

## Section Answer Keys

### Chapter 10 Interpersonal Skills

#### Section 10.1 Personal Interactions

##### Review Key Concepts

1. Assertiveness is standing up for what you believe. You can be assertive without being pushy or aggressive. People will respect you for being true to what you believe. It is important in the workplace to stand up for what you believe and to be ready to act on it. Flexibility allows you to adapt to changing circumstances. Flexibility is necessary in the workplace because things are always changing.
2. Ethical behavior can be applied in the workplace through (1) honesty, which includes telling the truth, maintaining confidentiality, and not spreading gossip; (2) respect, which includes treating customers and coworkers with courtesy and tact; (3) fairness, which means treating everyone the same way; and (4) equity, which means that everyone has equal rights and opportunities.
3. Negotiation, the process of working together with parties in conflict to find a resolution, involves the basic communication skills of speaking and listening. Speaking allows the parties to define the problem clearly and listening shows that the parties are interested and want to understand what is being said. Both of these skills are essential to the negotiation process.

##### Practice Academics

###### English Language Arts

4. Schedules will vary; students may use a grid to list days of the week across the top and tasks down the left side. Tasks should be listed in order of their importance.

###### Mathematics

5. The savings would be \$54,008.64 per year ( $s = \$658 \times 0.06 \times 114 \times 12 = \$54,008.64$ ).