



Office Politics for Managers

GLOBAL COURSEWARE

Getting Started

Office politics, or work politics, are the strategies and procedures that employees use to function and advance in a work setting.

Workshop Objectives



- Understand the purpose and benefits of office politics
- Setting boundaries and ground rules for new employees
- Learn to interact and influence among colleagues
- Determine how to gain support and effectively network



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Hire character. Train skill.

Peter Schutz

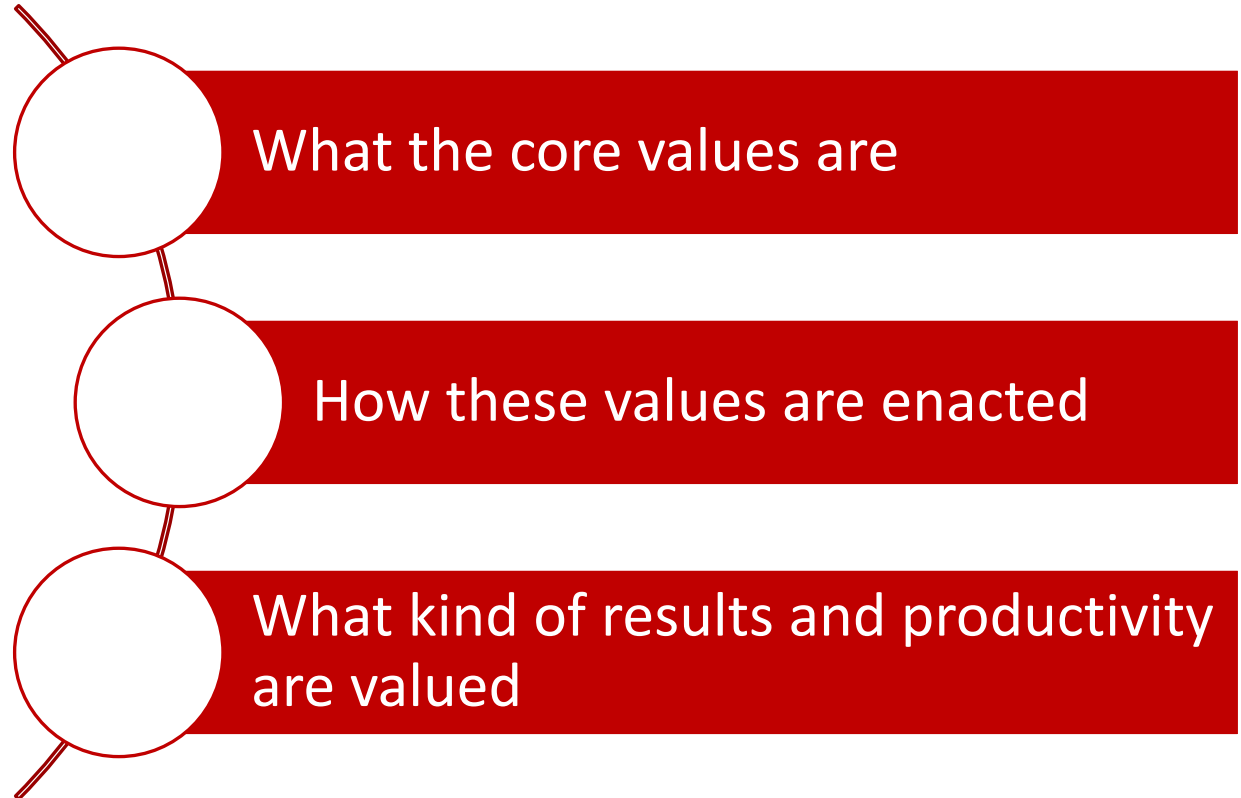
MODULE TWO

New Hires

Once new employees are brought onboard, they are often given vital information and skills needed to succeed in the group.



Company Core Values



Building Relationships

- Create self-awareness
- Establish roles as manager and employee
- Encourage communication





Encourage Respect

Other people's
privacy

Different
viewpoints

Philosophies
and beliefs

Personality

Setting Ground Rules

- Dress code and attire
- Behavior and tolerance
- Chain of command



Practical Illustration



- Company Core Values
- Building Relationships
- Encourage Respect
- Setting Ground Rules

Module Two: Review Questions

1. What information should be included when talking about a company's core values?

A. How they are enacted

B. Their origin

C. Who created them

D. When they were instilled

Module Two: Review Questions

2. When is the best time to introduce a company's core values?

A. During the first week on the job

B. After their first assignment

C. During the employee's orientation

D. At their first evaluation

Module Two: Review Questions

3. Being aware of how you appear to others is also known as:

A. Title management

B. Self-awareness

C. Relationship block

D. Conversation starter

Module Two: Review Questions

4. _____ is one way of encouraging relationship building.

A. Isolation

B. Competition

C. Documentation

D. Communication

Module Two: Review Questions

5. Honoring an employee's personal beliefs is a sign of _____.

A. Prejudice

B. Favoritism

C. Respect

D. Profiling

Module Two: Review Questions

6. How much respect is due over a manager's entire group of employees?

A. An equal amount

B. Amount based on merit

C. None at all

D. Amount based on gender

Module Two: Review Questions

7. Besides providing the information upon orientation, where else can a new hire find company ground rules and guidelines?

A. Posters in the employee break room

B. On the public company website

C. Nowhere else

D. Employee manual or handbook

Module Two: Review Questions

8. Which of the following is a set of ground rules introduced to new hires?

A. Parking lot regulations

B. Dress code and attire

C. Companies recycle options

D. Payroll and benefits

Module Two: Review Questions

9. Why is it important to develop good relationships with newly hired employees?

A. It will build their confidence

B. They will learn who to go to with any issues or questions

C. A and B

D. Neither A nor B

Module Two: Review Questions

10. Respect includes consideration for:

A. Other's privacy

B. Physical space

C. Differing beliefs

D. All of the above

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Strength lies in differences, not similarities.

Stephen Covey

MODULE THREE

It's About Interacting and Influencing

The key to maintaining good politics is to know how to interact with each other and influence the employees under your management.

Dealing With Different Personalities



Complainer

Gossiper

Know-it-all

Nosey Neighbor

Build a Culture of Collaboration

- Listen and observe your employees
- Be diplomatic
- Keep private matters private





Be Nice to Everyone (Not Just Those Who Can Help You)

- Stay neutral
- Don't get involved in office gossip or hype
- Watch for red flags among employees

Be a Team Player

- Provide encouragement and motivation to your employees.
- Show empathy for another worker's problems or needs.



