

## **Chapter 13 – Interpersonal Relationships at Work**

### **I-Study**

Getting along with your coworkers is the most important workplace skill to have. Personal traits you may need to develop for the workplace include responsibility, self-esteem, sociability, self-management, integrity and honesty, and self-awareness. To be an effective coworker, you need to respect others, try to understand them, communicate well, and maintain a sense of humor. To improve your personal qualities, work on one trait at a time, devise a plan for working on the trait, check your progress, and then proceed to work on other traits.

Basic etiquette is the correct behavior in the workplace. Etiquette includes being courteous, dressing appropriately, being punctual, avoiding gossip, and respecting your coworkers' privacy. It also means maintaining a good working relationship with your supervisor. Conflicts will come up in the workplace, and conflict resolution is a way to resolve conflicts. The U.S. workplace is diverse, and workers need to be sensitive to cultural, gender, and generational distinctions.

## I-Quiz

1. To try to see things from another's point of view is called
  - A. empathy
  - B. etiquette
  - C. tact
  - D. arrogance
2. What is the term for a problem-solving strategy for settling disputes?
  - A. career management
  - B. brainstorming session
  - C. conflict resolution
  - D. civil law
3. An oversimplified and distorted belief about a person or group is called
  - A. stereotype
  - B. discrimination
  - C. diversity
  - D. ethnicity

**Answer Key**

**1. A**

**2. C**

**3. A**