Collaboration

UNIT 3: THRIVING AT WORK

Canada

AWES
Innovating workplace skills training

ptp Adult Learning and Employment Programs

Contents

UNIT 3:
Thriving at work

Welcome to this unit on collaboration!

Collaboration is your ability to work well with others to thrive at work. Thriving at work means growing in your job and taking steps to develop your career.

You show that you can collaborate when you appreciate the role your co-workers play on the team, tell them when they need to improve in a positive way and prioritize your tasks to keep up with the workflow.

Research shows that collaboration is an important skill for work and life. The tasks that you complete in this unit will help you improve your ability to collaborate and thrive at work.

You will read about Denise. She is trying to collaborate well to thrive at work, but she needs strategies and tips to do it effectively.

> ## Vocabulary
>
> **Thrive:** become better, grow, do very well
>
> **Career:** the path you follow and progress you make in a specific area of work. It includes your jobs, training and experience.
>
> **Prioritize tasks:** understand which tasks are more important and do them first

Learning outcomes

After completing this unit, you will be able to:

- Identify when you need to collaborate to thrive at work
- Identify the purpose of collaborating
- Use strategies to collaborate effectively

Collaborating to thrive at work

Once you get to know your team and find your place on it, you can start to think about how you can thrive. Thriving can mean you keep improving your skills, train new co-workers or get promoted. Your desire to thrive is very important, but you also need to collaborate well so you can do it successfully.

> **Vocabulary**
>
> **Suggest:** give an idea for someone to think about

Below are examples of how to collaborate when you want to thrive at work:

Tell your co-workers when they do a good job

When you thrive at work, you have good relationships with your co-workers. You understand and appreciate what they do for the team. You can collaborate by telling them when they've done a good job.

Suggest how to improve

When you thrive at work, you help co-workers improve. You can collaborate by making friendly suggestions on how they can do something in a better way.

Give clear instructions

When you thrive at work, you may need to train new co-workers. They may be confused about their tasks when they are new. You can collaborate by giving them clear instructions on what they need to do.

Prioritize your tasks

When you thrive at work, you take on more tasks and responsibilities. You can collaborate by prioritizing your tasks effectively so you can complete them on time and keep up with the workflow.

Self-evaluation

This self-evaluation asks you to think about your collaboration skills. Answer the questions as honestly as you can.

You will do this again at the end of the unit to see what you've learned.

How well can you do these activities?

Self-evaluation is a way to reflect on your experiences, thoughts and emotions.

It helps you understand yourself better, shows your strengths and identifies areas you need to improve.

Activity	Not at all well	Not very well	Pretty well	Very well	Extremely well
1. I can tell my co-workers when they do a good job.	☐	☐	☐	☐	☐
2. I can make suggestions to co-workers on how to improve without hurting their feelings.	☐	☐	☐	☐	☐
3. I can give clear instructions to help co-workers do their tasks.	☐	☐	☐	☐	☐
4. I can prioritize tasks to complete them on time and keep up with the workflow.	☐	☐	☐	☐	☐

Self-evaluations adapted from SRDC – OLES Measurement Tool: COMSA Survey Builder (srdc.org)

Denise's story

Denise works as a cutting machine operator in a garment factory. At her last performance review she told her supervisor, Moira, that she would like to become a team lead when there is an opportunity. Moira told Denise that the company will consider her goal.

A week ago, a new employee started a job in Denise's department. His name is Ruhi. Moira asked Denise if she would like to train Ruhi and try out her leadership skills. Denise agreed. However, when she started to train Ruhi, she noticed that she needs to work on a few things.

Ruhi is still learning. Sometimes he does a good job. Denise wonders if she should mention it to Ruhi. Sometimes he makes mistakes. Denise needs to give him feedback. She wants to do it in a way that doesn't hurt his feelings. She isn't sure how to do it.