Practical Illustration



- Dealing With Different Personalities
- Build a Culture of Collaboration
- Be Nice to Everyone (Not Just Those Who Can Help You)
- Be a Team Player

Module Three: Review Questions

1. Which of the following is a common office personality type?

A. Gossiper

B. Manager

C. Coworker

D. Ugly Betty

Module Three: Review Questions

2. What is the benefit of having different personalities working together?

A. They fight more

B. Their different opinions clash

C. Different personalities make interesting meetings

D. Their strengths and weaknesses complement each other

Module Three: Review Questions

3. What is a common problem that arises when companies increase their number of employees?

A. Employees form friendships outside of work

B. Cliques can form and exclude other employees

C. Employees work together on more team projects

D. Employee discounts increase

Module Three: Review Questions

4. What is the primary goal when forming a collaboration?

A. Making sure there is enough work to go around

B. Using the employee's arguments against them

C. Using employee's talents and visions together

D. Making sure the employees get enough breaks

Module Three: Review Questions

5. As a manager, employees should feel comfortable enough to:

A. Leave work early on Fridays

B. Approach you with questions or concerns

C. Work together without supervision

D. Ask for more time off

Module Three: Review Questions

6. What is one method of preventing cliques and groups in the office?

A. Assigning more work for everyone

B. Discourage socializing at work

C. Separating people with similar interests

D. Treating employees equally

Module Three: Review Questions

7. What is one key point to being a team player?

A. Providing motivation and encouragement

B. Being the first to arrive at team meetings

C. Focusing on individual achievements

D. Downplaying other member's achievements

Module Three: Review Questions

8. How does the team player believe the group can get ahead?

A. Waits for other team members to do all the work

B. Making someone else do all the work

C. Taking on most of the work themselves

D. By working hard together

Module Three: Review Questions

9. What is a trait of the office *bully*?

A. Telling others what to do

B. Insulting the work of others

C. A and B

D. Neither A nor B

Module Three: Review Questions

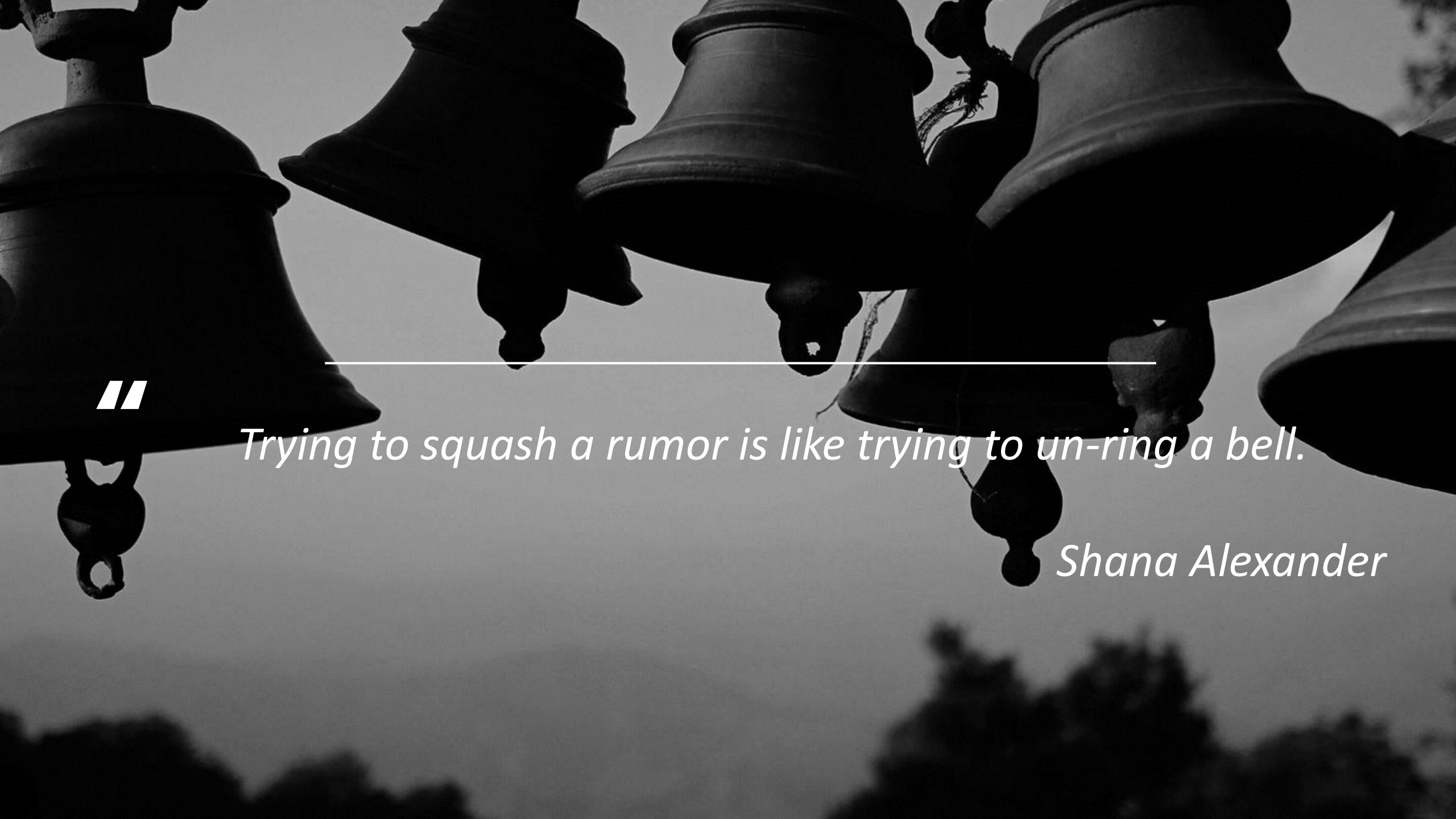
10. What is a trait of the office *apple polisher*?

A. Get on the manager's good side

B. Volunteers for many projects

C. Known as the office snitch

D. All of the above



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Trying to squash a rumor is like trying to un-ring a bell.

Shana Alexander

MODULE FOUR

Dealing With Rumors, Gossip, and Half-Truths

When people come together, problems such as rumors and gossip can arise and spread quickly.



