

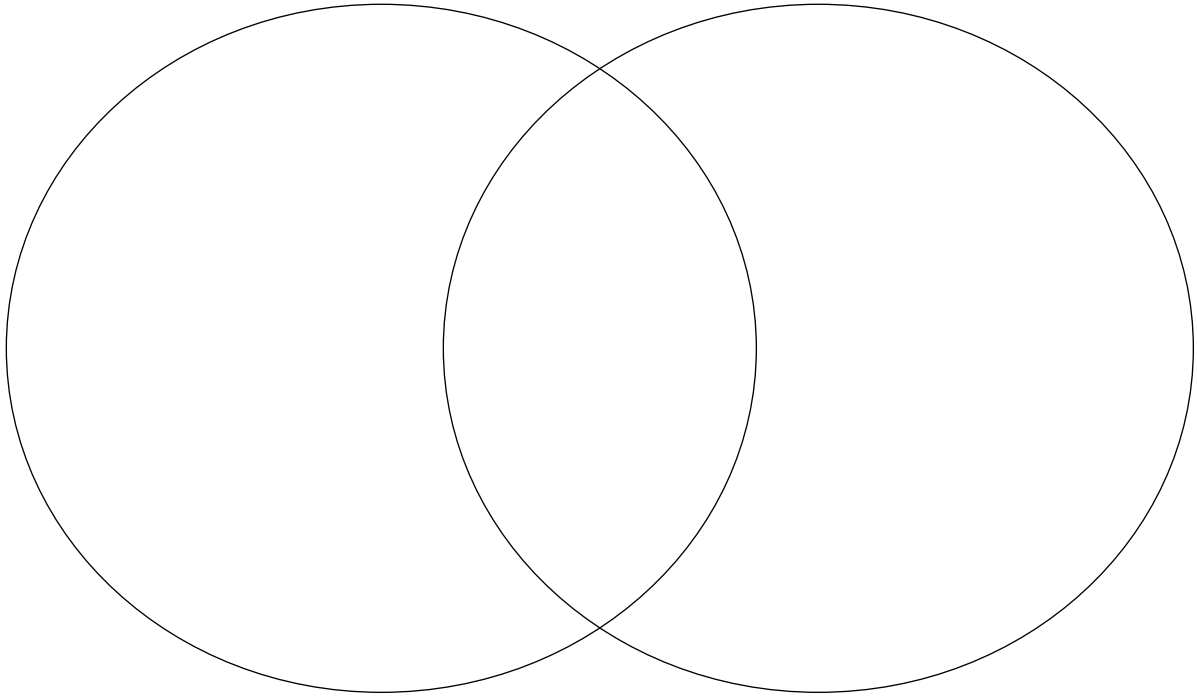
Chapter 10 Interpersonal Skills

Employer and Employee Skills

Directions Use this graphic organizer to compare and contrast skills that would be desirable in employers and employees. Write notes that apply to both employers and employees in the area where the two circles overlap.