Denise gives Ruhi many instructions. Sometimes Ruhi follows them, and sometimes he doesn't. He often forgets the steps. Denise thinks that as a trainer she needs to give more clear instructions.

While Denise is training Ruhi, she also needs to complete her regular tasks. She fell behind a few times. Her co-workers had to wait for her to complete her tasks so they could start theirs. She needs to prioritize better. That way, she can keep up with the workflow.

Denise is excited to train Ruhi. She wants him to succeed. He could become a valuable team member. If Denise trains Ruhi well, she will also prove her leadership skills. However, it's a lot to handle. She needs strategies to do it effectively.

When to collaborate? Identify areas

Denise wants to grow at work. To do this, she needs to collaborate well.

What areas should Denise work on to improve?

TASK

Answer the questions.

1. Which are the three areas where Denise needs to collaborate better?
    Circle your answers.

    a. Giving feedback
    b. Talking about her goals
    c. Giving clear instructions
    d. Prioritizing tasks

2. What are two examples that show Denise needs to work on how to give feedback?

    _____

    _____

3. What is one example that shows Denise needs to work on how to give instructions?

    _____

    _____

4. What is one example that shows Denise needs to prioritize her tasks better?

    _____

    _____

REFLECT

Think about how you want to grow at work.

What are three areas where you need to collaborate better?

_____

_____

_____

_____

_____

_____

What does collaborating look like? Identify actions

What could Denise do to collaborate better?

TASK

Check (☑) the four actions that show collaboration.

☐ Tell Ruhi that he needs to improve without thinking about his feelings

☐ Prioritize her tasks to keep up with the workflow

☐ Give Ruhi feedback in a friendly way

☐ Tell Ruhi that she has no time to repeat the instructions

☐ Tell Moira that she doesn't have to prove her leadership skills

☐ Improve the way she gives instructions so Ruhi can follow them better

☐ Work on her tasks without thinking about how it affects the workflow

☐ Tell Ruhi when he does a good job

REFLECT

Think about how you want to grow at work.

Think of the three areas where you need to collaborate better.

What will you do to improve?

Think of one action for each area.

_____

_____

_____

_____

_____

Why collaborate? Identify the purpose

Collaborating at work can be very rewarding. It allows you to contribute to your team and help others become part of it. You become a valuable employee.

Collaborating well may not be easy. It often means you get more responsibilities and need to work with others more.

If you keep in mind how you, your team and your employer can benefit when you collaborate well, you can continue to improve and thrive at work.

TASK

Why should Denise collaborate?

Complete the sentences with your ideas. You can write more than one idea.

We have done the first one as an example.

1. If Denise learns how to make suggestions in a positive way:

    she will help Ruhi improve his work without hurting his feelings.

    _____

2. If Denise prioritizes her tasks:

    _____

    _____

    _____

3. If Denise tells Ruhi when he does a good job:

    _____

    _____

    _____

4. If Denise gives Ruhi clear instructions:

_____

_____

_____

5. If Denise proves her leadership skills:

_____

_____

_____

REFLECT

Think about how you want to grow at work.

Think of the three areas where you need to collaborate better.

Why will it be important?

Think of at least one purpose for each area.

_____

_____

_____

_____

_____

How can you collaborate effectively? Identify and practise strategies

You need to be able to collaborate if you want to thrive at work. You need to give your co-workers clear instructions when you show them how to do things, give them feedback when they do a great job or need to improve, and prioritize your tasks to keep up with the workflow.

There are many strategies that can help you collaborate well. Why not use them and see what happens!

REFLECT

Think of the challenges that Denise is facing.

- How can she collaborate better?
- Do you know of any strategies she could use?

_____

_____

_____

_____

_____

_____

Strategies to give feedback

Giving your co-workers feedback is a way to collaborate. When you give feedback in a positive way, you build relationships with your co-workers. Good relationships are important for thriving at work.

Giving feedback in a positive way can also help prevent conflicts. If you give feedback in a good way, it's likely your co-workers will respond to it in a positive way too.