Its Effects on Morale

Although office conflicts can arise, frequent gossip, rumors or even informal comments can demoralize any employee.

Reinforce the Truth With Facts

- Pull groups together to talk about the incident.
- Open the door for communication.





Deal With it Swiftly

Refusing to engage in a rumor or piece of gossip won't likely end its cycle through the office.

Do Not Participate

Participating in the rumor mill not only perpetuates it, but you discredit yourself.



Practical Illustration



- Its Effects on Morale
- Reinforce the Truth With Facts
- Deal With it Swiftly
- Do Not Participate

Module Four: Review Questions

1. What is one way gossip and rumors can affect employee morale?

A. Their productivity rises

B. Makes them question their job security

C. They make more friends in the office

D. Makes them feel a part of the team

Module Four: Review Questions

2. If the morale of the team drops, what is one consequence that could happen?

A. They learn to work better on their own

B. They don't hang out as much together after work

C. Productivity falls

D. Each worker finds a new partner to work with

Module Four: Review Questions

3. Gossip/rumors/half-truths can be a result of what?

A. Lack of communication

B. Too many people on a team

C. An open door policy

D. Too few people on a team

Module Four: Review Questions

4. What is one way to stop gossip and rumors?

A. Tell one employee, who will tell another

B. Post a memo in the break room

C. Send an email asking for any questions

D. Host an open discussion

Module Four: Review Questions

5. What is one consequence of participating in gossip?

A. You gain more knowledge about your employees

B. You appear to know everything

C. You can discredit yourself in the office

D. You get to talk to your employees more

Module Four: Review Questions

6. What is the best way to stop rumors and gossip at work?

A. Only tell people that didn't seem important

B. By not spreading them

C. Only tell upper management

D. By keeping a journal of what you hear

Module Four: Review Questions

7. What is purpose of telling the gossip that you will not spread the rumor?

A. It stops the chain and addresses the negative behavior

B. It makes them believe you can keep a secret

C. It stops them from telling you more gossip in the future

D. It makes them come to you first with new gossip

Module Four: Review Questions

8. The _____ gossip is addressed; the _____ the problem can be resolved.

A. More aggressively, sooner

B. Slower, slower

C. Quicker, sooner

D. Quieter, slower

Module Four: Review Questions

9. One of the best ways to stop the rumor mill is:

A. Send a mass email

B. Share a posted memo by the water cooler

C. Speak with a few employees at a time

D. Discredit the information with the truth

Module Four: Review Questions

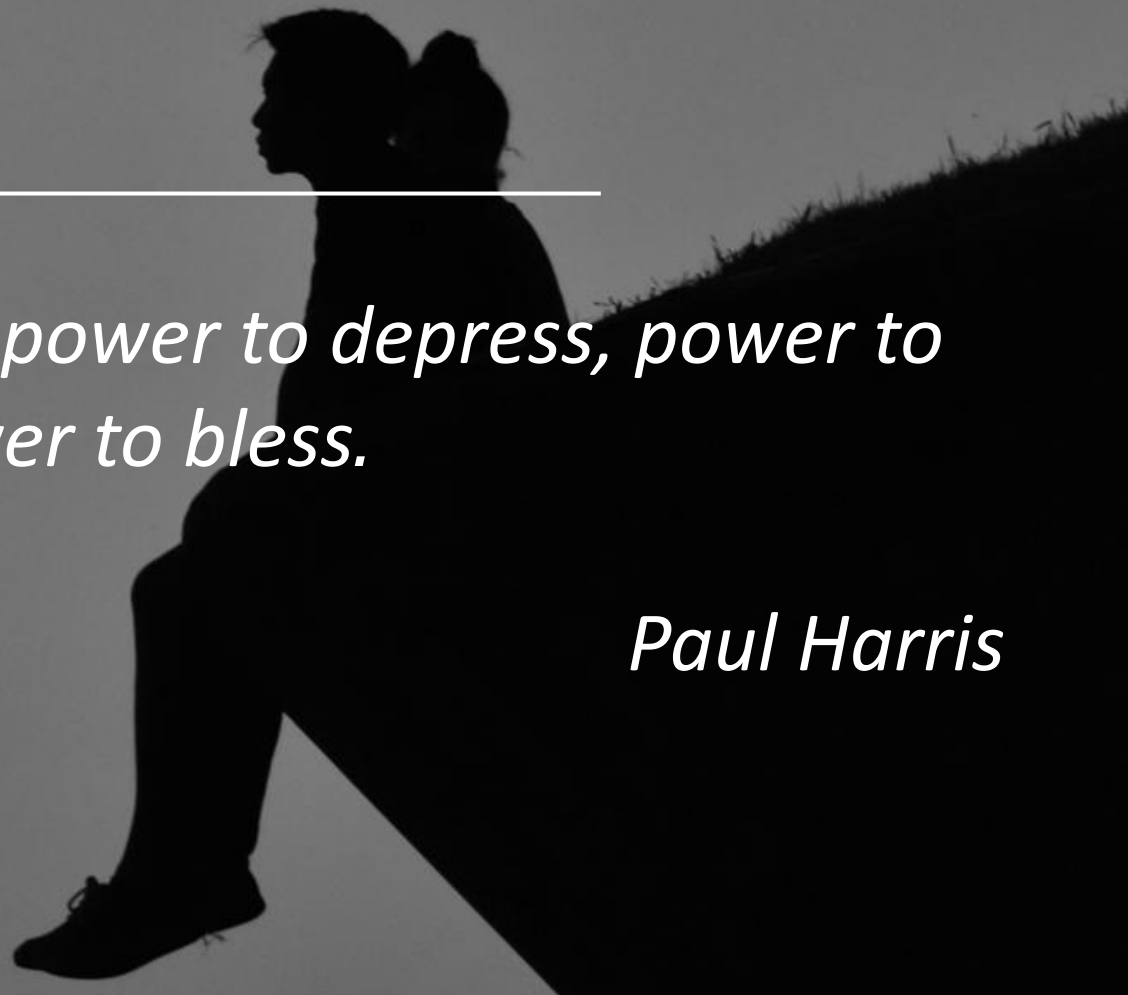
10. What is slang for rumors and gossip?

A. Office phone line

B. The grapevine

C. Office politics

D. None of the above

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Personality has power to uplift, power to depress, power to curse, and power to bless.

