



# Behavior in the workplace

Course Outline

## Behavior in the Work Place

Title of Module: Behavior in the Work Place	Duration: 15 hours	Difficulty : 1 – 2- 3
<p><b>Session Objectives:</b> Trainees should demonstrate the following post training:</p> <ul style="list-style-type: none"> <li>-An overall improvement in communication skills as an individual within the workplace and as part of a team;</li> <li>- An ability to solve work place problems as they arise;</li> <li>- Development of critical insight in work place discourse;</li> <li>- Establishment of methods to maintain productive and harmonious workplace relationships;</li> <li>- An improvement in critical thinking skills in sending and receiving messages;</li> <li>-An understanding of appropriate workplace conduct;</li> <li>- An ability to use a range of technological &amp; organizational skills for workplace communication;</li> <li>- An ability to employ listening and responding skills adapted to different communication contexts and illustrate tolerance and understanding in doing so;</li> <li>- Development of a respect for the ethical codes that govern discourse: tolerance for reasonable differences of opinion; the preference for civility; the willingness to put evidence and arguments to test of rationality; and the fostering of interpersonal values that open and maintain channels of communication.</li> </ul>		

Elements to be Addressed:	Topic
<b>Day 1</b> <b>Introduction:</b> Introducing the Course - Pre-test - Pre course discussion of personal objectives, needs, and expectations	- <b>Lecture:</b> Trainer, Module, & Pre-test introduction - <b>Application:</b> Pre-test of module knowledge
<b>Day 1</b> <b>Lecture Topic 1:</b> <i>Communication Skills</i> - Types of communication (verbal, written, visual etc.) - Communication within groups and teams & channels of communication at work - Using technology and tools to communicate - Effective listening (Active listening) - Demonstrating good oral and written communication skills (using appropriate words, tone of voice, facial expressions, visual aids) - Professional and ethical argumentative skills - Offering and receiving criticism - Conflict Management - Dealing with difficult people – - Negotiation, compromise and conflict resolution	- <b>Lecture:</b> What is the purpose of communication? What is the importance of knowing our audience? What are the philosophies of successful communication? And how can the answers to these questions make me a better communicator? - <b>Discussion:</b> Lecture topic - <b>Worksheet:</b> Phrases to use to improve workplace communication (written and oral). - <b>Video 1:</b> 5 Types of Conflict in the workplace and how to handle them - <b>Discussion:</b> Video 1 and insights from the video for real life application - <b>Video 2:</b> How to handle conflict - <b>Case Study:</b> Case of inappropriate workplace communication for students and trainer to analyze together and discuss. - <b>Individual:</b> Written communication (internal and external memo)  - Lecture: What are ethics? What is tolerance? How can lack of both

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<p><b>Lecture Topic 2: Business Ethics</b></p> <ul style="list-style-type: none"> <li>- Importance of ethics at the workplace</li> <li>- Professional behavior vs unprofessional behavior (respecting working hours, company policies, code of conduct, annual leaves vs sick leaves, dress code, etc.)</li> <li>- Time management (general intro)</li> <li>- Stress management (general intro)</li> <li>- Common mistakes to avoid in the workplace</li> <li>- Keeping relationships professional</li> <li>- Reporting complaints</li> </ul>	<p>lead to a negative workplace environment?</p> <ul style="list-style-type: none"> <li>-Video 3: The importance of business ethics</li> <li>- Discussion: Lecture topic &amp; how do we communicate within our workplace teams knowing that 'time is money', 'ethics and tolerance are key', and 'the customer is always right.'</li> <li>- Worksheet Ethics at work</li> <li>-Video 4: Business ethics</li> <li>-Group Case Study: Case of a failing team</li> <li>- Presentation: Presentation of the team</li> </ul>
<p><b>Day 2</b> <b>Lecture Topic 3: Team Work</b></p> <ul style="list-style-type: none"> <li>- Accountability and workplace relationships</li> <li>- Hierarchy</li> <li>- Relationships turn negative</li> <li>- Diversity at work</li> <li>- Characteristics of an effective team</li> <li>- Meetings</li> <li>- Team Presentations</li> </ul>	<ul style="list-style-type: none"> <li>-<b>Video 5:</b> Teamwork can make a dreamwork</li> <li>- <b>Lecture:</b> What is teamwork and why does anybody care about it in the first place? Accountability, hierarchy, and relationships while turning a profit.</li> <li>- <b>Discussion:</b> Lecture topic &amp; how do we communicate within our workplace teams knowing that 'time is money', 'ethics and tolerance are key', and 'the customer is always right.'</li> <li>-<b>Video 6:</b> Good teamwork and bad teamwork</li> </ul>

