

Mutual Respect

A Guide to Developing Effective Relationships with Co-workers and Supervisors

When communicating with others, strive to:

- ◆ develop and maintain a positive working relationship with your co-workers and with your supervisor
- ◆ inform your supervisor upon completion of each assigned task
- ◆ be willing to assist co-workers when you are able
- ◆ when you are unable to complete an assigned task by the deadline, consult with your supervisor as soon as possible
- ◆ inform your supervisor of the problems that you are unable to solve on your own
- ◆ treat everyone with respect
- ◆ be polite

Describe the proper response to achieve effective communications in each of the following situations.

1. Your supervisor has asked that you duplicate and bind 20 training manuals by next Thursday. He has hired several new employees, and they will begin their orientation next week. You have the only available copy of the training manual on your computer. Your master hard copy was accidentally issued at the last orientation. The laser printer in your office is an older model and has required constant repair. Today, when you begin to print out a new “master hard copy”, you discover that you are having printer problems. You call Mr. Johnson, the service repairperson, to repair it. Mr. Johnson informs you that your maintenance agreement has expired, and he is unable to make a service call until a new agreement is signed.

What would you say to Mr. Johnson? To your supervisor?

2. You are extremely proud of yourself because you recently completed a tough assignment ahead of schedule. Penny in Accounts Receivable was scheduled to help you with the project, but each time you called her, she came up with an excuse.

What would you say to Penny? Your supervisor? Penny’s supervisor? Other co-workers?

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3. A friend of yours is unable to make a trip, and you have been invited to take her place. It sounds like the vacation of a lifetime. The only problem is that you have to leave on Friday, which is the day after tomorrow, and you are scheduled to work.

What do you do? What do you say to the person who invited you? What do you say to your supervisor?

4. Your supervisor gave you an assignment with a two-week deadline. Tomorrow is the deadline, and you realize that you are not able to complete the project.

What do you do? Should you mention this to your supervisor? If so, how? Should you ask a co-worker for assistance? If so, whom would you select and how would you ask for help?