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- **Section 9.2 Teamwork and Leadership**

Key Concepts

- Identify elements of good working relationships
- Explain the importance of relationships on the job
- Describe the benefits of good working relationships at school and in the community.

Section 9.1 Working Relationships

Main Idea

Good working relationships are needed on the job, at school, and in the community.

Chapter 9 Working with Others



Vocabulary

Content Vocabulary

- ▶ working relationship
- ▶ cooperation
- ▶ reciprocation
- ▶ etiquette
- ▶ authority

Academic Vocabulary

- ▶ initiative
- ▶ foresight

Chapter 9 Working with Others

Elements of Good Working Relationships

Many relationships fulfill practical goals instead of emotional ones. A teen might experience a **working relationship** at school, on the job, and even with the medical professionals he sees. Working relationships can lead to a deeper connection, but their main purpose is to get a job done.



Vocabulary

working relationship

A relationship that exists to accomplish a task or goal.

Chapter 9 Working with Others

Elements of Good Working Relationships

Sometimes people do not take their working relationship as seriously as their regular relationships. Even though a working relationship is often involuntary, it is still important for getting a job done. Take the **initiative** to improve a working relationship that is faltering.



Vocabulary

initiative

The power or ability to begin or to follow through energetically with a plan or task.

Chapter 9 Working with Others

Elements of Good Working Relationships

Skills and Attitudes

Certain skills and attitudes will always be useful in your working relationships.

Cooperation Since a working relationship's purpose is to accomplish something, the most important thing is to use **cooperation** to make sure everyone involved gets the job done.



Vocabulary

cooperation

The ability to work with others towards a common goal.

Chapter 9 Working with Others

Elements of Good Working Relationships

Skills and Attitudes

Friendliness Many working relationships are involuntary. Make them more enjoyable by being pleasant.

Respect You would like to be treated with respect by everyone, so do the same for others.

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Elements of Good Working Relationships

Skills and Attitudes

Working well with others involves reciprocation. If a co-worker needs you to cover his shift, be willing to be flexible. At sometime in the future, they could step in for you.



Vocabulary

reciprocation

Giving and receiving in return.

Chapter 9 Working with Others

Elements of Good Working Relationships

Skills and Attitudes

Behavior in society is dictated by **etiquette**. Although families and friends often forget etiquette at home, it is important to pay attention to behavior norms in order to fit in with regular society.



Vocabulary

etiquette

Manners; the rules of appropriate behavior.

Elements of Good Working Relationships

Skills and Attitudes

There are many small rules of courtesy:

- Say “please,” “thank you,” and “excuse me.”
- Let family members know where you are.
- Hold the door open for others.
- Do not be late.
- Fulfill your promises.

Chapter 9 Working with Others

Elements of Good Working Relationships

Understand Authority

In a working relationship, one person often has **authority** over another. People typically earn their position of authority. Many social figures, like bosses, teachers, law enforcement officials, and even parents, automatically assume authority when they step into a role.



Vocabulary

authority

The right to give orders, make decisions, and enforce rules.

Chapter 9 Working with Others

Elements of Good Working Relationships

Understand Authority

You will come across a lot of authority figures in your life, so it is important to get along with them.

Chapter 9 Working with Others

Remember that authority figures are just people. Keep these things in mind:

- Authority is a responsibility and can be difficult.
- Exercising authority is often part of a job.
- Authority is used to keep order, promote safety, and make sure jobs get done.
- Authority figures have strengths and weaknesses like everyone else.

Elements of Good Working Relationships

Understand Authority

Personalities react differently to authority. Some people try to please authority in order to avoid conflict. Others instinctively rebel.

Although it is within reason to question authority, make sure you are not disagreeing with authority just to rebel. Everyone must live and cope with authority. Too much rebellion will eventually hurt the rebel.

Relationships on the Job

On many jobs, good relationship skills can be just as important as good work skills. Whether you work in an office with co-workers or in a service job that deals directly with customers, your duties will probably include dealing with people on a daily basis.

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Relationships on the Job

Understand Your Manager

A supervisor has two general responsibilities: to get the job done and to take care of his or her workers' needs. Sometimes these responsibilities can come into conflict with one another.

If you need to take some time off but cannot find another worker to cover your job, your supervisor might not be able to grant you that free time. Try to understand that your manager must make decisions that keep the business running.