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Denise wants to give Ruhi feedback in a positive way to make sure she doesn't hurt his feelings.

She needs strategies to do it effectively.

Here are some that can help:

Giving feedback in a positive way is a transferable skill. Use it in your employment program, in your job and in your daily life.

Decide if you should give feedback

Give feedback to your co-workers when:

- You have something good to say about their work
- You can help them improve if they make a mistake or don't know how to do something
- They make a mistake that may affect the workflow or cost the company money

There are times when it's better if the supervisor gives feedback. For example, if a co-worker is always late, it's better if the supervisor talks to them about it. This helps you respect boundaries.

Choose the right time

Give timely feedback. In most cases, you should do it right away. If you wait too long, it may be too late to correct mistakes or your co-worker may forget what they did that you need to talk to them about.

See **Collaboration: Unit 2** to learn how to set and respect boundaries.

However, if your co-worker has already had lots of feedback from others that day or they have just had a difficult conversation, it may not be a good time to talk to them. You should talk to them later.

Use positive body language and tone of voice

Smile and talk in a friendly way. Don't cross your arms, roll your eyes or frown.

Make suggestions

Suggest how your co-worker can improve. Don't tell them what to do.

However, if there is a safety hazard you must be direct and tell your co-worker how to do the task in a safe way.

Ask for their ideas

Ask what your co-worker thinks after you have made your suggestion. This way, you'll show that their opinion is important.

Ask:

• What do you think about that?

• What are your thoughts?

• How do you feel about my suggestion?

• How does that sound?

Be respectful

Give feedback directly to your co-worker. Don't talk to others about how your co-worker needs to improve.

Be a positive role model

Set a good example. When someone gives you feedback, respond to it in a good way.

Vocabulary

Positive role model: someone who is a good example for others

See **Collaboration: Unit 1** to learn how to respond to feedback in a good way.

TASK 1

Who should give feedback?

Write "Denise" or "supervisor".

1. Denise is training Ruhi to use the cutting machine. He goes too fast and doesn't follow the lines on the fabric.

    _____

2. Denise has noticed that Ruhi has been late for work three times already.

    _____

3. Denise notices that Ruhi often argues with other co-workers.

    _____

4. Denise sees that Ruhi is using the measuring tape wrong.

    _____

5. Denise sees that Ruhi puts the fabric in the wrong place.

    _____

TASK 2

Is Denise giving feedback in the right way?

Circle "yes" or "no".

If your answer is yes, write which strategy she is using.

If your answer is no, write the strategy she should use.

1. Ruhi is having trouble with the fabric. Denise suggests how he could spread it on the table.

    YES   NO   Strategy: _____

2. Ruhi just had a tough conversation with the supervisor. He seems a little upset. Denise suggests that he should put his safety shoes in his locker at the end of the shift.

    YES   NO   Strategy: _____

3. Denise is training Ruhi to read work orders. Ruhi gets it right away. Denise tells him that he is doing a great job.

    YES   NO   Strategy: _____

4. Ruhi makes a mistake. Denise doesn't tell him. She talks to other co-workers about it.

    YES   NO   Strategy: _____

5. Denise talks to Ruhi about a mistake he made last week, but he forgot what he did.

    YES   NO   Strategy: _____

6. Ruhi forgets a step when he checks his work. Denise rolls her eyes and reminds him of the step.

    YES   NO   Strategy: _____

REFLECT

Think about how you give feedback to others.

- What strategies do you use?

- How do those strategies help you collaborate better?

- What strategies will you use to improve how you give feedback?

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Practise making suggestions

When you make a suggestion, you ask your co-worker to think about an idea or a different way to do something.

When you make a suggestion, you show respect for your co-worker.

You don't tell them what to do.

One way to make a suggestion is to use words that show you just want to give an idea:

- I suggest...
- You could try...
- I find it works well when...
- Maybe you could...
- It might be a good idea to...

