

# LEARNER WORKBOOK

Unit 6 – Working With Others



RSAS Training Strategy Project 2018



## Activity 1: Who do you work with?

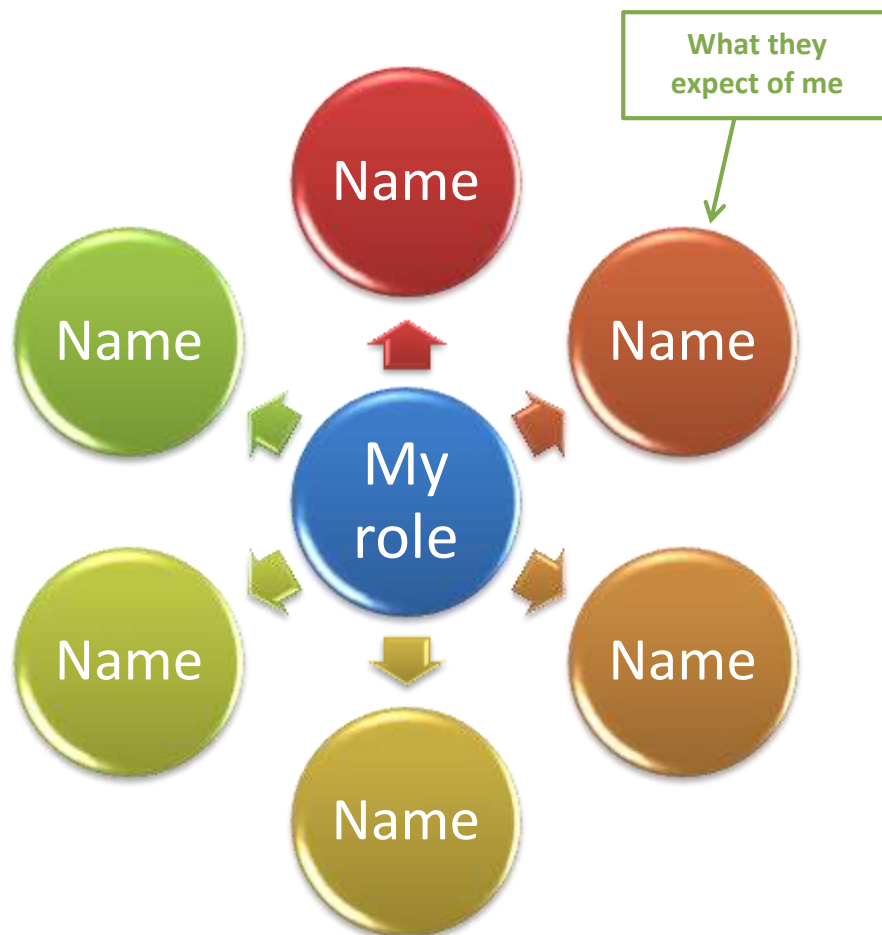
If you have not done this before, complete a Stakeholder Analysis for your RSAS role using the following diagram as a template

### Instructions:

Use a flip chart or some butchers paper and draw a circle in the middle. This is YOU. Around the circle draw other circles for the names of all the people you work with in your role. Write what they expect of you.

You can choose to do this alone or as a group activity if you share the same role.

Time required: 10 minutes





## Activity 2: Working as a Team Member

### Instructions:

As a group discuss what you think “working as a team” means in your role.

On a flip chart or some butchers paper, draw a picture of a good team member showing these qualities.

Time required: 10 minutes









## Activity 3: Communication Styles

### Instructions:

- Identify your communication style and the style of the people in your team from the list below.
- Now you know what style you all are, decide on the best approach for the following situation. Take it in turns to practice changing your style to match the style of the RSAS manager so you can communicate better.

*Your RSAS manager is unable to attend a weekly meeting. They ask you to attend for them. You are busy. What do you say to your manager and how do you say it?*

**Time required:** 15 minutes

 The Boss or Director	These people are very direct. They speak fast and are easily irritated if people don't get to the point quickly. They will interrupt and talk over them. They sometimes appear critical, yet they can get upset themselves if contradicted. Their style is seen as 'bossy'.
 The Promoter	These people always seem to have a good idea. They can be very persuasive when they put their minds to it. They seem very confident, speak fast and appear very passionate. They often say what is on their minds without thinking how it might affect other people. Quite often they will change their minds as they speak. It can sometimes be hard for others to keep up with them.
 The Thinker	These people like to have all the facts and figures before speaking up. They tend to speak cautiously, deliberately and slowly. They are diplomatic and try hard not to upset people when passing a comment. They are very logical and considered in their communication.
 The Socialiser	These people are good listeners and like to know what other people think before speaking. They have a warm tone of voice and often speak in terms of feelings. They don't like tension or conflict and either walk away from it or give in to other people to keep the peace.



## Activity 4: Snakes: A Team Exercise 1

The objective of this activity is for every member of the team to place a throwable (such as a soft ball) into the bucket in the middle of the room or ground, starting with the person at the front.

### Instructions:

Form a line with your hands on the shoulders of the person in front. Everyone is blindfolded except for the person at the end of the line who provides direction to the bucket without talking, but by tapping the shoulder of the person in front of them. That person needs to repeat this to the next person, and so on down the line, until the person at the front is given that direction to guide them to the bucket. They then go to the end of the line and become the guide.

This can be complicated, so your trainer will provide instructions.

**Time required:** 15 minutes



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<sup>1</sup> From [myparadigmshift.org /snakes-a-trust-team-building-activity-that-focuses-on-non-verbal-communication/](http://myparadigmshift.org/snakes-a-trust-team-building-activity-that-focuses-on-non-verbal-communication/)



## Activity 5: Giving and Receiving Feedback

### Instructions:

Decide if the following statements are well-expressed feedback or not so good. Explain why.

**Time required:** 5 minutes

Feedback	Good	Not so good	Poor
That dress doesn't suit you.			
I loved the way you sang.			
You need some more practice.			
The cake you made was delicious. I especially liked the way you decorated it.			
If you spoke a bit more loudly, I think people might listen to you.			
That report is full of errors that need correcting. I've put a red line through them for you.			
I heard the way you spoke to the Constable. I'm not sure if you realise it, but you sounded like you had really bad feelings towards him. That doesn't help us build a good impression. It would help us if you were more co-operative and answered his questions quietly.			
You always have excuses.			
Can't you do anything right?			
I'm not sure that is the best outfit to wear to the meeting. Everyone else will be dressed up a bit and you might feel left out. Have you thought about that?			
I've been watching the way you do that. Would you like me to give you some feedback or are you happy with the way things are?			

Finally, provide some feedback to your trainer on how you think this session has helped you.

*Thank You  
for your Feedback!*

## Note Page:



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