

P2W Skills for Success

Activity Set 20: Instructions and Procedures



www.pathwaytowork.ca

Funded by the Government of Canada's Adult Learning, Literacy and Essential Skills Program.



20.1: Getting Started

What?

Instructions and procedures provide important safety information, explain how to deal with difficult situations and keep workers up to date.



Why?

To identify the steps to follow to complete tasks

Who?

- ✓ Cleaners read instructions on product labels to make sure they use products correctly.
- ✓ Customer service clerks follow company procedures for dealing with upset customers.
- ✓ Forklift operators follow inspection procedures to ensure that machinery is safe before using.

What's involved?

- Scanning to locate details
- Identifying steps to follow
- Identifying actions required at each step

How about you?



List some situations when you have had to read instructions or procedures.

1. _____

2. _____

3. _____

4. _____

5. _____

How comfortable are you using these skills?

I need a lot of practice

I'm very comfortable

1

2

3

4

5

6

7

8

9

10

20.2: Instructions

On product labels, instructions may be called directions. Read the instructions on the three product labels, then answer the questions below.

PRODUCT 1

Directions: Tighten cap. Turn nozzle to ON position. Spray area and wipe with clean cloth. Do not scrub or rinse.

PRODUCT 2

Directions: Apply directly onto surface or clean cloth. Rub gently. Rinse thoroughly.

PRODUCT 3

Directions: 1. Spray 10 cm from surface. 2. Allow product to penetrate stain. 3. Wipe with a damp sponge. For deep stains, let product sit for 5 minutes before wiping. 4. Do not mix with bleach or other cleaning products.

1. What are the four steps to follow to use Product 1?

2. How many steps does it take to use Product 2?

3. Which of the numbered instructions for Product 3 is a safety precaution??

Let's Talk!

- How are the product labels similar? How are they different?
- What might happen if a worker does not follow the instructions on a product label?
- Where do you see instructions at home?
- Where do you think you might find instructions at work?

20.3: Procedures

Procedures are similar to instructions in that they present steps to follow. They are more formal than instructions and explain how the employer expects you to carry out a task.

Procedure 22.4

Dealing with Angry Customers

This section outlines some very easy steps for handling angry customers. As you learn these procedures, keep in mind one very important underlying consideration that will help you deal with these situations: try not to become personally involved in the interaction with the customer. Remember, the customer is not angry with you; he or she is angry with the situation.

Step 1: Recognize your customer's anger.

Some customers are aggressively angry. They may express their feelings immediately, tell you about their anger and let you know that they may never come back. Some customers are passively angry. They keep their anger on the inside—but it's just as real.

Step 2: Deal with your customer's feelings first.

It's important to deal first with people's feelings. It's almost impossible to resolve their problem without first calming them down. Begin by letting them know that you recognize their anger and respect it. Listen carefully to what they say, and try to let them know you care by using statements such as, "I'm sorry that happened to you..." or "I agree that this can be frustrating..."

Step 3: Understand the problem

Clarify the situation by asking open-ended questions without putting your customer on the defensive. To make sure you have fully understood the problem, describe it to them in your own words.

Step 4: Solve your customer's problem.

To solve the problem, there are four things you should do:

- A. Find out what your customer wants.
- B. Share information with your customer.
- C. Suggest alternatives, if necessary.
- D. Agree on a solution.

Step 5: Follow through.

Make sure that what you promise happens: the merchandise is exchanged, the stock is delivered or the account is credited.

20.3: Procedures

Refer to the procedure, then answer the questions below.

1. How many steps are there in the procedure?

2. When dealing with angry customers, what should you do first?

3. What does the procedure suggest you say to an angry customer to acknowledge their feelings?

4. What kind of questions should you ask when trying to understand the customer's problem?

5. What are the four steps you should follow to solve the customer's problem?

Let's Talk!

- Why do you think it's important to complete step 2 before completing step 3?
- How do you think the customer might feel if step 3 were skipped?
- How do you think the customer might feel if step 5 were not completed?
- This procedure is from a retail store. Why do you think it was put in place?
- Can you think of other workplaces that might have a procedure like this?

20.4: Health and Safety Notice

Employers update procedures. They may communicate changes to procedures during meetings or by posting messages. Notices are often posted on bulletin boards in areas that all workers visit, such as sign-in areas and lunchrooms. They may also be posted on the company's computer network.

Read the notice, then answer the questions below.

NOTICE

To: All employees
Date: June 14
Subject: Hazard reporting

The health and safety committee has made recommendations to improve our hazard reporting procedure. We take worker safety seriously; therefore we have changed the procedure to make it clear who is responsible for taking action when a hazard is identified.

The updated procedure has been added to the Workers' Handbook and all supervisors have been briefed on the new expectations. Please review the new procedure as soon as possible.

If you have any questions, speak with your supervisor.

Let's Talk!

- What is the key message of this notice?
- How do you think you can find out where notices are posted at a workplace?
- How often do you think employers expect workers to check for notices?
- Why do you think it's important to check for notices?
- Do you think you should you read, skim or scan the information on notice boards?