

Work World Dangerous Ground

In the work world, a worker's positive attitude and actions leads to success and promotions. But, worker's voluntary entrance into dangerous grounds may result in explosion of emotions, conflicts, and termination (firing). What are these dangerous grounds on which some workers choose to walk upon while at a job? This lesson covers four: gossiping, complaining, socializing, and not listening.

GOSSIPING

Gossiping is talking about other people or work event with details that are not confirmed as being true. Other words to describe gossip are spreading rumors and tattling. Gossip is usually information that is negative, damaging, or malicious (intending to do harm). Gossipers, and workers who listen to gossip, are both walking on dangerous ground that may explode and cause conflicts, and maybe get someone fired.



Avoid gossip: 1) Do not spend time talking to gossipers. Keep it short and polite, then move on: "Good morning," "Have a great day," "Nice to see you." 2) If caught in conversation that turns to gossip, leave by saying, "I've got to go now," "Got to make a call," or "I have a lot of work to do now." 3) Change the subject by saying, "We cannot do much about that. What can we do to make things better?" If the gossip continues, politely make an excuse and leave. 4) If you need help to handle gossipers at work or a work problem, talk to a trusted friend or adult NOT connected to your job; or talk to your dog, cat, or goldfish until you purge (get rid of) negative feelings.



COMPLAINING

Complaining is saying that you are unhappy with something at work. Other words for complaining are gripe, whine, grumble, fuss, and protest. There will be problems in the workplace (as well as in your life). Complaining is only hot air and will not help to solve a problem. **Complaining** makes you feel worse, makes others feel worse, takes energy, gives your attitude a negative reputation.

Everyone needs to talk about problems to find solutions, and that is not complaining. To talk about your problems: 1) Take time in a quiet place to think and make a list of what you can do to solve the problem. 2) Find a trusted friend, trusted adult, school counselor, or church leader that will listen and help you think of solutions. If there are no solutions to your work world problem, then accept it, look for another job, or ask your supervisor for a transfer to another department or work shift. Never confide (tell personal situations or secrets) to a coworker because that coworker may betray your trust to make your reputation look bad just to get that raise or promotion you deserve.



SOCIALIZING

Socializing is talking and building relationships with other people. Other words to describe socializing are gathering, celebrating, meeting, mingling, and hobnobbing. Socializing is skill that many employers value, but not when socializing takes a worker away from the job tasks, customers, and the company's goals.

Also, socializing may easily lead to gossiping and complaining! Rules for socializing include: 1) Never socialize with coworkers or customers when there is work to do. 2) Stick to safe subjects during social conversations: weather, positive news events, upcoming holidays, and new technology gadgets. Known topics to avoid at work include politics and religion. 3) Your social media habits are socializing. Keep your social media pages private and professional because many employers search your social media before giving you a raise or promotion. Improve your ability to get raises and promotions — keep your social media sites business-like.



NOT LISTENING

Listening is: 1) Giving your attention to a sound or person.

2) Answering to request or advice with positive attitude. Other words to describe listen include: attention, concentrate, keep ears open, take notice, and hear. Supervisors like workers who:

1) **Give attention** to the supervisor's voice and make eye contact.

2) **Give positive reply** to supervisor's advice or request. Also,

workers who listen to coworkers (and make eye contact) create value in relationships. The most sincere (best) type of respect is listening to what another person has to say. **Damage is done to your listening**

skill reputation by: 1) Looking at your smart phone, answering a call, or texting while someone is talking to you or while in a meeting. 2) Using negative face and body language while listening such as boredom (yawn) or impatient moves (fidget, frown, and toe/finger tapping). Positive body language while listening include: eye contact with talker, stillness, and "I'm with you comments" — such as — uh huh, mmmm, yes, nod your head, ask good questions). Listening skills will earn you raises and promotions. Learn and practice listening skills if your goal is to become supervisor or manager in the future.

QUICK CHECK:

1. a) To what does a worker's positive attitude and actions lead? b) What 3 things may entrance into dangerous grounds result?
2. What is gossiping?
3. List other words to describe gossip.
4. Gossip is usually what 3 types of information?
5. a) List 4 ways to avoid gossip. b) Which of these 4 ways will you use to avoid gossiping?
6. What is complaining?
7. List 5 other words to describe complaining.
8. Complaining does what 4 things?
9. What is not complaining?
10. List 2 things to do to talk out problems.
11. What 3 things can you do if there are no solutions to your work world problem?
13. a) Define "confide." b) Why do you not confide to a coworker?
14. What is socializing?
15. List 5 other words to describe socializing.
16. a) Do many employers value the socializing skill? b) But not when?
17. When do you never socialize with coworkers?
18. a) List 4 safe subjects. b) List 2 topics to avoid.
19. a) Are your social media habits socializing? b) How should you keep your social media pages? c) Why?
20. Listening is what 2 things?
21. Supervisors like workers who do what 2 things?
22. What is the best type of respect?
23. At what should you not look or answer while someone is talking to you?
24. a) Describe negative face and body language. b) Describe positive body language.
25. a) What may listening skills earn you? b) What goal can listening skills help you reach?
26. In an essay of 25 words or more, describe things you will do at your future job to avoid:
 - a) Gossiping. b) Complaining. c) Socializing. d) Not Listening.