

Rules for Successful Workplace Conversations

To be successful at work, it is important to have appropriate conversations.

Appropriate conversations mean I should not get in trouble for what I say or who I say it to.

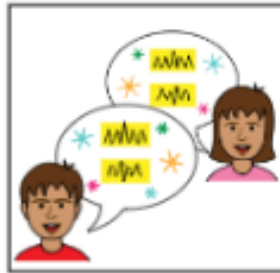
There are appropriate topics I can talk about at work. It may depend on who I am talking to.



Appropriate talk at work...



Makes people feel good.



Uses nice words.



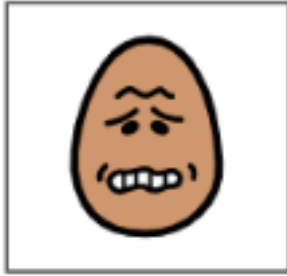
Is friendly, but professional.



Includes shared interests or things you have in common.

Examples: compliments, greetings, work-related tasks, offer help, sports, hobbies, weather

Talk that is NOT appropriate at work...



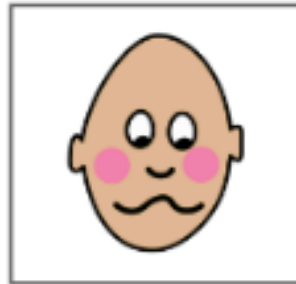
Makes people feel uncomfortable.



Is too personal.



Uses mean words.

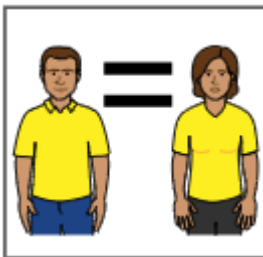


Might make people feel embarrassed.

Examples: bathroom habits, health issues, politics, gossip, weight, curse words, religion

Topics that are appropriate with people at work

Appropriate topics may depend on who I am talking to.



A **co-worker** is a person who I work with who is not my manager or supervisor.



A **manager** or **supervisor** is the person or people who make the rules and who I report to.

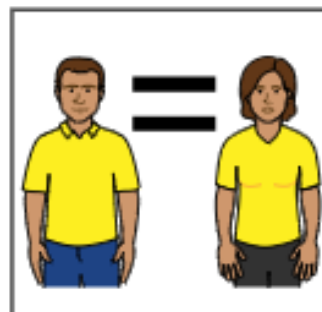


A **customer** is a person who comes to my place of work and needs something from my job.

Co-workers, manager/supervisor, and customers are all people I interact with at work. They may not be my friend.

Co-worker

- When I talk to a co-worker, I can...
 - o Use greetings or farewells.
 - "How are you today?"
 - "Have a nice day."
 - "How was your weekend?"
 - o Talk about work-related tasks.
 - "When is your break?"
 - "What time do you get off?"
 - o Talk about common interests (sports, school, movies, music, etc.)



Manager of supervisor

- When I talk to a manager/supervisor, I can...
 - o Use greetings or farewells.
 - "How are you today?"
 - "Have a nice day."
 - "Hi there."
 - o Talk about work-related tasks.
 - "Can I take my break now please?"
 - "I have a trip coming up and will need some time off."
 - "Can you remind me what I should do again?"
 - "How can I do this better?"



Customer

- When I talk to a customer, I can...
 - o Use greetings or farewells.
 - "How are you today?"
 - "Have a nice day."
 - "Welcome."
 - o Offer assistance
 - "Can I help you?"
 - "Is there something I can find for you?"

