

# Learning for Earning

Your Route to Success

Sixth Edition



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*PowerPoint Presentations for*

# Learning for Earning

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**CHAPTER**

**14**

**Being a Team  
Player**



# Chapter Objectives

After studying this chapter, you will be able to

- explain the importance of being a team player at work.
- list several tips for new workers.
- describe how to accept constructive criticism positively.
- distinguish between a good sense of humor and the poor use of humor.
- state the importance of avoiding arguments, rumors, harassment, and comparisons to coworkers.



# Key Terms

- teamwork
- brainstorming
- constructive criticism
- ridicule
- sarcasm
- conflict
- compromise
- argumentative
- rumor
- grapevine
- gossip
- harassment

# Teamwork Leads to Success



- ***Teamwork*** – Two or more people working toward a common goal.
- If one person fails to cooperate, the entire group can look bad.



# Becoming an Effective Team Member

- Employees must work as a team, sharing ideas and solving problems.
- Strong interpersonal skills are important.
- No single employee can make a company successful, so don't focus on what great work you can do alone.



# Developing an Effective Team

- Team members must
  - learn to work together.
  - get to know one another's strengths and weaknesses.
  - develop a plan and an organized way to accomplish it.
  - learn to trust one another and function as a team.



# Sharing Ideas

- ***Brainstorming*** – A way to come up with many ideas in a short time by listing everyone's ideas, no matter how ridiculous the ideas may seem, and then discussing and evaluating them.
- Every member of the team should participate.
- All ideas are considered important.



# Being Open to New Ideas



- Keeping an open mind is important.
- Discuss ideas and encourage suggestions.
- Allow all members to get involved.



# Sharing Leadership

- The leadership function is to facilitate the group's efforts.
- The leader has the responsibility to encourage everyone to participate.
- The team leader should welcome seeing others contribute to the group's effort.

# Creating an Action Plan



- After thought and discussion, members should decide a course of action.
- Goals, objectives, and timetables must be developed.

# Working Toward a Common Goal

- All members must have a clear understanding of the task at hand.
- Each individual knows his or her part to accomplish the group goal.
- The plan of action is followed carefully, but modified if the team considers it necessary.

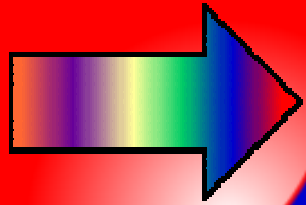
# Showing Trust

- Teammates should
  - show support for fellow members.
  - speak freely.
  - do their assigned tasks as well as possible.
  - finish tasks on time.
- ❖ *What do most people need to see before they can trust someone they don't know well?*



# Staying Focused

- Team members may get sidetracked on long tasks.
- Members should remind one another of the importance of their mission.
- Teams become effective after going through several stages of team development.



# In Your Opinion



- ❖ *What could new team members do to help form an effective team?*



# Stages of Team Development

1. *Forming* – Members share personal information as they get to know one another.
2. *Storming* – Members often compete for status and question why the team was formed.
3. *Norming* – The team works as a unit, a leader emerges, and members start listening to one another.
4. *Performing* – The team handles complex challenges at a high-performance level.



# Tips for New Employees



- Be friendly.
- Respect your coworkers.
- Present yourself as a likable person.



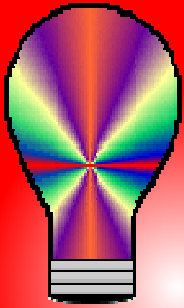
# Be Friendly

- Introduce yourself to your coworkers with a smile and a firm handshake.
- Know your coworkers by name.
- Greet them when they arrive, and say goodbye when you leave.
- Getting their respect and cooperation is your main goal.



# Respect Your Coworkers

- Recognize they have knowledge and skills the company needs.
- Respect them for their positive qualities.
- Admire their good traits.



# Think About It

- ❖ *In sports, members of successful teams appreciate one another and show it in various ways.*
- ❖ *Describe some of the ways.*
- ❖ *How does the coach show appreciation to the players?*
- ❖ *How do players show respect to the coach?*

# Present Yourself as a Likable Person

- Avoid appearing self-centered.
- Avoid acting like a know-it-all.
- Do not tell your boss or other experienced workers how to do their jobs.



# Accept Constructive Criticism Positively



- Supervisors must tell workers what they're doing wrong when they make mistakes.
- ***Constructive criticism*** – The process of offering judgmental remarks about you or your work.

