

INTRODUCTION

You want to get your room clean for a friend staying Friday night. You give \$5 to your younger brother/sister, who agrees to help you.

What expectations do you have of your sibling?

Your older brother/sister have given you \$5 to help clean their room

What expectations do you have?

Both the "employer" and the "employee" have completely different expectations

What kind of conflict can arise from this arrangement?

What could have been done to avoid conflict?

NOTES:

Negotiation is a process where two or more parties with different needs and goals discuss an issue to find a mutually acceptable solution.

Good negotiations contribute significantly to success, as they:

- help you build better relationships
- deliver lasting, quality solutions
- help you avoid future problems and conflicts
- Negotiating requires give and take

EMPLOYER EXPECTATIONS:

Employees will demonstrate enthusiasm

Making eye contact, smiling and saying hello are very important to show you are enthusiastic.

<http://www.coylehospitality.com/hotels-resorts-inns/what-is-the-10-and-5-staff-rule/>

What is the 10 and 5 rule?

Why are the 10 and 5 rule important?

<http://www.artofmanliness.com/2008/01/28/how-to-give-an-impressive-handshake/>

When should you shake someone's hand?

What are the golden rules outlined in the website?

EMPLOYER EXPECTATIONS:

Employees will demonstrate initiative

Show initiative and 'make things happen'.

"There are three types of people in this world: those who make things happen, those who watch things happen, and those who wonder what happened." – Mary Kay Ash, American businesswoman

"Initiative is doing the right thing without being told." – Victor Hugo, French writer

<https://www.youtube.com/watch?v=Y2Q6q77B18Y>

What does showing initiative look like in this video?

Can you think of an example of when you showed initiative?

What were the circumstances? In what way did you show initiative?

What was the outcome?

You work in retail. There are no customers in the store, how can you show initiative?

https://www.youtube.com/watch?v=VrSUE_m19FY

This video is an example of not showing initiative – what would not showing initiative look like to the employer in the workplace?

The opposite of initiative is procrastination.

<https://www.youtube.com/watch?v=4P785j15Tzk>

What can you do to minimize procrastination?