



**Work With Others**

# Prepared for regular students

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# Catering and Tourism Training Institute

## Work with others

### Introduction:

This course aims to provide the learners with the knowledge, skills and attitudes required to develop two learning out comes, namely develop effective workplace relationships and contribute to work group activities.

### WHAT IS A RELATIONSHIP?

According to Merriam-Webster's Online Dictionary the definition for relationship is:-

- The state of being related or inter-related.
- The relation connecting or binding participants in a relationship
- A state of affairs existing between those having relations or dealings.

### Benefits of Relationships

In our life, having relationships with other people, friends, and relatives is very essential. Some of the benefits of good relationships are:-

- ❖ Creates better output
- ❖ Get better results of your work
- ❖ Happy and healthy life
- ❖ In business, a good relationship with employees, business clients, and customers always increase your reputation and profit in the business.
- ❖ If you have good friends in the business then you can earn more and growth will be endless.

### TYPES OF RELATIONSHIPS

There are basically 4 types of relationships that every individual experiences at some point in their life:

1. Matrimonial
2. Parental
3. Societal
4. Corporate/Professional

## **Matrimonial Relationships**

Matrimonial Relationships are between a husband and wife or adults in relationships. These types of relationships are developed in the following ways:

- ✓ Respect for each other
- ✓ Mutual appreciation for role and responsibility
- ✓ By the realization that one individual is not smarter than both working together.

## **Parental Relationship**

The relationship between parents and their children

## **Societal Relationships**

These relationships involve people we meet outside the home and have no professional ties.

These relationships are built by:

- Being genuine in our dispositions.
- Maintaining a standard on a consistent basis
- Being honest
- Having integrity in your dealings

## **Corporate/Professional/ organizational/**

These relationships are built around the same principals of the other 3 relationships mentioned.

- Mutual respect
- The knowledge that it takes more than one individual to make it work.
- Mutual appreciation of the role & responsibilities of the other
- Honesty
- Integrity
- Rapport
- Empathy
- Trust

## **Strategies – Building up a good relationship**

- **Avoid negative thought and criticisms.**

Be less judgmental and more accepting of others.

○ **Do Not Jump To Conclusions:**

Gather as much information as possible.

○ **Improve Your Communication Skills:**

Listen carefully and focus on the speaker's message. This will allow you to respond appropriately and avoid misunderstandings.

**Resolve Conflicts Early:**

When a negative situation arises, deal with it as soon as possible.

Be direct, but polite.

**Develop a plan of action to address the problem with your co-worker.**

- Then work together toward resolving it, before bringing it to your supervisor.

**Set Boundaries:**

- Developing friendships with co-workers is a natural process. However, it is important to set boundaries to ensure that the friendship does not interfere with your work.

**Keep your focus:**

- Focus on your priorities at work, and try to limit personal discussions to lunch breaks or after work.

**Treat all co-workers with respect:**

- Be respectful by paying attention, listening carefully, and responding appropriately.

**Always be courteous and professional.**

- Regardless of the situation, try not to be rude and be open and honest about your feelings and allow others to do the same.

**Job description and employment arrangements**

**What is Job?**

A job may be defined as a “collection or aggregation of tasks, duties and responsibilities which as a whole, are regarded as a regular assignment to individual employees”. The total work to be done is divided and grouped into packages; we call it a “Job. A group of related activities and duties.

### **Definition of Job Description**

Job Description is an organized factual statement of the duties and responsibilities of a specific job. It should tell what is to be done, how it is done and why.

### **The details given in job description**

- ✚ Job Identification
- ✚ Job summary
- ✚ Job duties and responsibilities
- ✚ Working conditions
- ✚ Machines tools and equipment's
- ✚ Social environment
- ✚ Supervision
- ✚ Related to other job.

### **Definition of Job specification**

Job Specification is a statement of minimum acceptable human qualities necessary to perform a job properly.