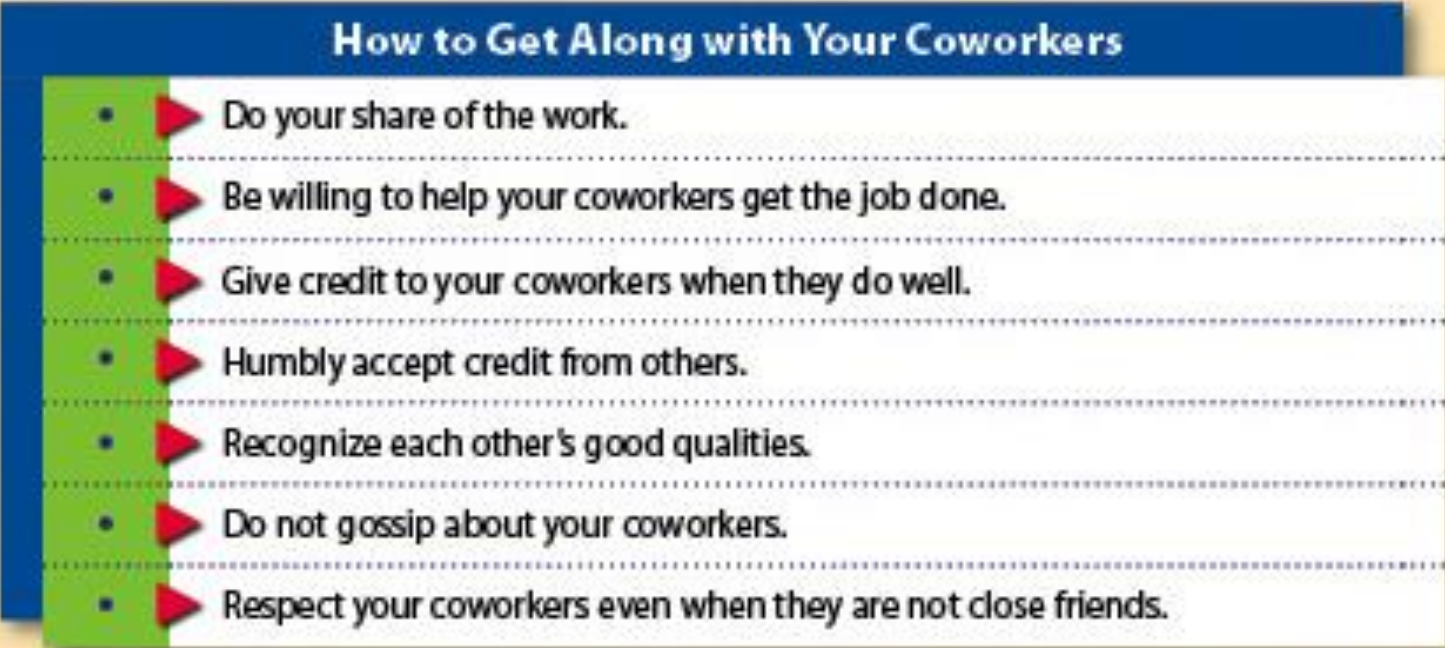
Get along with coworkers (new slide)

- Good relationships make a job more satisfying
 - Unpleasant tasks are easier to handle
- One of the most important traits of a worker is being able to get along with others
- Coworkers should be willing to help each other finish a task
- Getting along with coworkers can take effort

Chapter 9 Working with Others

Relationships on the Job

It is much easier to work with people who get along.



How to Get Along with Your Coworkers

- Do your share of the work.
- Be willing to help your coworkers get the job done.
- Give credit to your coworkers when they do well.
- Humbly accept credit from others.
- Recognize each other's good qualities.
- Do not gossip about your coworkers.
- Respect your coworkers even when they are not close friends.

Chapter 9 Working with Others

- *Mandy and Sara are both waitresses at the same café. They do not get along. Mandy believes Sara takes too many tables for herself; Sara believes Mandy gives her favorite customers free desserts. Customers can hear them arguing with each other in the kitchen. You are the restaurant manager. What will you do?*
- *Think of three possible solutions.*

School and Community Relationships

Working relationships are a big part of any school and community. Teens can experience working relationships in many daily situations:

- Working with classmates on a school project.
- Playing a game with teammates.
- Following the instructions of a teacher, coach, choir director, orchestra conductor, theater director, or scout troop leader.

Chapter 9 Working with Others

School and Community Relationships

Sometimes teenagers think school is a waste of time. These teens need to have the **foresight** to realize that the school environment teaches them many life skills. Teens learn more than studying in school; they also develop valuable working relationship skills in their constant interactions with classmates, teachers, administrators, and coaches.



Vocabulary

foresight

Perception of the significance and nature of events before they have occurred.

School and Community Relationships

Everyday Encounters in Your Community

You relate to people that you do not know well every day. The many people you may briefly meet, like cashiers, receptionists, and customers, all deserve your respect. The fact that you might not meet someone again is not an excuse to be rude to them.

Top Five

- Decide and list what you think are the top five tips for having good working relationships.

Chapter 9 Working with Others

After You Read

Review Key Concepts

Define a good working relationship and identify its five elements.

Working relationships exist to accomplish a task or goal. Five elements include a friendly attitude, respect, cooperation, reciprocation, and good manners.

Chapter 9 Working with Others

After You Read

Review Key Concepts

Identify the two main responsibilities of a work supervisor.

Get work done and take care of workers' needs.

Chapter 9 Working with Others

After You Read

Review Key Concepts

Explain why doing well in school often depends on following rules.

