

Chapter 11

Getting Along With Others

You Already Know...

- it is important to get along with other people
- everyone has a different personality
- many workers work in teams
- it is important to have a positive attitude
- you will work with coworkers, supervisors, and customers

You Will Learn...

- several ways to get along with others
- how to be a strong team worker
- ways to speak well at work
- how to be a good listener
- how to deal with conflict

Personal Career Portfolio Preview

For your portfolio, you will make a list of work situations that require good communication skills. As you read, think about situations where communication skills would be useful.





Before You Read

Draw From Your Own Background Think about someone you know who gets along well with other people. What does this person do to get along so well with others? Write down everything you notice.

Section 11.1

Working Well With Others

Ready, Set, Read

Key Terms

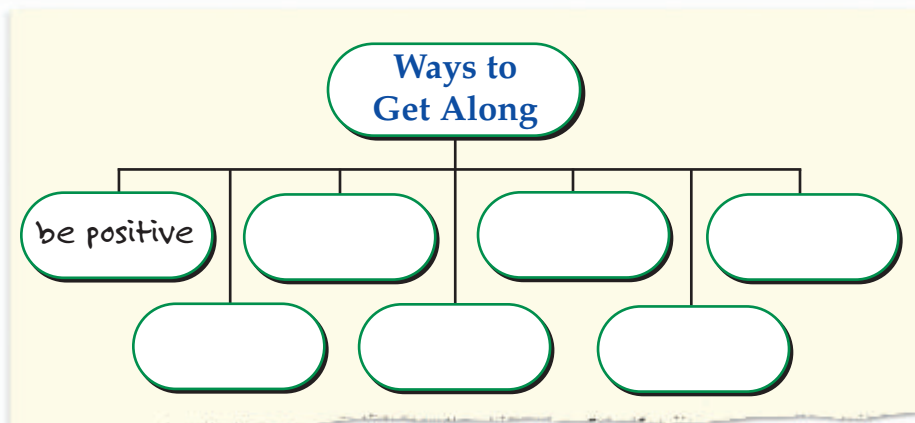
tolerance
prejudice
empathy
gossip
respect
cooperate
leadership

Main Idea

To get along at work, it is important to be positive and to treat others with respect. Cooperation and leadership skills can also help you work well in a team.

Thought Organizer

Copy the chart below. As you read, fill in each shape with one way to get along with others.



Learn Skills for Getting Along

You will not work alone on a job. You will work with others. You will need to get along with supervisors, coworkers, and customers.

Getting along with people is very important. In fact, the main reason young workers lose their jobs is that they do not get along with people.

Getting along with people is a skill anyone can learn. It just takes some effort. You need to treat others the way you want to be treated.

Tolerate Differences

You do not choose your coworkers. Your boss does. Your coworkers may be very different from you. To get along, you will need to tolerate differences. **Tolerance** means treating everyone fairly and equally.

Be tolerant of your coworkers and others. Be tolerant of what they say and do. Do not judge. Remember that everyone is different. Find things you have in common. This will help you get along.

tolerance ■ Treating everyone fairly and equally.

Avoid Prejudice If you are tolerant, you do not judge others. You do not have prejudices. A **prejudice** is a negative attitude toward a group of people. For example, *racism* is the prejudice that people of some races are better than others. *Sexism* is the prejudice that one gender, or sex, is better than the other.

Do not judge people by their race, their gender, their age, their language, or what job they do. Get to know each person as an individual.

While You Read

Question How can you show others that you care about them?

prejudice ■ A negative attitude toward a group of people.

Take an Interest in Others

One great way to get people to like you is to be interested in them. Showing interest in others helps you get along. People like it when you care about their lives.

Show your interest by asking about things that interest them. Ask about their hobbies and interests. You might find things in common.

Show Interest Through Body Language Body language is another way to show your interest in other people. You show how you feel by how you sit, stand, or move.

Body language tells a person how interested you are in what he or she is saying. People who are bored may show it by tapping a foot or staring blankly. People who are interested often show it by looking in the eyes of the person talking. They also sit on the edge of a chair and lean toward the person talking. They smile. A smile is like saying, “I like you.”

Lend a Hand One way to show that you care about others is to lend a hand. If you see that a coworker needs help, pitch in. Do not wait to be asked.

What else can you do to be friendly to your coworkers?



Show Empathy

empathy ■ The ability to imagine yourself in another person's shoes.