Paul Harris

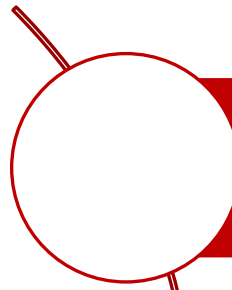
MODULE FIVE

Office Personalities (I)

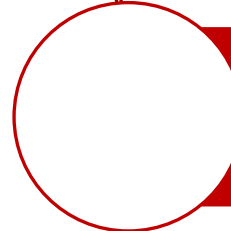
Managers should understand these different types and know how to handle them in the workplace.



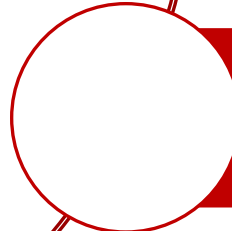
Complainer



Try to keep their views in perspective



Direct their negativity toward more positive views



Instead of listening to their opinions, form your own

Gossiper

- Avoid engaging in their gossip or rumors.
- State that you are not interested in what they may have to offer.





Bully

Don't try to
challenge
them

Don't take
their remarks
personally

Avoid trying
to please
them

Negative Ned/ Nancy

- Avoid trying to simply find a solution since they will dismiss them.
- Stick with the facts.
- Avoid arguing with them or trying to correct them.



Practical Illustration



- Complainer
- Gossiper
- Bully
- Negative Ned/ Nancy

Module Five: Review Questions

1. The complainer personality loves spreading what?

A. Bad news

B. Work assignments

C. Good news

D. Memo notes

Module Five: Review Questions

2. What is one negative effect a complainer can have on other employees?

A. They spread germs by talking too much

B. They only state the facts and can be boring

C. They can blur their vision of the facts

D. They make others feel inadequate

Module Five: Review Questions

3. What is one way to handle the office gossipier?

A. Hear what they have to say

B. Tell them you want to write it down

C. Trade a secret of your own in exchange for theirs

D. Refuse to speak with the gossipier when they come to you with 'the scoop'

Module Five: Review Questions

4. What is a negative consequence gossipers face?

A. They work with more people on team projects

B. They appear untrustworthy

C. They have more work assigned to them

D. They become more popular

Module Five: Review Questions

5. When confronted with a bully, do not try to _____ them.

A. Challenge

B. Work with

C. Soothe

D. Agree with

Module Five: Review Questions

6. What is one characteristic of a bully personality?

A. See the negative in every situation

B. Complain about their work load

C. Feel like they know everything

D. Need to dominate the area

Module Five: Review Questions

7. Negative Ned/Nancy sees the _____ in every situation?

A. Opportunity

B. Positive

C. Negative

D. Spelling Error

Module Five: Review Questions

8. What is one way to handle a Negative Ned/Nancy?

A. Include lots of details and specifics

B. Stick with the facts

C. Talk about something else

D. Don't talk at all

Module Five: Review Questions

9. Which personality type believe facts equal power?

A. Complainer

B. Gossiper

C. Information keeper

D. Bully

Module Five: Review Questions

10. Which personality type Invades personal space?

A. Attention seeker

B. Bully

C. Negative Ned

D. Nosey neighbor



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*One's personality can be understood from the people they
mingle with.*

Kazi Shams

MODULE SIX

Office Personalities (II)

Every employee is unique and brings their own personality to the office.



Information Keeper

- Realize it's alright to ask for their help, but don't let them control the situation.
- Don't try to correct them or get them to change their mind.
- Don't try to compete with them.

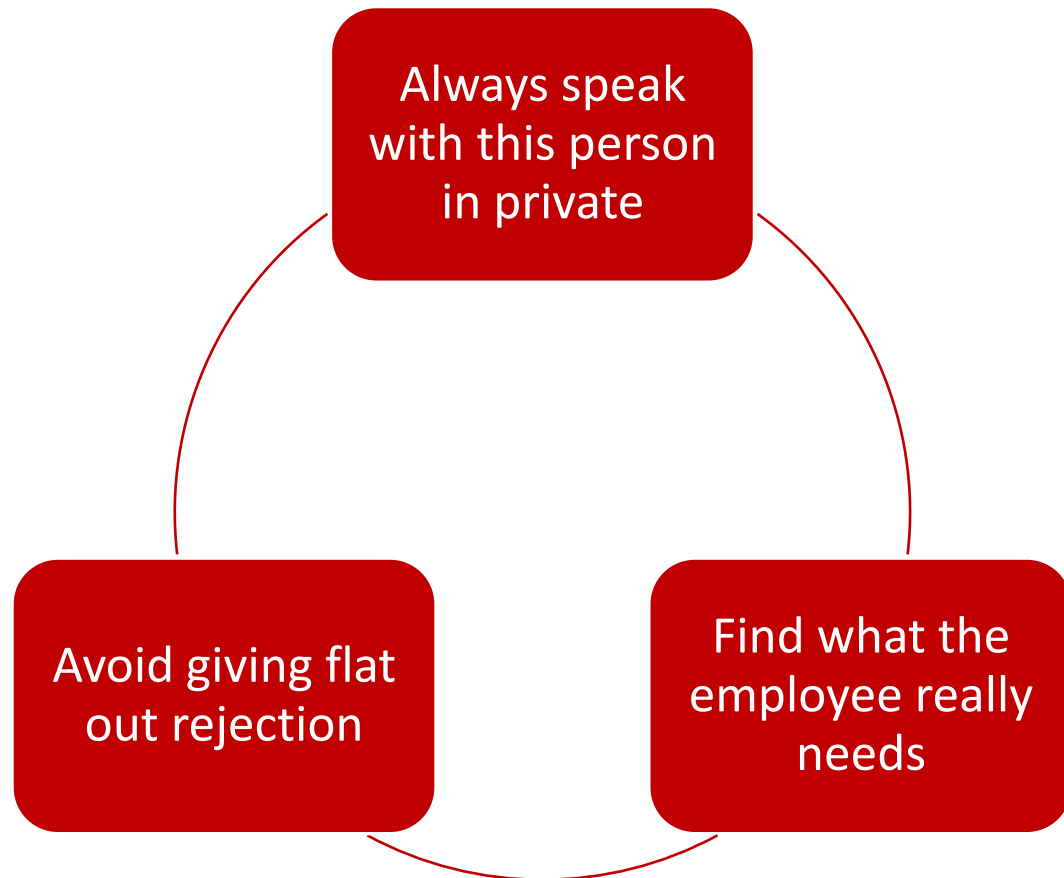
Know-It-All

- Keep them focused on the task or information needed.
- Don't be afraid to ask for their help, but keep it work related.