Rules are set up to promote learning. Those who follow the rules are able to learn and are rewarded for their efforts.

Section 9.2 Teamwork and Leadership

Main Idea

The most effective groups are those that function as teams. Group members cooperate to achieve a common purpose. Leaders are those who guide or influence others.

Chapter 9 Working with Others



Vocabulary

Content Vocabulary

- ▶ teamwork
- ▶ leader
- ▶ motivate
- ▶ participatory leadership
- ▶ directive leadership
- ▶ free-rein leadership
- ▶ diplomacy

Academic Vocabulary

- ▶ hallmark
- ▶ competent

Chapter 9 Working with Others

Teamwork

There are many kinds of small social groups. The members of a social group meet to pursue a common interest, like in book clubs, city councils, and scout troops. The most effective groups use **teamwork** to achieve their goals.



Vocabulary

teamwork

Cooperating to achieve a common purpose.

Teamwork

Qualities of Effective Teams

Several key characteristics distinguish a small group as a functioning team:

- **A common goal**
- **Loyalty**
- **Good communication**
- **Coordination**
- **Cooperation**
- **Contributions from all members**

Chapter 9 Working with Others

Teamwork

Teamwork Skills

Communication and conflict management are valuable skills for an effective team, but cooperation may be the most important skill.

A team must coordinate the abilities of all members. Good team members are willing to use their abilities when and how a team requires. The **hallmark** of the most valuable team members is unselfishness.



Vocabulary

hallmark

Any distinguishing feature or characteristic.

Chapter 9 Working with Others

Leadership

Most teams work best with a designated **leader**. Effective leaders get results.

Sometimes leaders emerge naturally from their team. In this situation, other people recognize a person's leadership qualities. In other cases, leaders are appointed. Usually they must then work to earn the respect of the entire team.



Vocabulary

leader

A person who guides or influences others.

Chapter 9 Working with Others

Leadership

Leadership Skills

To be a good leader, it is necessary to have three general skill sets:

Technical skills Knowledge about and ability to perform a certain group's specific tasks.

Social skills Ability to inspire, **motivate**, and relate.

Thinking skills Capacity for evaluating ideas, making plans, and adjusting to change.



Vocabulary

motivate

To make others want to work, try, act, or achieve.

Chapter 9 Working with Others

Leadership

Leadership Styles

The style of a leader varies based on their personality and their group's situation. Outgoing people may lead in one way while quietly capable people may lead in another. The most important trait of a leader is that they are **competent** in the job.



Vocabulary

competent

Having suitable or sufficient skill, knowledge, or experience for some purpose; properly qualified.

Chapter 9 Working with Others

Leadership

Leadership Styles

One popular group structure is **participatory leadership**. Group members under this style tend to be more enthusiastic about their individual work because they have input in what the group does. Their leader acts as an organizer and a guide.



Vocabulary

participatory leadership

A style of leadership in which the leader and group members work together to make plans and decisions.

Chapter 9 Working with Others

Leadership

Leadership Skills

If group members are not very self-disciplined or motivated, a leader might choose a **directive leadership** style. The leader sets the group's goals and asks for less input from its members. This is an especially useful style of leadership when a job must be done quickly, with little time for group discussion.



Vocabulary

directive leadership

A style of leadership in which a leader sets a group's goals.

Chapter 9 Working with Others

Leadership

Leadership Skills

Sometimes groups are more focused on learning skills than accomplishing a goal. In this case, a leader might choose **free-rein leadership**. Group members can work on their own and turn to the leader for occasional advice.



Vocabulary

free-rein leadership

A style of leadership in which group members are allowed to plan and complete their work on their own.

Chapter 9 Working with Others

Leadership

Leadership Tasks

A leader must motivate team members, manage resources, and set a plan for achieving a group's aim. At the same time, he or she must make sure all team members feel valued and involved. To do both, leaders often employ **diplomacy**.



Vocabulary

diplomacy

The ability to handle situations without upsetting the people involved.

Chapter 9 Working with Others

Leadership

Leadership Tasks

It can be tricky to handle team members who disagree with the leader's plan of action or are not finishing their share of the work. Instead of angrily confronting the team member, a good leader will use I-messages, such as "I think" and "It seems to me," to express their concerns without being harsh.

Chapter 9 Working with Others

Leadership

Followers

Many people prefer to be followers. They lack the leader's commitment or only wish to contribute in a certain way. An effective team needs followers who work well with their leader.

To be a good follower, you must be willing to do what is necessary to help the group succeed. Listen to your leader, and be comfortable with contributing your input. Above all, make sure you do your share of the work.

Chapter 9 Working with Others

After You Read

Review Key Concepts

Describe at least four characteristics that show a group is a team.

It regularly interacts; it has common goals; it shows loyalty, enthusiasm, and a cooperative attitude; it relies on contributions from all team members; it coordinates its activities.

Chapter 9 Working with Others

After You Read

Review Key Concepts

Explain what a leader is.

A leader is a person who guides or influences others.

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