A person who cares about other people understands them and has empathy. **Empathy** is the ability to imagine yourself in another person's shoes.

When you have empathy, you can sense what the other person is feeling. You may not feel the same way. However, you can accept their feelings. You can understand them better.

When someone shares a problem, listen. Show your interest and concern. Listening tells the other person that you care.

Be Positive

We all have worries. We all have bad days sometimes. However, it is important to have a positive attitude as much as you can. A cheerful personality will help you get along with others. People feel more comfortable around positive people.

Avoid Gossip Avoid gossip. **Gossip** is saying bad things about people behind their backs. People usually gossip to make themselves feel important. Gossip can make it hard to get along with people.

A positive person usually says good things about other people. A negative person often gossips. Can you think of some other differences between a positive person and a negative person? **Figure 11.1** shows several differences between positive people and negative people.

While You Read

Connect Think of someone you know who is negative. Do you like to be around that person?

gossip ■ Saying bad things about people behind their backs.

Figure 11.1

Be a Positive Person

Positive People	Negative People
smile often	smile rarely
like others	dislike others
complain rarely	complain often
admit mistakes	blame others
cooperate	argue or avoid work
like to learn new things	do not like to learn new things

Positive and Negative Having a positive attitude will help you get along well with your coworkers, your boss, and others. **Do you like to learn new things? Why or why not?**

respect ■ High esteem.

Show Respect

Another way to get along is to show respect. **Respect** is high esteem.

Everyone has value. Everyone deserves respect. Treat everyone at work with respect. It does not matter how old a person is. It does not matter how much power or money the person has. Treat everyone as important.

While You Read

Visualize Imagine that you have your hands full and are trying to open a door. Someone runs up to help you. How do you feel?

Be Respectful in Your Actions Be respectful of others in what you do. Think about how your actions will affect others.

Be honest. Show others that they can believe what you say. Be dependable. Do what you say you will do. Do your fair share of work.

Remember that even small actions affect others. For example, make sure that your things do not get in anyone's way. Knock before you open a person's office door. Clean up after yourself in the break room.

Do nice things for others. Open a door for someone who has his or her arms full. Get help if a piece of equipment stops working. Do not leave it for someone else to handle.

Be Respectful in Your Words Be respectful in what you say. Think before you speak. Think about how your words will affect others. Be courteous. Remember to say "please," "thank you," and "you're welcome."

Tell your coworkers when you like their work. For example, you might say, "You did a great job, Eliza!"

Refer to others as equals. For example, do not call women "girls." Learn to pronounce and spell your coworkers' names. Use standard English so that everyone can understand you.

Be kind in your words. Do not use words that might hurt someone or make someone feel uncomfortable. Never make fun of another person. Never tell jokes about a person's culture or gender. Remember to respect differences.

Laugh a Little

It is easy to be around a person who has a good sense of humor. A *sense of humor* is the ability to see the funny side of things. Most people can laugh when the joke is on someone else. People with a truly good sense of humor can laugh even when the joke is on them.

Enjoying the funny side of life is relaxing. A sense of humor also makes it easier to get along with others.

Be the Same Person Each Day

Stability means being the same person even when things change. A stable person acts pretty much the same way day after day. Other people can predict how you will act each day.

Are you friendly one day and grouchy the next? People will not know what to expect from you. Always be the same person. That way others will know how to get along with you.

While You Read

Question Why is it hard to get along with people who are moody or act different each day?

Making Good Choices

Dealing With a Difficult Boss

One day your boss at the store is friendly. The next day he snaps at you. You find it hard to work for your boss. You like your job. You want to stay, but it is stressful. You want to tell your boss how you feel, but you are not sure how.

You Make the Call What should you do in this situation? Work with another student. Write a skit about the situation. One of you play the employee. One of you play the boss. Show how the employee could approach the boss. Show the outcome that you think will happen.

For help in answering this question, visit ewow.glencoe.com/tips and select the *Smart Tip* for the Chapter 11 *Making Good Choices*.



Build Your Teamwork Skills

At work you may be assigned to a team. A team is a group of people who have the same goal. Your team might be large or small. You might be part of the same team for years. You might be part of a different team each day.

There are two good ways to be a strong team player. One is to cooperate. The other is to show leadership.

Cooperation is the Key to Teamwork

cooperate ■ To work well with others to reach a goal.

