

◇ Chapter 9
Working with Others


Relationship Skills

ACTING AS THE LEADER

Employers expect more from their employees than technical skills. An ideal employee should demonstrate loyalty, integrity, initiative, and good communication skills. However, even if a worker possesses these qualities, he or she may not demonstrate them in the right proportion. As an employer, you might ask: When do a worker's shortcomings become reason enough to fire that person? This can sometimes be a difficult decision.

Directions: In a group with two or three other students, study the employee descriptions below. If you, as a group, were each employee's supervisor, how would you answer the questions that follow?

Meet Your Employees

	<p>Keisha You have hired Keisha to work in the computer repair and maintenance department of an electronics store. She said that she had recently graduated from a two-year technical school with a degree in computer repair. She is able to repair a broken computer quickly and efficiently, but only after you or another technician first discover the problem. She obviously was taught only to repair computer problems, not to diagnose them.</p>
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1. What are Keisha's shortcomings? How might they hurt your business? _____

2. Would you fire Keisha? If yes, why? If no, why not? _____

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Damon Damon has worked as a painter in your auto body shop for four months. His basic skills are excellent, and he cooperates well with his fellow employees. One night, you overhear him telling a friend that he would never bring his own car to the shop because the other workers do such careless work.

3. What effect might Damon's attitude have on his fellow employees? _____

4. Suppose you decide to talk to Damon about this problem. What would you say to him?

5. Suppose you discovered that what Damon said was true. How would you respond?



Matt You have just hired Matt to work as a waiter in your family restaurant. Matt is hard-working and dependable. He is never late, and he does his job well. He gets along well with the other workers, and his appearance is always neat and clean. However, one day some customers complain to you that Matt made offensive comments to them. One of the other waiters has also told you that Matt sometimes offends the customers with inappropriate and unprofessional behavior.

6. Matt appears to be good at his job, and the other workers seem to like him. Why do you think he would act inappropriately around customers?

7. If you talked to Matt about the complaints, what would you say to him? _____

8. Suppose you continue to hear complaints about Matt's behavior even after you have spoken to him. Would you fire him? Explain.