### **Details of job specification**

- ✚ Qualifications
- ✚ Experience
- ✚ Physical characteristics
- ✚ Psychological characteristics
- ✚ Social characteristics

## **Employee Relations**

An employee relation is one important area of organizational management. It is mainly concerned with the relationships existing between employers and employees. The contents of employee-employer relations are expressed in an employment contract which may include elements such as amount and method of payment; hours of work; holidays and holiday pay; provisions for sickness, injury, and entitlement to pay; terms and conditions of pension rights; disciplinary rules and procedures; institutional rights of unions and management; terms and conditions of termination of the contract; enforcement and administration of the agreements; and others.

The three principal actors in employee relations are employees, employers and the government. Generally, all these parties are represented by other bodies such as the labour union, managers/employer association, and specialized government unit.

The three basic elements of the subject of employee relations are **collective bargaining, grievance handling, and disciplinary procedures.**

- ***Collective bargaining***: this is a two-way negotiation process between employees and employers to reach at an agreement on matters of employment. The end result of a successful collective bargaining process is collective agreement that is a binding document governing employee relations during a specified period of time.
- ***Grievance (complaint) handling***: Employees should have established and known method of processing grievances. The grievance procedure consists of an orderly series of steps followed to resolve disputes. Employees should know where they stand in matters pertaining to the justice or injustice of their treatment.
- ***Disciplinary action***: disciplinary action refers to the application of penalties that lead to an inhibition of undesired behavior. Among the penalties available are oral reprimand, written reprimand, and loss of privileges, fines, layoff, demotion, suspension, and dismissal.

## **Work regulations**

When employees join organizations they are bound by different regulations. Regulations help to establish a common standard of behavior to be upheld by all parties in the relationship. Working relationships in organizations are regulated by various regulative frameworks.

## **Employer regulations**

The employer regulations consist of rules and codes of conduct in the workplace. They are found in manuals, standing orders and other directives and circulars. They include civil service regulations, parastatal service regulations and private business regulations. The employer has the managerial right to make these regulations.

## **Employee – employer work regulations**

The employer – employee regulations are made jointly. They are created through a process of collective bargaining involving trade unions because of differences in interest, objectives, values, and attitudes. The objective is to establish a level playing field in the employment relationship. The process is called bargaining because each side is able to apply pressure such as strikes or termination of the contract of service.

## **Statutory regulations**

These are laws and regulations made by the government to regulate employment. The state makes regulations through the responsible ministry. A problem is identified, for example, by an organization or through collective bargaining and it is brought to the attention of the responsible ministry. The ministry uses experts to draft a law. The draft is presented to the cabinet or similar organ.

## **Developing effective work place relationship**

Nothing is more important than building trust, rapport, empathy & honesty with the people with whom we work. Whether it's with customers, employees, contractors or suppliers, building strong working relationships underpins great teamwork, employee engagement & retention, and contributes to high levels of performance. While working people have relationship with each

other. The relationship created between professionals and guests needs to be effective so as to secure productivity and profitability. These points are shown under the following sub topics.

### **Duties and Responsibilities**

What is duty? A duty is something you must do by virtue of your position and is a legal or moral obligation. It is ethical, legal, or moral accountability. In case of duty; the person is involved in activity without any self-interest. Duty is a moral or legal obligation or must to do (accomplish) the given task or work in accordance with the rules and regulation of the organization or country. It is a task or action that someone is required to perform.

There may be situations you must think carefully about what you are told to do. For example, duty requires that you refuse to obey illegal orders. This is not a privilege you can claim, but a duty you must perform. You have no choice but to do what's ethically and legally correct. Making the right choice & acting on it when faced with an ethical question that can be difficult. If you think an order is illegal, first be sure that you understand both the details of the order and its original intent. Seek clarification from the person who gave the order.