The Apple – Polisher



Nosey Neighbor

- Answer their prying questions with as few facts as needed.
- Remain friendly but don't feed into their need for information.



Practical Illustration



- Information Keeper
- Know-It-All
- The Apple - Polisher
- Nosey Neighbor

Module Six: Review Questions

1. Unlike know-it-alls, information keepers tend to do what with their information?

A. Tell the whole office everything they know

B. Only tell a few people

C. Keep vital information to themselves

D. Write it all down in a journal

Module Six: Review Questions

2. Information keepers gather knowledge on what subjects?

A. Their department

B. Current events

C. Manager duties

D. Everything

Module Six: Review Questions

3. Know-it-alls can become hard to work with because of their _____.

A. Arrogance

B. Friendliness

C. Intelligence

D. Compassion

Module Six: Review Questions

4. When confronting a know-it-all, it is important not to do what?

A. Congratulate them

B. Challenge or correct them

C. Turn and run away

D. Ask for more advice on the subject

Module Six: Review Questions

5. The apple polisher often volunteers and compliments others because they fear what?

A. Pay cuts

B. Other people

C. Rejection

D. Termination

Module Six: Review Questions

6. What is one way to handle an apple polisher?

A. Give them all of the work they ask for

B. Allow them to work solo on more projects in the future

C. Transfer them to another department

D. Thank them for their help before turning them down for another project

Module Six: Review Questions

7. What is the best way to handle nosy neighbors' personal questions?

A. Tell them you are busy at the moment but will tell them everything later

B. Use very few personal facts and turn the focus back onto professional matters

C. Tell them what they want to know and then ask them to leave

D. Do not answer at all and ignore them for the rest of the day

Module Six: Review Questions

8. Nosey neighbor personalities often believe they are being _____, not invasive.

A. Friendly

B. Mean

C. Harmless

D. Humble

Module Six: Review Questions

9. Information keepers are similar to _____.

A. Negative Ned/Nancy

B. Know-it-alls

C. Bullies

D. Complainers

Module Six: Review Questions

10. What is another name for the Apple polisher?

A. Boss' pet

B. Brown noser

C. Suck up

D. All of the above



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*Believe in yourself and there will come a day when others will
have no choice but to believe with you.*

Cynthia Kersey



MODULE SEVEN

Getting Support for Your Projects

Gain support by building relationships with the staff, making allies that can give you a boost, and showing others what you have to offer.

A vertical image on the left side of the slide shows the silhouettes of two people on a mountain peak. One person is standing and reaching out to help another person who is sitting or climbing. The background is a dramatic sky with clouds, transitioning from blue at the top to orange and red near the horizon, suggesting a sunset or sunrise. The mountain peaks are visible in the distance, covered in snow or ice.

Gain Trust Through Honesty

- Be polite and honest with coworkers.
- Be open with others and don't be afraid to 'tell it like it is' rather than beat around the bush.
- Don't use deception and lies, or 'bad' politics to get ahead.

Be Assertive

- Be confident, but not arrogant.
- Don't be afraid of rejection or criticism.





Blow Your Own Horn

One of the best ways to gain support for your cause is to let others know what you have accomplished or what you can bring to the table in the future.

Make Allies

- Alliances are not built overnight. Be committed.
- Offer your time to help other departments and managers.



Practical Illustration



- Gain Trust Through Honesty
- Be Assertive
- Blow Your Own Horn
- Make Allies

Module Seven: Review Questions

1. Using _____ doesn't contribute to making honest relationships in the office.

A. Managers and coworkers

B. Friends and coworkers

C. Office supplies

D. Deception or lies

Module Seven: Review Questions

2. _____ built on trust and honesty will gain support over time.

A. Office cubicles

B. Relationships

C. Arguments

D. Network chains

Module Seven: Review Questions

3. Being assertive includes not being afraid to express what?

A. Your wants and needs in the office

B. Your thoughts on the weather

C. Your need for a better office

D. Your opinion about the vending machines

Module Seven: Review Questions

4. _____ is an important characteristic of being more assertive.

