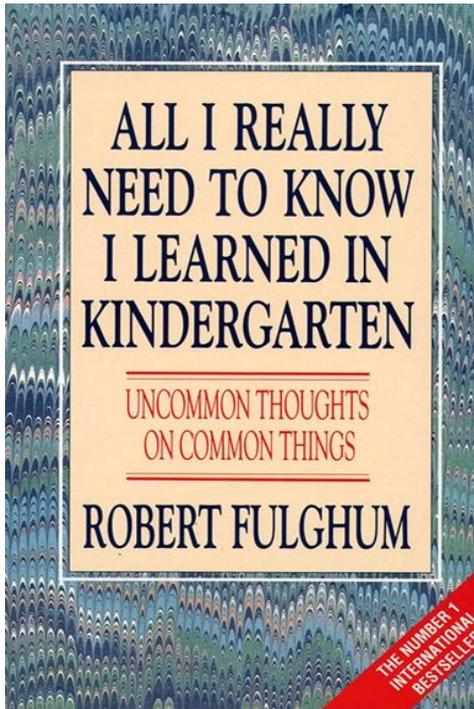
Topic Six Curriculum

Working With Others

- All I Really Need to Know I Learned in Kindergarten
- Working with the Boss
- Co-Workers
- Clients
- The “little people”



All I Need to Know ...



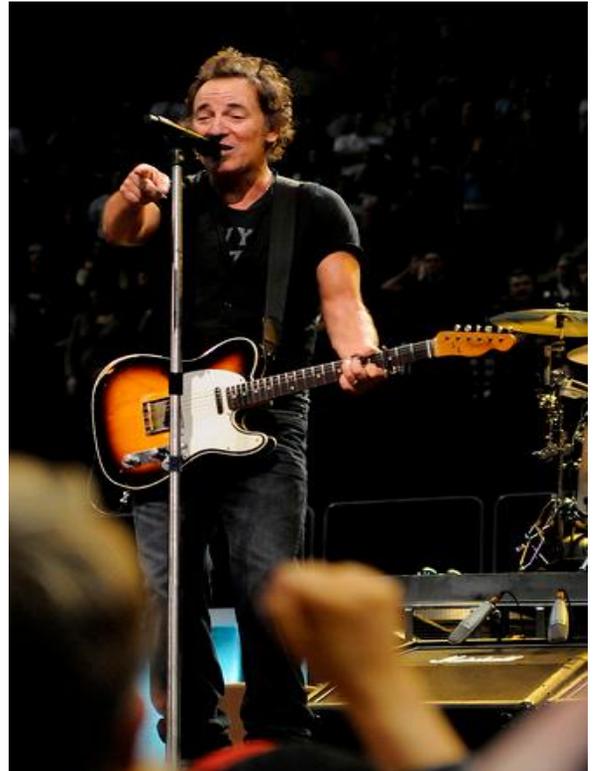
The basics of getting along with others has not changed since you learned to play in the sandbox.

- Share everything.
- Play fair.
- Don't hit people.
- Put things back where you found them.
- Clean up your own mess.
- Don't take things that aren't yours.
- Say you're sorry when you hurt somebody.
- When you go out in the world, watch out for traffic, hold hands and stick together.



Working with the Boss

Some basics about getting off to a good start with the boss:



- This is Texas
 - Yes sir, ma'am until told otherwise
- Be friendly, smile
- But, understand that you aren't really friends, no matter how friendly (s)he is
- Think challenges, not excuses
- Underpromise / overdeliver
- Go the extra mile
- Learn when to ask permission and when to ask for forgiveness

Co-Workers

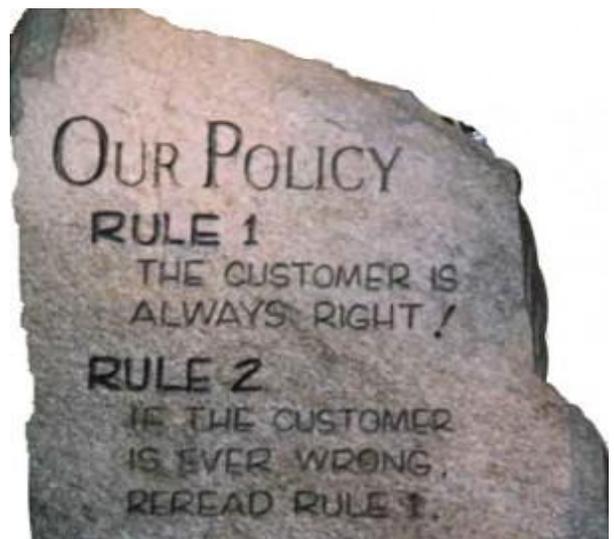


Some basics
about getting off
to a good start
with co-workers.

- First, demonstrate competence
- Listen and learn from their experience
- Give everyone the benefit of the doubt
- Look for the good in all people
- Dealing with cliques
- Avoid the gossipy ones – they are career killers
- Lead by example

Customers

Customers expect to be treated with great respect and even deference. Give it to them.



- The health of your employer's business (and thus your job) depends on treating the customer well
- "The customer is always right" is the proper starting place
 - Even when you think the customer is wrong, you treat them as if they were correct
 - If possible, make accommodations to do things the customer wants
 - Learn your limits of accommodating a customer, and when the customer insists on more, take it to your supervisor



The “Little” People



How you treat
those who you
can mistreat is the
definition of your
character.

"The King will reply, 'I tell you the truth, whatever you did for the least of these my brothers, you did also for me.'"

-- Matthew 25:40