Another way is to use questions:

- How about holding the staple gun this way?
- Why don't you try cutting the fabric more slowly?
- What about turning the machine off and on again?
- Have you tried changing the blade on the machine?

> **Making suggestions** is a transferable skill. Use it in your employment program, in your job and in your daily life.

TASK 1

Denise wants to suggest how Ruhi could do things.

What should she say?

Circle your answer.

1. Ruhi takes a long time to move boxes to the front area because he does it by hand.
    a. Hey, you are too slow! Hurry up!
    b. Hey Ruhi! Do you want to use the pallet jack to take the boxes to the front?

2. Ruhi finds it hard to prioritize his tasks because he is still learning about the workflow on the production floor.
    a. Why don't you cut the fabric first? Then the sewing team won't have to wait for you.
    b. I told you to cut the fabric first! The sewing team is waiting for you!

3. Ruhi uses the wrong knife to cut the cardboard into smaller pieces.
    a. Hey Ruhi! Why don't you use this knife to cut the cardboard?
    b. Who cuts cardboard with that knife!

4. Ruhi doesn't double-check measurements when he cuts the fabric.
    a. I really recommend that you double-check the measurements.
    b. You better double-check those measurements!

5. Ruhi can't find the fabric he needs to cut.
    a. Go check under that pile. I bet you never thought of that.
    b. How about checking under that pile?

TASK 2

Denise wants to suggest how Ruhi could do things. **Write** what she should say.

1. Ruhi brings his big backpack to the production floor. It takes up a lot of space. Denise wants to suggest that he keep his backpack in his locker.

   She should say:

   _____

   _____

2. Ruhi is struggling to keep the fabric in place while he cuts. Denise wants to suggest that he use clips to hold it.

   She should say:

   _____

   _____

3. The factory gets hot during the day. Denise wants to suggest that Ruhi bring a water bottle.

   She should say:

   _____

   _____

4. Ruhi is learning a lot of new things. He can't remember everything. Denise wants to suggest that he take notes.

   She should say:

   _____

   _____

5. Ruhi often leaves his locker open. Denise wants to suggest that he always lock it.

   She should say:

   _____

   _____

Strategies to give clear instructions

It is important to give clear instructions if you want to thrive at work. When instructions are clear, it's easy for co-workers to collaborate.

You give instructions when you train your co-workers or ask them to do something. You can give instructions when you talk to them.
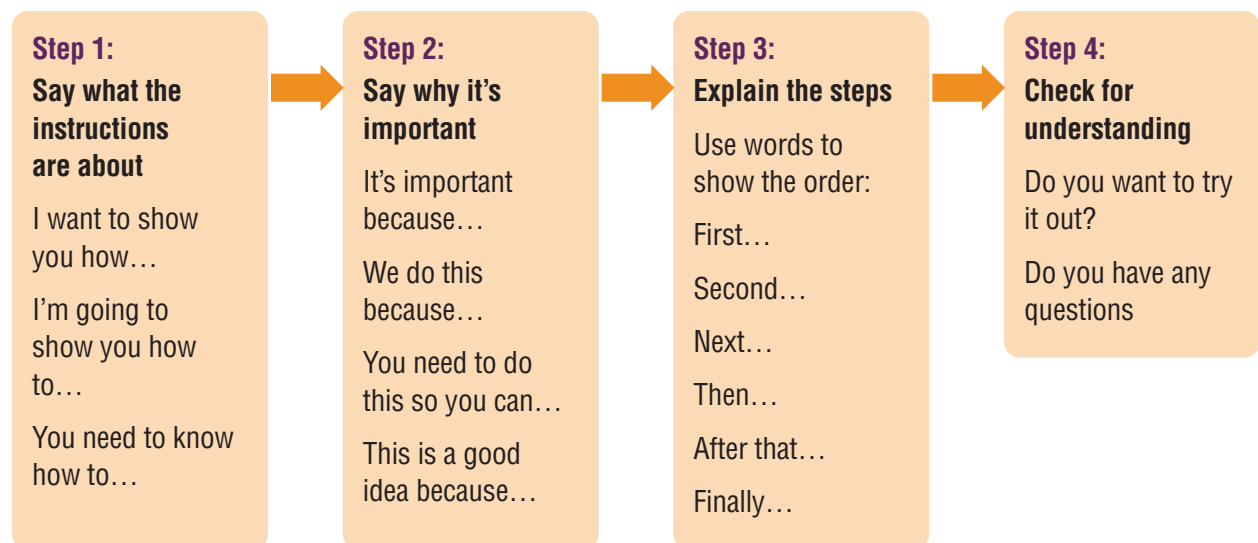
You can also give instructions when you send them an email or leave a note for them.