Teamwork depends on cooperation. To **cooperate** means to work well with others to reach a goal. It means putting the goals of your team goal first.

While You Read

Question Why is it a good idea for team members to divide up the work?

Each Team Member Has a Role Each team member should do what he or she does best.

Imagine that you work at a clothing store. You and two other employees, Norah and Jason, need to fold a shipment of clothes. What will happen if you each do your own thing? You might forget to do a task. You might do a task twice.

You need to divide up the tasks. This will make the work go faster. Each person will know exactly what to do.

Cooperation Is Key

Each team member has a role to play. Cooperation helps the team get all the work done. **What roles do you think each worker is performing here?**



Do Your Part Make sure that your tasks are completed correctly. Make sure that your work is done on time. You are important to your team. Do your part. Think about how you can help the team.

Offer to do tasks that you do well. There may be tasks that no one wants to do. Volunteer to help with these tasks. Always do your fair share of work. Help out when you can.

If you have a good idea, share it. Listen to what everyone else has to say, too. Someone might have a great idea. Someone might know how to do something better than you can. Listening to your team will show them that you respect them. Respect the other members of your team. The more respect you give to others, the more respect they will give to you.

Be a Leader

Leadership is important in teamwork, too. Leadership is not telling people what to do. **Leadership** is motivating others to work toward a goal.

One way to lead is to set a positive example. Another way to lead is to help your team solve problems. Think of ways to solve problems. Ask others to share their ideas.

leadership ■ Motivating others to work toward a goal.

Motivate Others Some people are not strong team players. Some people think, “I don’t have to help. It is not my problem.” Some people think, “Someone else can do this better than I can.” Other people think, “I am the only one who does anything right.”

How can you work with people like this? Use your leadership skills. Motivate them to help the team.

Imagine that your coworker Norah is not interested in helping fold clothes. You could lead by example. You might say, “I volunteer to fold these shirts. Norah, could you help me?” You might suggest ways to share the work. You might say, “Norah, you are talented at organizing. Maybe you could help me sort these pairs of pants.” Show your teammates that you know they can do good work. They will be more willing to help.

While You Read

Connect What is wrong with the attitude, “I am the only one who can do anything right”?

Section 11.1

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 11.1 Review.

After You Read

Retell

1. Name four differences between a positive person and a negative person.
2. Describe five things you can do to show respect for other people. Use your own ideas.

Think Critically

3. Everyone is equal in a team. Yet leadership skills help you be a good team member. Does this make sense? Explain.

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

Commission Sales

You earn \$6.50 an hour at a shoe store. You also earn a 10% commission on everything you sell. If you worked 160 hours in a month and sold \$10,000 worth of shoes, what is your total monthly compensation?

Step 1

Figure out your total monthly wages.

$$\$6.50 \times 160 = \$1,040$$

Step 2

Multiply your commission rate by the amount of shoe sales.

$$0.10 \times \$10,000 = \$1,000$$

Step 3

Add your monthly wages and your commission.

$$\$1,040 + \$1,000 = \$2,040$$

Result

Your total monthly compensation is \$2,040.

Figure It Out

Your salary at a clothing store is \$300 per week. You earn a commission of 16% on your total sales for the month. If on average you sold \$4,000 worth of clothing each week for a month, what are your total earnings for that month?



Section 11.2

Communicating Well

Ready, Set, Read

Key Terms

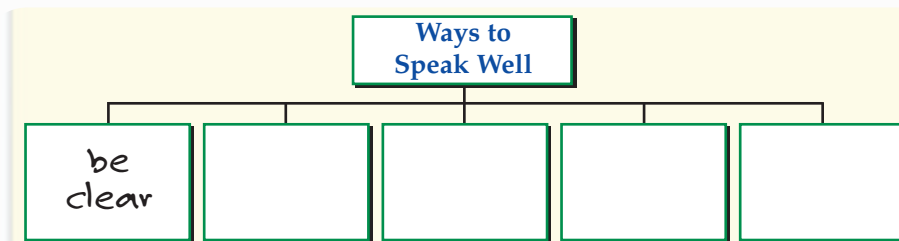
communication
enunciate
assertive
active
listening
compromise
emotions

Main Idea

Communication skills help you get along with others. Learn to speak well, listen actively, and solve conflicts.

Thought Organizer

Copy the chart below. As you read, fill in each rectangle with one way to speak well at work.



