

Lesson 3: Personal Skills Needed in Agricultural Business Name_____

Behavior in the Workplace**Objective:** Identify unfavorable workplace behavior and devise an alternative.**Directions:** Work in groups of two or three and read the following scenarios. Identify the unfavorable behavior, discuss who is affected, and identify a solution to each situation. Be prepared to discuss answers with the rest of the class.

1. Sara was on the phone with her mother when a client came into the office for a scheduled appointment. Sara told the client to sit down and wait for a few moments. Sara then began talking to the client while she was on the phone, asking him about what he was interested in. She talked to the client for about 10 minutes while she was still on the phone with her mother. Sara finally hung up the phone, but she had to start all over with the client because she didn't remember what they were talking about.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____

2. Jim has noticed that three of his coworkers are taking 90 minutes for lunch when they are allowed only 45 minutes. The factory manager is questioning the production supervisor because the production level of Jim's shift has decreased by 30%. The manager is blaming the production supervisor and asks the workers if they know what is happening.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____

3. Jack heard the managers talking about giving all of the workers a \$500 bonus at Christmas time, but they said they weren't certain the company would be able to afford it. Jack told all of his coworkers they would be getting a \$500 bonus.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____

4. Lisa is always late for work and has an excuse every time. She has been asking Lynn to punch her timecard because Lynn is always on time. The company has a strict policy that no one may use anyone else's timecard for any reason. If anyone is caught, both individuals will be fired.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____

5. Bill works as a trucker for a meat packing plant. His coveralls are tattered and he frequently does not bathe regularly. Bill has sworn at his coworkers several times and has also made inappropriate remarks to the women in the front office.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____

6. Nancy is an advertising manager for an agricultural journal. Some of her clients come to the office and pay for their ads in cash; others pay by check and some order ads over the phone and pay with a credit card. Last month, Nancy could not account for six cash receipts. She also has trouble handling her own finances. She is behind in her car payments and has overextended her credit cards.

Unfavorable behavior: _____

Who is affected: _____

Solution: _____