You can organize information in your instructions in a way that helps co-workers understand and follow them well.

Ruhi sometimes doesn't follow Denise's instructions. Denise needs strategies to make her instructions more clear.

Here are some that can help:

Step 1:
Say what the instructions are about

I want to show you how…

I'm going to show you how to…

You need to know how to…

Step 2:
Say why it's important

It's important because…

We do this because…

You need to do this so you can…

This is a good idea because…

Step 3:
Explain the steps

Use words to show the order:

First…

Second…

Next…

Then…

After that…

Finally…

Step 4:
Check for understanding

Do you want to try it out?

Do you have any questions

Tip for giving instructions

When you include important information, say:

Be sure to…

Be careful to…

It's a good idea to…

Pay attention to…

TASK 1

Denise is giving instructions to Ruhi on how to troubleshoot the cutting machine if it isn't working properly.

Number her instructions to put them in the right order.

_____ Last, check the emergency stop to make sure it's off.

_____ Next, log in. Make sure to enter your username and password correctly.

_____ Does all this make sense?

_____ Today I'm going to show you how to troubleshoot the machine if it isn't working properly.

_____ After you log in, it's a good idea to check the air compressor to make sure it's on.

_____ This is important to know so we can get it working again quickly.

_____ If you've done all this and it still doesn't work, call me or Moira.

_____ First, check if the machine is plugged in.

TASK 2

Denise is training Ruhi to check his work. Ruhi is having trouble understanding her instructions.

Rewrite Denise's instructions to make them more clear.

Use the steps as your guide.

Let me show you something.

Otherwise, the sewing team may return the pieces that you cut.

Here are the steps before you cut the fabric.

Check the computer to find the required length and width for the fabric.

Check if your fabric has the correct length and width.

If your fabric has the wrong length and width, ask the marker to fix it.

Here are the steps after you cut the fabric.

Collect and bundle the cut pieces.

Check that pieces going into the same bundle have the same code.

Label the bundle and send it to the sewing team.

That's it!

Your rewrite:

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

TASK 3

Denise wants to show Ruhi how to fill out a daily activity log.

What should she say?

Write instructions for how to fill out the activity log.

<div>

Vocabulary

Daily activity log: a form where you write what you did during your shift

</div>

Employee daily activity log　　　　**Date:** _____

Employee name: _____　　Employee number: _____

Position: _____　　Department: _____

START TIME	END TIME	ACTIVITY

Employee signature: _____

Supervisor signature: _____

Your instructions:

_____

_____

_____

_____

_____

_____

_____

TASK 4

Think of something you would like to teach someone.

Write your instructions using the steps.

Try it out with a family member, friend, classmate or co-worker.

_____

_____

_____

_____

_____

_____

_____

Strategies to prioritize tasks

Prioritizing tasks is important for thriving at work. It makes it easier to collaborate with you. When you prioritize your tasks, you can complete them on time and keep up with the workflow.

Denise fell behind a few times because she has been doing extra tasks. She needs strategies to prioritize her tasks.

Here are some that can help:

Prioritize tasks with close deadlines

List the tasks and write their deadlines. This will help you decide which one to do first.