Employers

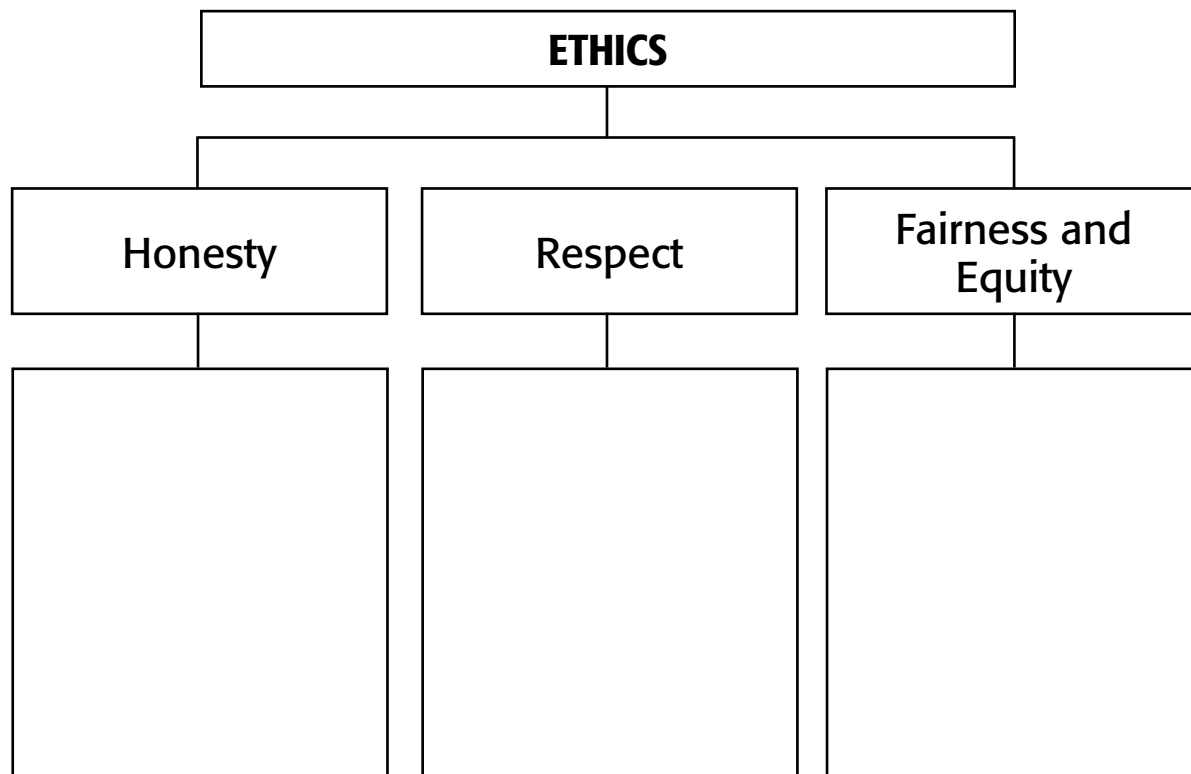
Employees



Chapter 10 Interpersonal Skills

Ethics

Directions Use this graphic organizer to discuss honesty, respect, fairness, and equity.



Chapter 10 Interpersonal Skills

Negotiation

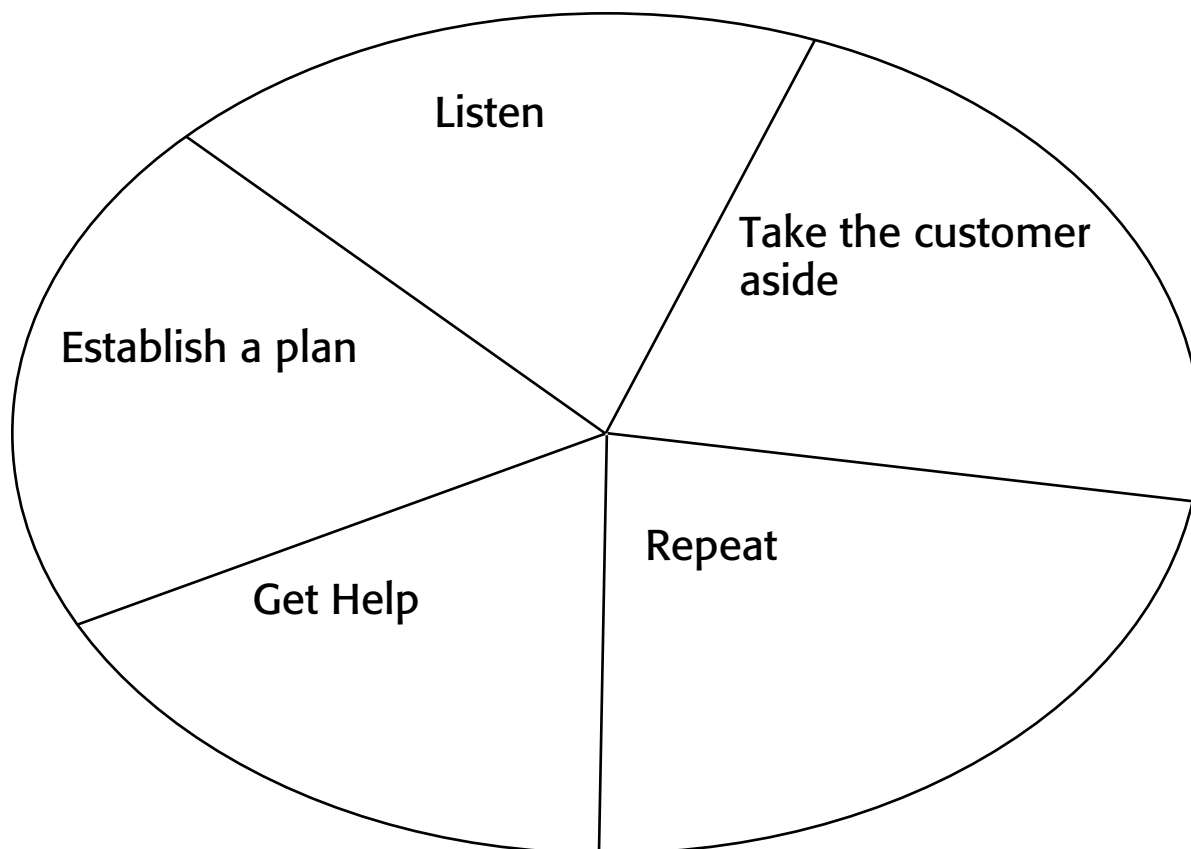
Directions Use this graphic organizer to compare negative and positive statements that might be heard in the workplace.

Negative Statement	Positive Statement
You really messed up the order.	
I can't believe you couldn't answer the customer's questions.	
That was a really stupid thing to do.	

Chapter 10 Interpersonal Skills

Addressing Customer Complaints

Directions Use this graphic organizer to discuss tactics for addressing customer's complaints.



Chapter 10 Interpersonal Skills

Teamwork

Directions Use this graphic organizer to analyze how teamwork is involved in serving a customer.