### **Duties of hotel manager**

As a hotel manager, duties vary depending on the size and type of hotel, but may include:-

- Planning, and organizing accommodation, catering and other hotel services.
- Promoting and marketing the business.
- Managing budgets and financial plans as well as controlling expenditure
- Setting and achieving sales and profit targets
- Analyzing sales figures and devising marketing and revenue management strategies
- Ensuring effective Security
- Carrying out , inspections of property & services
- Recruiting, training and monitoring staff
- Planning work schedules for individuals and teams
- The manager is much more hands on and involved in the day-to day running of the hotel.



## **Responsibility**

- Responsibility is being accountable for what you do or fail to do.
- It Is the duty or obligation of a person or a group to do something. Responsibility is also the duty or obligation of a person or a group not to do something. Usually there are rewards or benefits that come from fulfilling ones responsibilities.
- Reward: is something given or received in turn for some act, service or attainment. It is benefit gained from fulfilling ones responsibilities
- Individual (personal) responsibility: refers to moral and legal obligation of citizens to care for and take responsibility for themselves and their action.

### **The element of personal responsibility**

- Self-governance (Self-discipline): is an action based on personal initiative (plan) than pressure of verbal or non – verbal notices.
- Obeying the laws: is important for the wellbeing and for common good of all.

Everyone should respect other people’s personal rights, privacy, needs and property. It is possible to show respect in the following ways. Keeping public property safe (Such as keeping sidewalks and parks clean and safe from damage)

### **Other personal responsibilities include:**

- Taking care of oneself
- Supporting family
- Accepting responsibility for the consequences of actions
- Considering the rights and interests of others and the like
- **Collective** (Group or social) Responsibility: is the responsibility shared by all members of a group, community toward promoting the public or common good.

Responsibility refers to the desire and dedication of people to participate in public affairs.

This is explained in the form of:

- Obeying the laws
- Assuming leadership when fit
- Having respect for public property and concern for environment
- Participating in community activities

**Organizational responsibility:** refers to the duty which different organizations are held responsible for what they are doing. Organizations are required to be accountable to their deeds.

Many companies are nowadays concerned with values such as the loss of integrity. As a result a lot of effort is made to regain the loss of integrity. As a result a lot of effort is being taken to develop ethical code of conduct to foster (cultivate/advance) responsible behavior among their employees. Organization should not only deal with the economic value of their tasks but also consider the moral and social aspects of their operations.

If business corporations take larger social role, then companies have the potential to develop social identity that is as important as brand identity. Indeed if organizations completely disregard ethical values, in the long run, the continuity of the organization is highly uncertain.

### **Source of Responsibility**

- Promises
- Appointment
- Assignment
- Occupation
- Custom
- Law
- Moral principles

**Accountability for responsibility** .A responsible person knows:

- What is expected of him/her & acts or behaves accordingly
- The consequences of his/her actions
- That he/she is accountable for his/her actions

### **Personal responsibility**

- Self-governance /self –discipline
- Obeying the laws
- Respecting other people’s privacy and property
- Taking care of themselves
- Supporting their family
- Adhering, to social & interest of others
- Adhering to social and moral principles

### **Effective work habits and personal qualities**

- Punctuality
- Honesty

- Willingness to learn
- Initiatives
- Loyalty& maximizing productivity

**Generally, a** duty is something you must do by virtue of your position and is a legal or moral obligation. Specified duties are those related to jobs and positions. Responsibility is being accountable for what you do or fail to so.

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**WORK WITH OTHERS HOME TAKE EXAM**  
**QUESTIONS TAKEN OUT OF 25%**

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1. Explain the following concept briefly?
  - Value
  - Belief
  - Attitude
  - Ethics
2. Discuss professional ethics and good qualities of professional ethics?
3. Explain contents of employee relations?
4. Discuss organizational relationship?
5. Define organizational and social responsibility?
6. Explain subjects of employee relation?
7. What are work rule, regulation and procedure?
8. What is organizational policy?
9. Discuss conflict and methods of managing conflicts?
10. Explain the concept of group and types of group in an organization?