Prioritize tasks that involve others

Pay attention to the workflow. If your co-workers are waiting for you to complete some of your tasks so they can start theirs, you may need to do these first.

Ask when you aren't sure

Sometimes you may have a close deadline and also a task that involves others. Ask your supervisor or manager if you can't decide which one to do first.

Do difficult tasks when you have more energy

If it doesn't affect the workflow, do tasks that require a lot of thinking when you have more energy. For some people, it's early in the morning. For others, it's later in the day. Save the simpler tasks for other times of the day.

Start big tasks early

Start big tasks as soon as you can even if their deadline isn't very close. Big tasks require a lot of time and energy. They can feel easier to do when you do them in small chunks.

Prioritizing tasks is a transferable skill. Use it in your employment program, in your job and in your daily life.

TASK 1

Denise needs to complete four work orders this week. Her deadlines are the cutting dates.

She needs to cut the fabric and pass it along to the sewing team so they can start their work.

Number the work orders to prioritize Denise's tasks.

Client name	LeisureWear	Order date	04/24	Order number	AN010203
Client phone	+13-123-4656-8888	Ship date	05/10	Quantity	134 PC
Client email	info@leisurewear.gz	Cutting date	05/01	Manufacturing date	05/06
Received by	Sales department	Notes:			

Client name	WinterWear	Order date	04/21	Order number	AN010209
Client phone	+1-613-650-8719	Ship date	05/01	Quantity	150 PC
Client email	info@winterwear.com	Cutting date	04/24	Manufacturing date	04/27
Received by	Sales department	Notes:			

Client name	ParkaWear	Order date	04/16	Order number	AN018979
Client phone	+171-871-0926	Ship date	04/30	Quantity	105 PC
Client email	info@parkawear.de	Cutting date	04/22	Manufacturing date	04/26
Received by	Sales department	Notes:			

Client name	LongWear	Order date	05/15	Order number	AN021355
Client phone	+34-581-0945	Ship date	05/30	Quantity	125 PC
Client email	info@longwear.eu	Cutting date	05/22	Manufacturing date	05/26
Received by	Sales department	Notes:			

TASK 2

Denise needs to complete some tasks and train Ruhi.

Which task should Denise do first? Which one should she do second?

Number her tasks.

Write which strategies you used.

Scenario 1

_____ Denise needs to give Ruhi a tour of the factory so he can see the other departments.

_____ Denise needs to cut fabric for an order. The cutting deadline is today.

Strategy: _____

Scenario 2

_____ Denise needs to introduce Ruhi to the sewing team at some point.

_____ Denise needs to cut fabric for the sewing team so they can start working on their orders.

Strategy: _____

Scenario 3

_____ Denise needs to call the mechanic to fix one of the cutting machines. This is slowing production.

_____ Denise needs to organize the fabric storage containers.

Strategy: _____

Scenario 4

_____ Denise wants to show Ruhi the different types of fabric they cut. It would be nice if he knows.

_____ Denise wants to start a big order. The deadline is later in the week.

Strategy: _____

Scenario 5

_____ Denise needs to order fabric. Supplies are running low.

_____ Denise needs to tidy her work area.

Strategy: _____

TASK 3

List some tasks that you need to complete.

- How will you prioritize them?
- What strategies will you use?

REFLECT

Think of a time when you or a co-worker didn't prioritize tasks well.

How did it affect the workflow?

Apply what you've learned

Now that you know more about how to collaborate, how would you handle the following situations?

Circle one answer.

Write another one.

1. Your new co-worker is taking a long time to complete a task. You know how to do it faster.
   a. I would do the task myself. I know better anyways.
   b. I would suggest that my co-worker does it the faster way.
   c. I wouldn't say anything. It's not my responsibility to show others how to do things.