A. Being aggressive

B. Having great hair

C. Having confidence

D. Being more submissive

Module Seven: Review Questions

5. It is important not to lie about accomplishments because _____.

A. Your manager might be nearby

B. Your supporters will check the facts before enlisting

C. Your nose will grow

D. Your supporters can tell when you're lying

Module Seven: Review Questions

6. There is a fine line between blowing your own horn and _____?

A. Complaining

B. Playing the saxophone

C. Begging

D. Bragging

Module Seven: Review Questions

7. It is important to stay committed to other employees since allies are not gained _____.

A. Overnight

B. Without good pay

C. Before payday

D. In vain

Module Seven: Review Questions

8. One way to gain allies is to do what?

A. Pay them off

B. Write them a professional letter

C. Offer your time and/or skills

D. Make a signup sheet

Module Seven: Review Questions

9. Gain support by _____.

A. Asking for it

B. Building relationships

C. Proving you deserve it

D. Threatening to quit

Module Seven: Review Questions

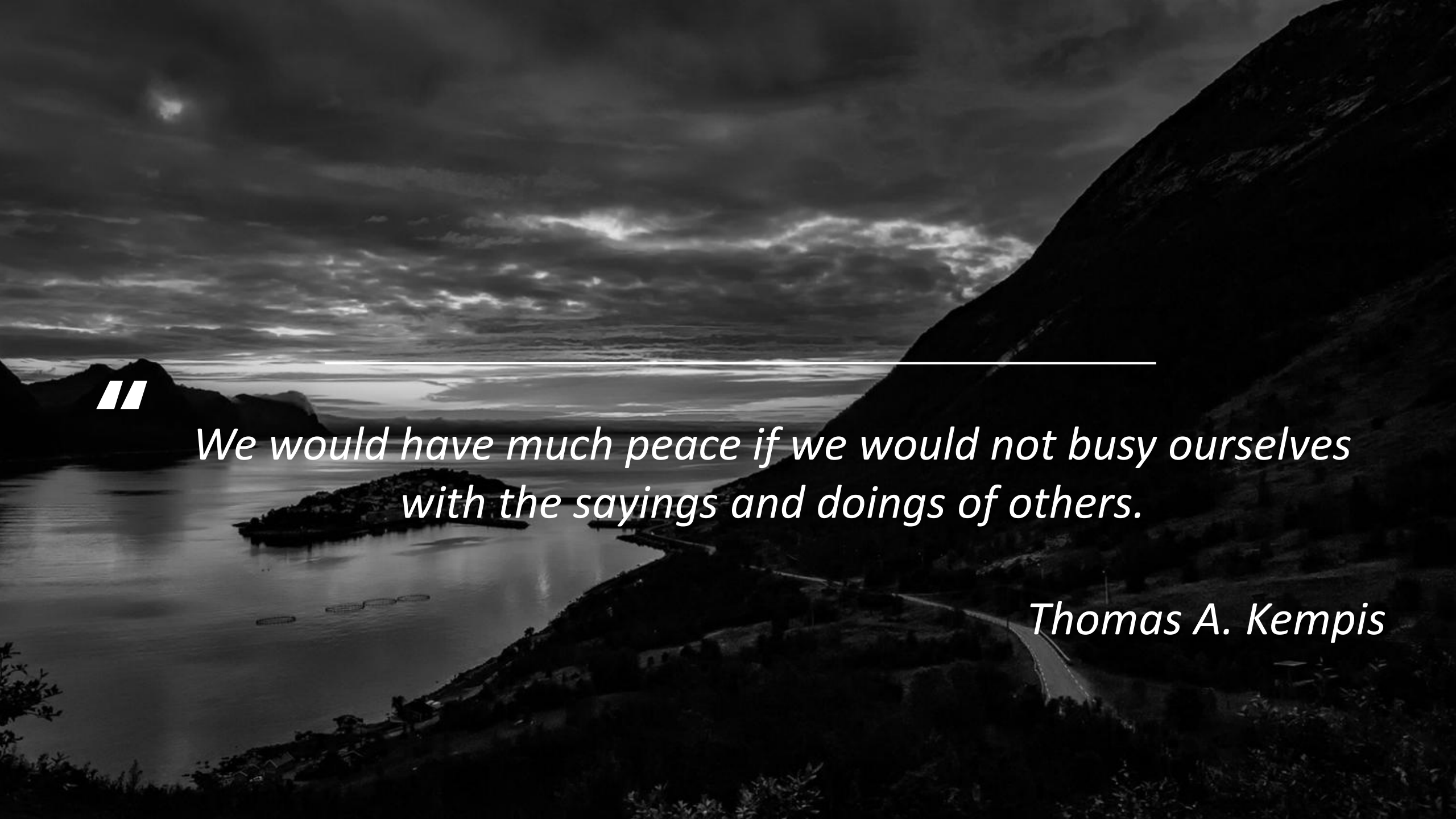
10. Be confident, but not _____.

A. Rude

B. Arrogant

C. Annoying

D. None of the above



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*We would have much peace if we would not busy ourselves
with the sayings and doings of others.*

Thomas A. Kempis

MODULE EIGHT

Conflict Resolution

As a manager, it is your responsibility to identify these conflicts and make sure they are resolved as soon as possible.



The Importance of Forgiveness

- Enables one to feel more empathy toward the other party.
- Allows the opportunity to repair any damage to the relationship(s).

Neutralizing Emotions

- Remind the employee(s) of their positive attributes
- Offer solutions you can personally provide





The Benefits of a Resolution

- Requires the employee(s) to take ownership of their own actions.
- Allows people to listen to each other and consider different point of views.

The Agreement Frame

- Allow both parties to speak and encourage using the above mentioned key phrases
- Make employees focus on what they want in the solution



Practical Illustration



- The Importance of Forgiveness
- Neutralizing Emotions
- The Benefits of a Resolution
- The Agreement Frame

