



skill
talk™

EPISODE 22 WORKSHEET

Key Things to Remember

Never let your brand suffer because of someone else's involvement.

Always protect your brand.

Duncan Nugget® 36: When dealing with conflict, focus on the issue and not the individual.

Be strategic and confident to say what you think needs to happen to make the team and you feel better in the situation.

Sign up for the mailing list to ensure you get information to attend the next annual workshop.

Definitions

Collaboration is building and maintaining relationships (internally and with key external groups) that support and improve personal/team effectiveness.

Conflict Management is the ability to perceive and manage your emotions as well as the emotions of other people.

Personal Responsibility is to fulfill an obligation or task

Team work is effectively works toward common goals by supporting, encouraging, and sharing information with colleagues.

Work Ethic is a set of moral principles a person uses in their job that guide their work behavior, leading them to produce high-quality work consistently and the output motivates them to stay on track.

Review

In Skill Talk™ episode #8 AI gave **Million Dollar Question:** What is your best soft skill? How do you know?

Discussion Questions

In Skill Talk™ episode #22 AI stated that there is a thin line between being helpful and being taken advantage of. Can you think of a situation when this occurred? How did you handle it?

Interview Question: Give me an example of a time when you had to build an effective working relationship with an external partner in order to be successful.

Activity

Total time: 6-12 minutes

Scenario

You work on a team of five people where Brent is consistently making excuses for not completing his part of the project. He is routinely late to the meetings the rest of the team end up covering what he does not complete because he's best friends with your supervisor. While going to the breakroom you overhear Brent speaking about going through a divorce. He realizes that you overheard him and says, "I'm sorry that you had to hear that."

What should be your reply? Why?

- "Brent, our company has programs that can help you. Also, our team will continue to bridge the gaps until you return."
- "We all have issues to deal with outside of work. We need to focus on work and meeting our deadlines."
- "I'm sorry that you're going through this situation. Is there anything I or the team can do to help you at work?"