   Another answer: _____

2. Your co-worker often mixes up steps when they follow your instructions.
   a. I would try to give instructions with more clear steps.
   b. I wouldn't repeat my instructions.
   c. I would tell them how careless they are.

   Another answer: _____

3. You suggested how your co-worker could improve.
   a. I would go back to my own tasks because it's not my problem anymore.
   b. I would ask what they think about my suggestion.
   c. I would say, "This is the only way you can improve."

   Another answer: _____

4. You've trained your co-worker to do a task. You want to suggest that they try it with you first.
   a. I would say, "You should do it with me first to make sure you don't mess up."
   b. I would say, "How about you try it out while I'm here?"
   c. I would say, "Don't try it out on your own."

   Another answer: _____

5. You are training your co-worker to prioritize tasks.
   a. I would suggest that they complete tasks with close deadlines first.
   b. I would suggest that they leave some tasks to the last minute.
   c. I would suggest that they do the tasks they like first.

   Another answer: _____

What's next?

Talking about why you want to be promoted

When you want to grow at work and you have applied for a different position, you may have an interview to discuss why you want to be promoted and how you would fit.

> See **Adaptability: Unit 3** to learn how to talk about what you've achieved at work.

You may want to be promoted because:

- You can use your skills more in a higher-level role
- You have other skills that could benefit the company, but you don't get to use them in your current role
- You can take on more responsibilities and handle more challenges

Think about why you want to be promoted and what else you can offer to the team or company in the new position. Be ready to talk about it at the interview.

Talk about positive things. Don't talk about how the promotion could help solve personal problems.

TASK 1

What should you say at an interview for promotion? What should you not say?

Write "Say" or "Don't say".

1. I need to pay a mortgage, so I need a job that pays more. _____

2. I've worked hard to improve my leadership skills. I'm ready to use them in this new role. _____

3. I'm good at helping others develop their skills. In this position, I could train new employees and help them learn their jobs. _____

4. There are a lot of problems in the department. I can use my skills to solve them. _____

5. The team needs to do a better job. If I am the team lead, I will make sure they do it. _____

6. I like the team in that department. It would be great to be part of it. I would like to use my skills but also learn from them. _____

7. My current position isn't exciting. I hope this new one will be better. _____

TASK 2

Imagine that you have applied for a promotion. You are getting ready for an interview.

Write why you want to be promoted by following these steps:

Step 1: Talk about what you've learned in your current position.

Example: *Working as a sales associate here for a year, I have learned how to solve customers' problems and make them happy.*

Your example:

_____

_____

_____

Step 2: Talk about how you can use what you've learned in the new position.

Example: *As a supervisor, I could use my problem-solving skills more often. I could also teach new associates how to solve problems in the job.*

Your example:

_____

_____

_____

Step 3: Say how the company would benefit.

Example: *The store would benefit because happy customers always come back. This could help us achieve our sales goals.*

Your example:

_____

_____

_____

Now you have strategies to thrive at work.

You can take steps to develop your career. Good luck!

Self-evaluation

How well can you do these activities?

Activity	Not at all well	Not very well	Pretty well	Very well	Extremely well
1. I can tell my co-workers when they do a good job.	☐	☐	☐	☐	☐
2. I can make suggestions to co-workers on how to improve without hurting their feelings.	☐	☐	☐	☐	☐
3. I can give clear instructions to help co-workers do their tasks.	☐	☐	☐	☐	☐
4. I can prioritize tasks to complete them on time and keep up with the workflow.	☐	☐	☐	☐	☐

Answer key

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Task

1. a, c, d

2. Possible answers:

   She wonders if she should tell Ruhi when he does a good job.

   When Ruhi makes mistakes, she wants to give him feedback in a way that doesn't hurt his feelings.

3. Possible answer:

   Sometimes Ruhi doesn't follow her instructions. He forgets the steps.

4. Possible answer:

   She fell behind a few times and her co-workers had to wait for her.