Module Eight: Review Questions

1. What is the importance of forgiveness in conflict resolution?

A. Allows a person to move on

B. Ends the conflict automatically

C. Restarts the conflict from the beginning

D. Forgiveness has no importance

Module Eight: Review Questions

2. Forgiveness enables each party to feel _____ toward one another.

A. Anger

B. Hostility

C. Empathy

D. Humor

Module Eight: Review Questions

3. When neutralizing emotions, what is a key step the manager should take?

A. Tell the employees to write their problems down

B. Acknowledge the employee's feelings

C. Recognize whose version of the story is correct

D. Separate the employees during the discussion

Module Eight: Review Questions

4. Once emotions are neutralized, the conflict can be observed _____.

A. With bias

B. Slowly

C. More quickly

D. Objectively

Module Eight: Review Questions

5. What is one benefit of conflict resolution?

A. Employees work in separate areas

B. Allows the manager to do all of the work

C. Allows employees to take part in their own solution

D. Employees are arguing less

Module Eight: Review Questions

6. Another benefit of conflict resolution is the fact that it allows each party to _____.

A. Listen to each other's point of view

B. Yell and scream their feelings out

C. Talk about what they don't like about the other person

D. Express what they don't like about the office

Module Eight: Review Questions

7. Which of the following phrases should you use during the agreement frame?

A. "I hate..."

B. "I respect..."

C. "I don't think..."

D. "I can't..."

Module Eight: Review Questions

8. Negative adverbs, such as _____ should not be used during the agreement frame.

A. "Respectfully"

B. "Boldly"

C. "However"

D. "Quickly"

Module Eight: Review Questions

9. Draw attention away from the negativity of an argument by_____.

A. Showing a TikTok video

B. Pointing out their good qualities

C. Telling a funny story

D. All of the above

Module Eight: Review Questions

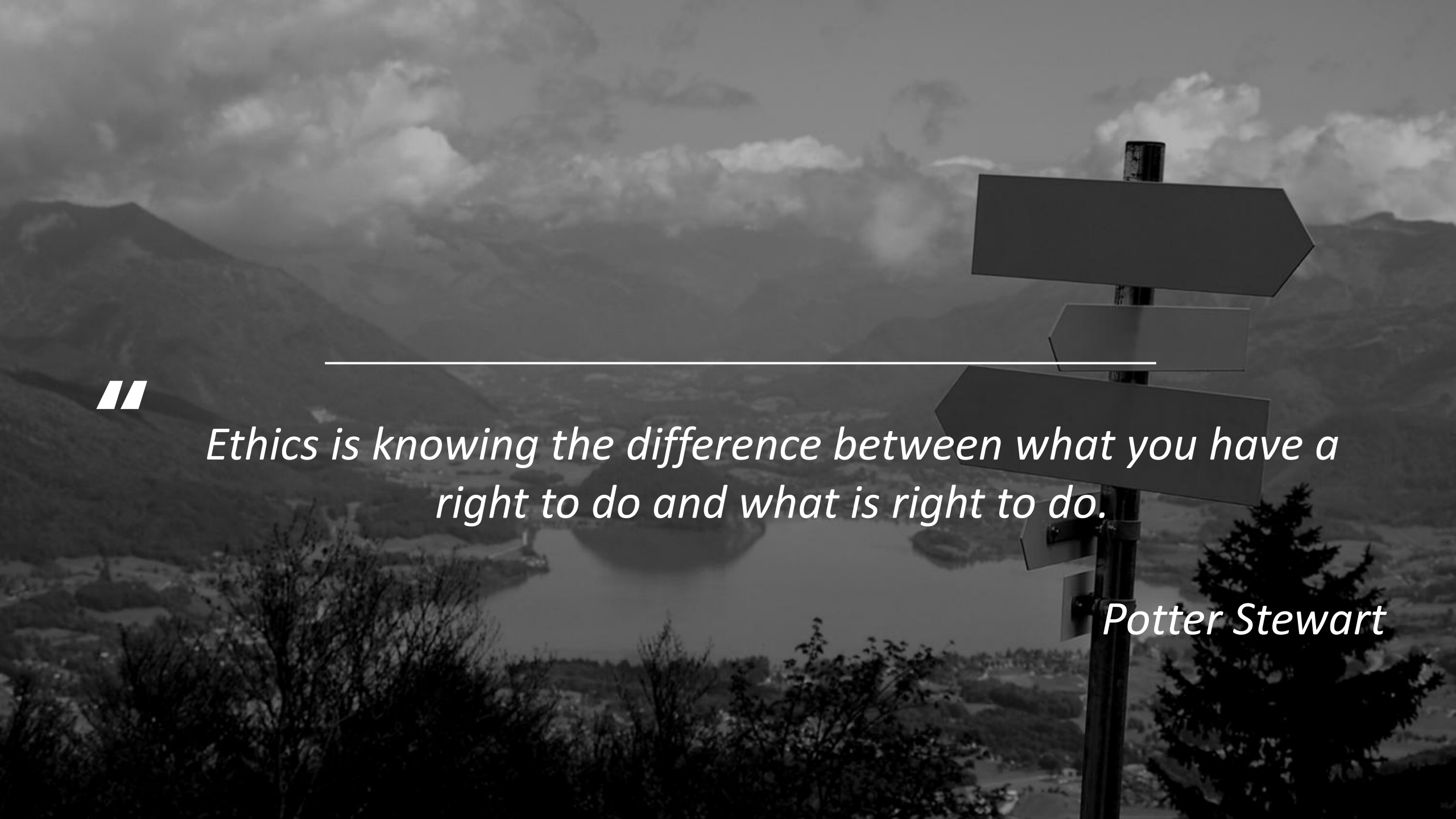
10. Which is a benefit of forgiveness?

A. Empowerment

B. Repair a damaged relationship

C. A and B

D. Neither A nor B

A black and white photograph of a mountain landscape. In the foreground, a signpost with several blank, arrow-shaped signs is visible on the right side. The background features a large lake, distant mountains, and a cloudy sky. The overall tone is contemplative and serene.

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Ethics is knowing the difference between what you have a right to do and what is right to do.

Potter Stewart

MODULE NINE

Ethics

Ethics is a set of standards to judge right from wrong. In the workplace, it can refer to the act of fair competition, acting honestly and treating coworkers and management respectfully.

A wooden ladder with five rungs is leaning against a dark, textured concrete wall. The ladder is made of light-colored wood and is positioned vertically on the left side of the image.

Benefits of an Ethical Environment

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Promotes open
communication

A large, solid red arrow pointing to the right, with a white outline. It is positioned in the center of the slide, overlapping the text 'Report misconduct'.

Report
misconduct

Lead by Example

- Managers are to uphold the ethical standards for the entire company.
- Employees look to you for guidance.



Ensuring Ethical Behavior



Reward programs

Discipline plans

Training sessions

Addressing Unethical Behavior

- Speak directly with the employee, preferably in private.
- Adhere to the company policy and the consequences stated.



Practical Illustration



- Benefits of an Ethical Environment
- Lead by Example
- Ensuring Ethical Behavior
- Addressing Unethical Behavior

Module Nine: Review Questions

1. What is one benefit of an ethical work environment?

A. Employees tend to argue less

B. Enables management to manage employees more efficiently

C. Allows open communication between management and employees

D. Employees normally talk less

Module Nine: Review Questions

2. Employees are more likely to work harder if they know their manager follows what?

A. The employee's social networking site

B. A code of ethics

C. Their own proposed rules

D. The latest reality TV show

Module Nine: Review Questions

3. Good ethics are normally noticed where first?

A. At the top – in management

B. In the housekeeping department

C. Among the middle class workers

D. In the middle – in customer service

Module Nine: Review Questions

4. Managers must always be up to speed on what information?

A. The cafeteria menu

B. The company's political standings

C. Current events

D. The company's code of ethics

Module Nine: Review Questions

5. What is one method companies use to ensure ethical behavior?

A. Discipline plans

B. Peer to peer training

C. Reward or incentive programs

D. Mock jury trials

Module Nine: Review Questions

6. Some companies use training sessions to help ensure ethical behavior, which can include what?

A. Live examples

B. College professors

C. Long lectures

D. Manuals or handbooks

Module Nine: Review Questions

7. What is one of the first steps to addressing unethical behavior at work?

A. Announcing the issue at the next employee meeting

B. Speaking with the employee in private

C. Approaching the employee at their desk

D. Terminating the employee

Module Nine: Review Questions

8. When a manager is unsure how to address unethical behavior, where can they look it up?

A. Company policy/procedure

B. Another manager

C. Google.com

D. Employee handbook

Module Nine: Review Questions

9. _____ is a set of standards to judge right from wrong.

A. Values

B. Ethics

C. A and B

D. Neither A nor B

Module Nine: Review Questions

10. An office that creates an _____ environment is an office where employees can feel safe and trusted.

A. Informative

B. Efficient

C. Ethical

D. All of the above



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Talent wins games, but teamwork and intelligence win championships.

Michael Jordan

MODULE TEN

You Are Not an Island

Never forget to look to your team of employees and partners in upper management, as no one can manage everything by themselves.