# Accept Constructive Criticism Positively

- Avoid the following:
  - being defensive
  - getting angry with yourself
  - blaming others
  - making excuses
  - staying upset for a long time
  - believing you are a failure
- Apologize and promise to improve.



# Have a Positive Attitude

- Smile often and show enthusiasm.
- Seldom complain.
- Make changes willingly.
- Try to understand others' views.
- Volunteer to help.
- Avoid making excuses.
- Accept responsibility for mistakes.
- Always try to perform at a high level.



# Keep a Good Sense of Humor



- A good sense of humor can help your team get through difficult situations.
- Be able to laugh at yourself when you do something foolish or silly.

# Avoid the Poor Use of Humor

- Crude jokes are vulgar and in bad taste.
- Avoid them as well as ridicule and sarcasm.
- ***Ridicule*** – To tease or belittle.
- ***Sarcasm*** – The use of cutting remarks.
- Words can hurt as much as physical force, if not more.



# Do Not Cause Conflict

- Friction can cause unpleasant working conditions.
- ***Conflict*** – Hostile situation resulting from opposing views.
- If not resolved, conflict can be a destructive force.
- Compromise – Giving something up to resolve a conflict.



# Do Not Cause Arguments

- There are at least two sides to an issue so try to see the other person's side.
- Stay away from workers who are argumentative.
- ***Argumentative*** – Easily creating arguments.
- Avoid taking sides in other people's arguments.

# Do Not Spread Rumors

- ***Rumor*** – Information passed from one person to another without proof of accuracy.
- People often spread rumors by adding untruths or half-truths.





# Do Not Spread Rumors

- Rumors pass quickly along the grapevine.
- ***Grapevine*** – An informal and unofficial flow of information.
- ***Gossip*** – To tell personal information about someone.
- Rumors and gossip can deeply hurt your coworkers.

# Avoid Harassment

- ***Harassment*** – Doing or saying things that make people feel different or uncomfortable.



# Avoid Harassment

- Do not tell jokes or make remarks about any of the following:
  - age
  - looks
  - birthplace or ethnicity
  - sexual preference
  - color of skin or race
  - political or religious beliefs
  - disability
  - family
  - gender





# Avoid Comparisons

- Do not compare your work or benefits with those of others.
- Senior employees are often entitled to more benefits.
- Avoid comparing
  - workloads
  - salaries
  - treatment by the company

# Don't Compare Workloads



- Your job is to do the work described in your job description.
- When you finish, ask for more duties, but never more than you can handle.



# Don't Compare Salaries

- Employers set different salary levels for different jobs.
- Workers with more experience or special knowledge usually earn more.
- As you gain experience and knowledge, your salary will increase.

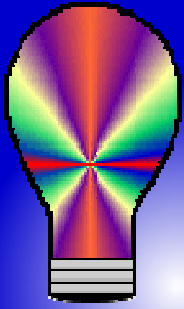
# Don't Compare the Treatment of Coworkers

- More years of experience with the company means extra benefits such as
  - first choice on vacation schedules
  - longer vacations
  - preferred parking spaces
  - preferred working schedules
  - bigger bonuses
  - stock options

# Don't Compare the Treatment of Coworkers



- Employees often receive extra or special recognition for contributing
  - exceptional work
  - many years of service



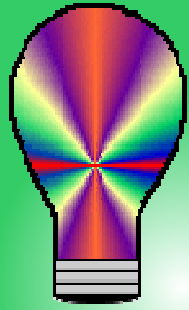
# Think About It

- ❖ *Describe how an employee who wants to become a successful team player should behave.*
- ❖ *Explain what it takes for a team to become effective.*
- ❖ *Identify why comparing yourself to others or using poor humor, arguments, or rumors are harmful to the work environment.*



# Chapter 14: In the Know

- Being a team player is necessary to get along with coworkers and succeed at your job.
- Becoming a team player requires a combination of effective interpersonal skills.
- Putting forth your best efforts on the job will help you get rewarded.



# Chapter 14: Think More About It

- ❖ *What can you do to present yourself as a likable person in the work environment?*
- ❖ *How can you improve your ability to accept constructive criticism positively?*
- ❖ *How can you help your team move forward when it's disrupted by the following?*
  - ❖ *conflict caused by the poor use of humor*
  - ❖ *arguments*
  - ❖ *rumors and gossip*
  - ❖ *harassment*