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Task

Prioritize her tasks to keep up with the workflow

Give Ruhi feedback in a friendly way

Improve the way she gives instructions so Ruhi can follow them better

Tell Ruhi when he does a good job

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Task 1

1. Denise

2. Supervisor

3. Supervisor

4. Denise

5. Denise

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Task 2

1. YES

   Strategy: Make suggestions

2. NO

   Strategy: Choose the right time

3. YES

   Strategy: Decide if you should give feedback (give feedback to your co-worker when they do a good job)

4. NO

   Strategy: Be respectful

5. NO

   Strategy: Choose the right time

6. NO

   Strategy: Use positive body language and tone of voice

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Task 1

1. b
2. a
3. a
4. a
5. b

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Task 2

Possible answers:

1. It might be a good idea to keep your backpack in your locker.

2. Why don't you try using the clips to hold it?

3. It's a good idea to bring a water bottle.

4. Have you tried taking notes? I find I remember better when I write things down.

5. I really recommend you lock your locker.

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Task 1

1. Today I'm going to show you how to troubleshoot the machine if it isn't working properly.
2. This is important to know so we can get it working again quickly.
3. First, check if the machine is plugged in.
4. Next, log in. Make sure to enter your username and password correctly.
5. After you log in, it's a good idea to check the air compressor to make sure it's on.
6. Last, check the emergency stop to make sure it's off.
7. If you've done all this and it still doesn't work, call me or Moira.
8. Does all this make sense?

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Task 2

Possible answer:

Let me show you **how to check your work**.

This is important because if there are mistakes, the sewing team may return the pieces that you cut.

Here are the steps before you cut the fabric.

First, check the computer to find the required length and width for the fabric.

Next, check if your fabric has the correct length and width.

If your fabric has the wrong length and width, **make sure to** ask the marker to fix it.

Here are the steps after you cut the fabric.

First, collect and bundle the cut pieces.

Be sure to check the pieces that go into the same bundle have the same code.

Then label the bundle and send it to the sewing team.

That's it! **Do you want to give it a try?**

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Task 3

Possible answer:

I am going to show you how to fill out the daily activity log.

It's important to do it every day so Moira knows what tasks you worked on.

First, write the date.

Second, write your information: your name, employee number, position and department. If you don't know your employee number, it's a good idea to ask someone from HR.

Then, write the tasks you did under "Activity". Write when you started and finished them under "Start time" and "End time". Make sure to include all the tasks you worked on.

Last, sign your name at the bottom.

Do you have any questions?

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Task 1

1. Order number: AN018979 (ParkaWear)
2. Order number: AN010209 (WinterWear)
3. Order number: AN010203 (LeisureWear)
4. Order number: AN021355 (LongWear)

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Task 2

Scenario 1

1. Denise needs to cut fabric for an order. The cutting deadline is today.
2. Denise needs to give Ruhi a tour of the factory so he can see the other departments.
   Strategy: Prioritize tasks with close deadlines

Scenario 2

1. Denise needs to cut fabric for the sewing team so they can start working on their orders.
2. Denise needs to introduce Ruhi to the sewing team at some point.
   Strategy: Prioritize tasks that involve others

Scenario 3

1. Denise needs to call the mechanic to fix one of the cutting machines. This is slowing production.
2. Denise needs to organize the fabric storage containers.
   Strategy: Prioritize tasks that involve others

Scenario 4

1. Denise wants to start a big order. The deadline is later in the week.
2. Denise wants to show Ruhi the different types of fabric they cut. It would be nice if he knows.
   Strategy: Start big tasks early

Scenario 5

1. Denise needs to order fabric. Supplies are running low.
2. Denise needs to tidy her work area.
   Strategy: Prioritize tasks with close deadlines. Prioritize tasks that involve others

PAGE 30 and 31

Apply what you've learned

1. b
2. a
3. b
4. b
5. a

Task 1

1. Don't say
2. Say
3. Say
4. Don't say
5. Don't say
6. Say
7. Don't say