Never Burn a Bridge

Leave with notice, if possible

Do not leave in anger

Thank the manager or HR

Take the High Road

- Think about the kind of person you want others to see— show it in your actions
- Remember that we all have disagreements and make mistakes



Trust is a Two-Way Street



Show confidence
in your employees

Be honest and tell
the truth

Demonstrate that
your words are
consistent with
your actions

Don't Hide in Your Office

Your employees will
respect you more as a
coworker and an ally.



Practical Illustration



- Never Burn a Bridge
- Take the High Road
- Trust is a Two-Way Street
- Don't Hide in Your Office

Module Ten: Review Questions

1. What is a disadvantage to 'burning the bridge' behind you?

A. You appear to be an unstable employee

B. You could lose that contact/reference in the future

C. The company will want you back

D. Your former boss might send you a mean letter

Module Ten: Review Questions

2. What is one method of leaving a company without burning a bridge?

A. Writing a mean letter to your supervisor

B. Resign without any notice

C. Get yourself terminated

D. Resign with proper notice

Module Ten: Review Questions

3. “Take the high road” means what?

A. Quit

B. Act ethically

C. Do things the hard way

D. Take a detour

Module Ten: Review Questions

4. When taking the high road, the manager is able to do what?

A. Hike several miles

B. Express their opinion to the office

C. Acknowledge the other parties' opinions while expressing their own

D. Leave the conversation

Module Ten: Review Questions

5. What is one method of showing trust among your employees?

A. Writing them a group email

B. Showing confidence in their work

C. Bragging about their work to another manager

D. Disciplining them more often

Module Ten: Review Questions

6. What is one way a manager can gain their employees' trust?

A. Make more 'secret shopper' evaluations

B. Spend more time away from the office

C. Don't make any promises

D. Ensure their actions are consistent with their words (walk the talk)

Module Ten: Review Questions

7. Employees begin to _____ the manager that stays in their office.

A. Resent

B. Laugh at

C. Become more content with

D. None of the above

Module Ten: Review Questions

8. Why might a manager stay in their office?

A. They can speak privately with employees

B. They want to enjoy the view

C. They can block out the noise

D. They are hiding from their boss

Module Ten: Review Questions

9. When taking the high road, take a deep breath and think about what *should* be done, rather than _____.

A. What you would prefer to do

B. What is being done currently

C. What an employee did well

D. What has always been done

Module Ten: Review Questions

10. What metaphor refers to *Trust is a Two-way Street*?

A. Walk the talk

B. Practice what you preach

C. Do unto others as you would
have done to you

D. All of the above



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*Naturally, business and pleasure can be readily combined, but
a certain balance should exist.*

Fredrik Bajer

MODULE ELEVEN

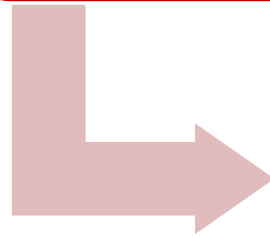
Social Events Outside of Work

While socializing outside of work can generally sound like a great idea, there comes a time when employees and managers should respect each other's boundaries and know when to spend time apart.

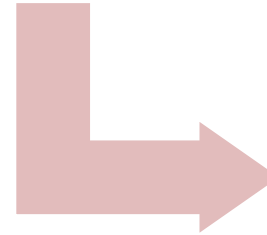


How to Decline Politely

Family
responsibilities



Lack of
time/schedule
permitting



Lack or
difference of
interests

Rules When Attending

- No talking about the office (client, salaries, assignments, coworkers).
- Pictures should be kept to a minimum.





Meeting New People

- Approach people calmly
- Keep introductions short
- Smile politely and move on

Conversation Dos and Don'ts

Clarify any misunderstandings before they have a chance to arise.



Practical Illustration



- How to Decline Politely
- Rules When Attending
- Meeting New People
- Conversation Dos and Don'ts

Module Eleven: Review Questions

1. What is a common reason managers decline an invitation to social events outside of work?

A. Dislike of another coworker

B. Family responsibilities

C. Has to work overtime

D. Unable to go out after dark

Module Eleven: Review Questions

2. Which of the following methods is not considered a polite decline?

A. Notify the employee you cannot make it, but offer to host a party at your house

B. Thank the employee for the invitation but you cannot attend for (reason)

C. Ignoring the employee without giving a response

D. Offering to catch up with them another time

Module Eleven: Review Questions

3. What is one way a manager can set boundaries before attending a social event with coworkers?

A. Gather the group together before going out

B. Send a mass email with the stated rules

C. Tell one person in the group and hope they tell another

D. Wait until you get to the event to tell everyone

Module Eleven: Review Questions

4. Which of the following is a common rule when attending a social event with coworkers?

A. No alcohol during the event

B. Guests must check in with the manager

C. Everyone should wear name tags

D. The event cannot prevent you from coming to work the next day

Module Eleven: Review Questions

5. When meeting new people, it is best to make introductions _____?

A. Serious

B. Short

C. Humorous

D. Lengthy

Module Eleven: Review Questions

6. Some managers have trouble with their _____ when meeting new people outside of work.

A. Words

B. Dancing

C. Identity

D. Breathing

Module Eleven: Review Questions

7. What is one type of sensitive information that should not be discussed at social events?

A. Patient/client information

B. The new vending machines in the break room

C. Information on upcoming office events

D. Company dress code

Module Eleven: Review Questions

8. One method of ensuring office information isn't discussed is to _____ when meeting at social events.

A. Censor everyone's conversation before they talk

B. Eliminate conversations about the office or work

C. Ask everyone to write down topic ideas to talk about

D. Make a list of topics not to talk about

Module Eleven: Review Questions

9. The team that _____ together, _____ together.

A. Works, celebrates

B. Plays, stays

C. A and B

D. Neither A nor B

Module Eleven: Review Questions

10. If you encounter someone who is rude, _____.

A. Explain to them how rude they are

B. Don't respond to them

C. Smile and walk away

D. All of the above

Wrapping Up

Although this workshop is coming to a close, we hope that your journey to understanding Office Politics is just beginning.



Words From the Wise

*Don't waste time learning
the "tricks of the trade."
Instead, learn the trade.*

- James Charlton

*It is not titles that honor
men, but men that honor
titles.*

- Niccolo Machiavelli

*The way you give your name
to others is a measure of
how much you like and
respect yourself.*

- Brian Tracy