**Human Relations Activity**

**Getting Along with Co-Workers.** Ask the class what it means to*develop*a good relationship with co-workers.Assign learners to small groups and ask them to list positive and negative behaviors that they have witnessed or experienced at work. Let each group present their list to the class for an open discussion that brings out examples, describes types of work relationships, and offers ways that negative work relationships can be improved.

Ask learners to describe a good co-worker by identifying the positive behaviors and actions a co-worker should display.

Discuss some possible things to do when an employee does not get along with a co-worker.

One option for consideration is to invite a guest speaker to give a presentation on issues relative to getting along with co-workers.

**Journal Work**. Self-knowledge is powerful. Ask learners to assess themselves by making lists of (1) their good traitsas a co-worker (at least four) and (2) their traits that need improvement (at least four). Ask learners to explain or give examples of the traits they have in each list. For the traits that need improvement, ask learners to make some concrete suggestions for ways they might go about improving. This activity may be started in class and completed at home.

**Getting Along with Customers.** Introduce the question,*Who is a customer?*Ask them to give examples.

Customer Relations and Goodwill. Get learners to share examples of their own good and bad experiences as customers. Make two lists: *Good* and *Bad*. Enter learners’ good and bad experiences on the appropriate list and ask them to describe (1) their feelings about the company when the event occurred and (2) their feelings about the company now. (When a learner gives an example that indicates a company’s employees made them feel better about a bad experience, use that to segue into the terminology *customer relations* and *goodwill*.) What are customer relations? What is goodwill? Many examples of goodwill relate to serving customers. Other forms of goodwill include reputation and generosity. Goodwill is one of the most important assets a company has.

Employer expectations. Talk about employer expectations in relation to employees and customers. Ask groups to identify and list positive behaviors/actions employees should display and negative behaviors employees should avoid when dealing with customers. It may be easier for learners to respond if you couch this activity in the form of questions like *What are your expectations when you are a customer? How do you like to be treated? What*

*things* *make you feel good about a company? What things make you have bad feelings towards a company?* Why is itimportant to the employer for employees to understand the role of the customer and the company? Write the saying, *The customer is always right* on the board. What does this mean? Is the customer always right? What can an employee do when he/she is not able to satisfy a customer?

Develop two scripts with the class about a dissatisfied customer and a company employee. In one, show positive behaviors that the employee can use to maintain good customer relations. In the other, show employee behaviors that will likely result in the loss of a customer in the future. Draw heavily on the examples provided by the learners earlier in the work on *Getting Along with Customers*. Ask for volunteers to act out the scripts.