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<p><b>Lecture Topic 4: Time &amp; Stress Management &amp; Organization Skills</b></p> <ul style="list-style-type: none"> <li>- The impact of stress on performance</li> <li>- Types of stress</li> <li>- Dealing with stress</li> <li>- Avoiding burn out</li> <li>- Time Management</li> <li>- Organizing Performance</li> </ul> <p><b>Lecture Topic 5: Stress and Conflict</b></p> <ul style="list-style-type: none"> <li>- Conflict</li> <li>- Resolving conflict</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Discussion:</b> teams and relationships at work</li> <li>- <b>Video 7:</b> Running effective meetings</li> <li>- <b>Video 8:</b> Virtual Meeting etiquette</li> <li>- <b>Discussion:</b> Meetings, team communication,</li> <li>- <b>Worksheet:</b> Teamwork</li> <li>- <b>Presentation of worksheet:</b> Presentation of answers and discussion as a group</li> <li>- Lecture: Defining Stress and explaining how stress can be positive and how it can be negative.</li> <li>- Discussion 1: Discussion on lecture and stressors we feel in our everyday lives and how we deal with them</li> <li>- PPT: Types of stress and how we deal with stress.</li> <li>- Video 9: 15 Tips to manage your time better</li> <li>- Discussion 2: Do we deal with our own stressors positively or negatively and why is that? What could help us to change our behaviors in terms of becoming stressed and dealing with stress.</li> <li>- Video 10: Time Management and Organizing Performance</li> </ul>
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<ul style="list-style-type: none"> <li>- Conflict management and negotiation</li> <li>- Harassment</li> <li>- Bullying in the workplace and inappropriate workplace topics</li> <li>- Know your rights (Lebanon)</li> <li>- Resolving a conflict at work (within a union, federation, or as an independent worker)</li> <li>- Workplace violence</li> <li>- Tolerance and an agreement to disagree and keep the peace</li> </ul> <p>Conclusion: Concluding the Module</p> <ul style="list-style-type: none"> <li>- Post-Test</li> <li>- Reflection/discussion of whether or not personal objectives, needs, and expectations were met or exceeded and how such a course can be applied in the future.</li> </ul>	<ul style="list-style-type: none"> <li>- Discussion 3: what can we do to better manage our own time and how can that change our stress level, enhance our performance, and improve our lives</li> <li>- Worksheet: Time Management</li> </ul>
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Materials Needed:	Learning Activities:
LCD Projector (Physical presence) Laptops or desktops for students Worksheet printout (Physical presence) Pre-Test and Post-Test printouts (Physical presence)	Phrases to use to improve workplace communication (written and oral). Case of inappropriate workplace communication Group Case Study: Case of a failing team Presentation of the team Teamwork worksheet Presentation of Ethics worksheet

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	Time management worksheet Lebanese Labor Law & Harassment Conflict at work
<b>Assessments:</b>	
Pre-Test & Post-Test	
<b>Video Links:</b>	
<p><b>Video 1:</b>  <a href="https://www.youtube.com/results?search_query=5+types+of+conflict+in+the+workplace+and+how+to+handle+them">https://www.youtube.com/results?search_query=5+types+of+conflict+in+the+workplace+and+how+to+handle+them</a></p> <p><b>Video 2:</b> <a href="https://www.youtube.com/watch?v=gOHOsuDEO4M&amp;t=17s">https://www.youtube.com/watch?v=gOHOsuDEO4M&amp;t=17s</a></p> <p><b>Video 3:</b> <a href="https://www.youtube.com/watch?v=pHrDUu4Rjtg">https://www.youtube.com/watch?v=pHrDUu4Rjtg</a></p> <p><b>Video 4:</b> <a href="https://www.youtube.com/watch?v=sc3EPBRyMLQ&amp;t=6s">https://www.youtube.com/watch?v=sc3EPBRyMLQ&amp;t=6s</a></p> <p><b>Video 5:</b> <a href="https://www.youtube.com/watch?v=6fbE52YDEjU&amp;t=2s">https://www.youtube.com/watch?v=6fbE52YDEjU&amp;t=2s</a></p> <p><b>Video 6:</b> <a href="https://www.youtube.com/watch?v=fUXdrl9ch_Q&amp;t=1s">https://www.youtube.com/watch?v=fUXdrl9ch_Q&amp;t=1s</a></p> <p><b>Video 7:</b> <a href="https://www.youtube.com/watch?v=Xp0VAutGFyg&amp;t=2s">https://www.youtube.com/watch?v=Xp0VAutGFyg&amp;t=2s</a></p> <p><b>Video 8:</b>  <a href="https://www.youtube.com/watch?v=HYUVXQfaVp0&amp;list=RDCMUcIBJXulalYQ0dYY5fB7LsfA&amp;index=4">https://www.youtube.com/watch?v=HYUVXQfaVp0&amp;list=RDCMUcIBJXulalYQ0dYY5fB7LsfA&amp;index=4</a></p> <p><b>Video 9:</b> <a href="https://www.youtube.com/watch?v=GBM2k2zp-MQ">https://www.youtube.com/watch?v=GBM2k2zp-MQ</a></p> <p><b>Video 10:</b> <a href="https://www.youtube.com/watch?v=iONDebHX9qk">https://www.youtube.com/watch?v=iONDebHX9qk</a></p> <p><b>Video 11:</b> <a href="https://www.youtube.com/watch?v=QE8kNh52EeU">https://www.youtube.com/watch?v=QE8kNh52EeU</a></p>	