Good Communication Helps You Get Along

Communication is sharing thoughts and feelings. Speaking, listening, reading, and writing are all parts of communication.

People with good communication skills get along well with others. This helps them succeed at their jobs.

communication ■ Sharing thoughts and feelings.

Speak Well at Work

You will talk to a lot of people on the job. You will talk to your coworkers and your supervisor. You may also talk to customers.

Customers see you as part of the company. If you speak well, they will have a good image of the company. If you speak poorly, they will not have a good image of the company.

Study Tip

To improve your speech, watch people who are good speakers. Listen to how they enunciate. Note the words they use. Copy what you like.

enunciate ■ To speak each syllable clearly.

Be Clear Speak clearly. Make sure people can follow what you say. Do your words run together? Do your sentences go all over the place? Do people have to make a big effort to understand you?

Remember to use standard English. Avoid words that do not mean anything, such as “sort of,” “like,” and “um.”

Try to **enunciate**, or speak each syllable clearly. Practice enunciating. Make it a habit.

Use Positive Words Show a positive attitude by using positive words. Always look for the most positive way to say what you want to say.

Try to use positive words instead of negative words. Show people that you value them. Say something nice when a coworker or your boss does something helpful.

Be Positive At work it is important to be positive. Being positive shows that you respect others.

Recall a time when a person asked you to do a task.

Describe how the person spoke.

Describe why you did or did not like it.



Show Respect You speak differently to different people. You use different words. You use a different tone of voice.

At work you will talk to coworkers, supervisors, and customers. Remember that these people are not casual friends. Show respect. Be polite.

Always show respect for your supervisor. It is okay to ask your supervisor questions. It is not okay to argue. It is not okay to talk to your supervisor the way you would talk to your best friend.

Say What You Mean Everyone has thoughts and feelings. Your thoughts and feelings are important. You have a right to say them.

Practice being assertive. **Assertive** means direct, honest, and polite. Assertive is different from aggressive. *Aggressive* is direct, honest, and rude.

Imagine that a coworker has an idea you do not like. An assertive person might say, “That’s a good idea, but I disagree because...” An aggressive person might say, “You’re wrong.”

assertive ■ Direct, honest, and polite.

Ask for What You Need If you need something, ask for it. No one can read your mind. Be direct but polite.

Here are some assertive ways to ask for things:

- “Ms. Chang, I need to go to the dentist next week. May I leave an hour early on Wednesday?”
- “Sidney, could you please show me how to put ink in the printer?”
- “Mr. Fratelli, would you have ten minutes this afternoon to talk to me about my report?”

Be a Good Listener

Everyone wants to be understood. That is why active listening is so important. **Active listening** is paying attention and responding to what someone says.

An active listener pays attention and understands. An active listener tries to see things from a speaker’s point of view.

While You Read

Connect What is the difference between asking for something and demanding something?

active listening ■ Paying attention and responding to what someone says.

Real-World Connection



Using Proper Speech at Work

You and your friends have a special language. You use words that other people may not understand. These words are called slang. It is okay to talk with your friends in slang, but most of the time, you should not use slang at work. Customers and coworkers may not understand you. Your supervisor may not understand you. You might have poor communication with others in the workplace.

What if you work with a friend who speaks the same slang as you? Can the two of you talk together at work? If other people are around, the answer is no. Employers want you to speak so that all of your customers and coworkers can understand what you are saying.

Take the Next Step Work with a partner. Make a list of all the slang words you know. Use this list of slang words to write a hip-hop song. Perform your song for your classmates.

For help doing this activity, go to ewow.glencoe.com/tips and find the *Smart Tip* for the Chapter 11 *Real-World Connection*.

Pay Attention

The first part of active listening is paying attention. Listen closely when people talk to you. Stay focused. Try not to think about other things. Try not to let your mind wander.

Show the person that you are interested. Make eye contact. Lean forward.

Let the other person finish every sentence. In a pause you could say, “go on,” or “uh huh” to encourage that person to finish his or her thought.



Pay Attention to Body Language Look at the person's body language, too. Body language can tell you a lot about how a person really feels. Does the person look nervous? Relaxed? Angry? Pay attention to more than just words. Try to imagine the person's feelings.

Respond

The second part of good listening is responding. Responding shows the other person that you are paying attention.

Responding helps you to understand the other person. Responding helps you remember what you heard.

Repeat what you heard. You can use your own words. Ask whether you understood correctly.

It is very important to respond to directions. You can make sure you understand exactly what you need to do.

- “Let me make sure I understand. You would like to meet with Laura and me in your office at 12:30?”
- “Let me repeat that. I need to deliver these letters to Mr. Marks in room 305?”

While You Read

Connect How do you feel when you tell someone something important and they do not respond?



Pay Attention and Respond Use body language to show that you are a good listener. Make eye contact and lean forward slightly.

Why is responding an important part of active listening?

Study Tip

Fiction is invented stories. Fiction is often full of conflict. Look for the main conflict when you read a story. Think of a conflict you read about in a novel or a short story. What was the conflict about? How was the conflict resolved?

Learn to Deal With Conflicts

Good communication helps people get along at work. People talk about problems before they become big. People show empathy and respect.

Sometimes conflict happens anyway. A conflict is a strong disagreement. Conflict can happen when people have different needs or ideas. Conflicts can happen at home or school. Conflicts can happen between friends. Conflicts can also happen at work. You might find yourself in a conflict with a coworker or customer.

Avoid Arguments

Sometimes people disagree. That is okay. Arguments are not helpful, however. An *argument* is an angry conflict. Arguments cause bad feelings. Arguments make it hard to work together. People who argue on the job are often fired.

Avoid arguments. Stay calm when another person is angry. Give your opinion calmly. Do not yell.

While You Read

Question Why is a compromise sometimes called a “win-win situation”?

compromise ■ An agreement where both sides give in a little.

emotions ■ Strong feelings.

Communicate and Compromise

Arguing never helps. But ignoring a conflict does not help either. Ignoring a conflict usually makes it worse.

The best way to handle a conflict is to communicate and compromise. A **compromise** is an agreement where both sides give in a little. Each side wins a little, too.

Control Your Emotions **Emotions** are strong feelings. Everyone has emotions. Love and anger are emotions. Strong emotions can be hard to handle.

Things will happen that make you angry. You have no control over events. You do have control over your reactions. Do not take your anger out on coworkers.

If something really bothers you, take a timeout. Calm down first. Talk later.

Share your thoughts and feelings. Explain your reasons so the other person will understand. Try not to hurt the other person’s feelings. Do not say things you do not mean. This will make it hard to work together.

Listen to the Other Person You will not get your way just by talking. You must listen to the other person. Try to understand how he or she sees things. Think about the situation. Maybe the other person is right.

What do you do if someone is rude to you? Do not be rude back. Respond to the other person the way you would like the person to respond to you.

Think of Solutions Both people must have a chance to say how they feel. Both people must think about how the other person feels. Then they must find a solution.

Look for a solution that can help both people. You could say, “What can we do about this problem? What are your ideas?” Work together to solve the problem.

While You Read

Visualize Imagine that you and another person find a solution to a big personal conflict. How do you feel?

Point of View



Solving Conflict

Kiona Jones plans to be a lawyer. Kiona took a summer job as a clerk for the city council. Bebe, Kiona’s coworker, believes the way to get people to listen is by being aggressive. Kiona believes in more peaceful ways. Bebe is often rude to Kiona.

Kiona invited Bebe to have lunch. “I told her my way was just different. I promised to listen to her to see her point of view. She said she’d listen to me too. We haven’t become best friends, but we get along.”

It's Your Turn Write an essay about a time when someone made you angry. Write how you handled the situation. Then write how you would handle the person and situation using communication and compromise.

For help completing this activity, visit ewow.glencoe.com/tips and go to the *Smart Tip* for the Chapter 11 *Point of View*.



Section 11.2

Review

Check your answers online by visiting ewow.glencoe.com/review and selecting the Section 11.2 Review.

After You Read

Recall

1. Explain why it is important to speak well at work. Use your own words.
2. Define *compromise*. Explain how to reach a compromise. Use your own words.

Think Critically

3. Do you agree that you can control your reactions? Explain.

Math Practice

Answer the multiple-choice math questions at ewow.glencoe.com/math.

Step 1

Figure out the total number of cookies you will make.
 $24 \times 3 = 72$

Step 2

Calculate how many cookies can fit on the sheet.
 $6 \text{ rows} \times 3 \text{ cookies across} = 18$

Step 3

Divide the total number of cookies by the number of cookies that can fit on the sheet at one time.
 $72 \text{ cookies} \div 18 = 4$

Result

You will use the cookie sheet 4 times.

Teamwork

You bake cookies for a team-building exercise. Each batch makes 24 cookies. You have enough ingredients for 3 batches. Your cookie sheet only fits 6 rows of cookies and 3 across. How many times will you use the sheet?

Figure It Out

You and four other team members attend a seminar on conflict. The seminar costs \$150 per person. You will need to drive two cars to the seminar, and make a 100-mile round trip from your office. If two drivers are reimbursed 37.5 cents per mile, what is the cost for the seminar?



Career Talk

Computer Room Operator

Anne Rindfleisch
Wisconsin



Career Cluster: Information Technology

What does a computer room operator do?

“I process the orders for the day for Burlington Coat Factory. I also take Internet orders.”

Why did you choose a career in computer technology?

“There was a good opportunity for jobs in that field.”

What obstacles have you overcome?

“I was born with no arms and no legs. To work with computers, I had to learn to use a mouth stick to type and to push buttons. I have to leave early to make sure I get to work on time because I drive my wheelchair to work. I use my shoulder to drive the wheelchair. When I was younger, there were no wheelchair curbs. I got into trouble with the police because I had to get off the sidewalk and into the street to cross a street.”

What advice do you have for students?

“Get an education no matter what it is. Knowledge will help you in life. Accept everyone for the way they are.”



Career Facts

Computer Room Operator

Training

Computer room operators need at least a high school diploma.

Skills and Talents

Computer room operators need computer training, basic math skills, and good reading and typing skills.

Career Outlook

Employment for computer operators is expected to decline through 2012. Opportunities will be best for operators who have postsecondary education and keep up with the latest technology.

Learn More About It

Play a trivia game. Organize into two teams. Each team should write down 12 information technology terms. Add a definition for each term. One team gives the other a definition of a term. The other team must guess the correct term. The team that guesses the most terms correctly is the winner.

For help with this activity, visit ewow.glencoe.com/tips.



ewow.glencoe.com/tips

Chapter 11 Review and Activities



Go to ewow.glencoe.com
to find online games and
activities for Chapter 11.

Key Term Review

tolerance (p. 261)
prejudice (p. 261)
empathy (p. 262)
gossip (p. 263)
respect (p. 264)
cooperate (p. 266)
leadership (p. 267)

communication (p. 269)
enunciate (p. 270)
assertive (p. 271)
active listening (p. 271)
compromise (p. 274)
emotions (p. 274)

Check Your Understanding

1. Name seven ways to get along with others.
2. List and define two skills that will help you be a strong team worker.
3. List five habits that can help you speak well at work.
4. Explain how to be an active listener.
5. Describe the right way to deal with conflict.

Write About It

6. **Tolerating Differences** Make a list of all the ways that the students in your class are different from each other. For example, people may speak different languages. Write a paragraph saying how you feel about these differences. Do people tolerate each other's differences well? Are some differences hard for you to tolerate? Explain. Give examples.

Role Play

7. **Communicate and Compromise** Work with a partner. Pretend that you are coworkers. You have a conflict. For example, one of you plays a radio loudly. The other talks on the phone a lot. Choose a partner to go first. This partner explains his or her thoughts and feelings. The other partner responds. Together, find a solution.



Teamwork Challenge

8. Practice Active Listening

Work in a team of three. Choose roles: speaker, listener, and observer. The speaker talks about a problem he or she is having. The problem can be real or made up. The listener pays attention and responds. The observer watches the listener. The speaker and listener talk for three or four minutes. Then the observer shares what he or she saw. Did the listener respond well? Did the listener use positive body language? Discuss. Change roles and start again.

Computer Lab



Make a Chart Use the computer to make a chart of habits that can help you get along with others. Make a chart with two columns and seven rows. Use the Thought Organizer you made in Section 11.1. In the left column, write one good habit on each row. In the right column, write one thing you could do to show this habit. For example, describe one way to show respect for others. Print your chart and share it with another student.

Personal Career Portfolio

Describe Communication Skills Describe three work scenes that require skills in speaking and listening. For example, helping a customer requires these skills. Taking directions from a supervisor requires these skills. Describe each scene in two or three sentences. Then explain how you could use speaking and listening skills in each scene.

Go to ewow.glencoe.com/portfolio for help.

