

## Social Communication: Workplace Hierarchies

**Instructor:** Present this short strengths assessment as the student participates in an employment experience, school-based vocational experience, community service or volunteer activity, extracurricular activity, group activities and assignments in the classroom, etc.

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

|                                                                                                                                                                                                                                                                                                                                                               | 1<br>NEVER | 2<br>SOMETIMES | 3<br>MOST OF<br>THE TIME | 4<br>ALWAYS |
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| 1) A supervisor is a person who is in charge of certain aspects of a company and manages the work of other employees. Do I recognize who my supervisor is and respond to them in a respectful manner?                                                                                                                                                         |            |                |                          |             |
| 2) Do I recognize that my supervisor is my boss and they can fire me from my job if my work is not satisfactory or if I behave inappropriately?                                                                                                                                                                                                               |            |                |                          |             |
| 3) Sometimes I may have a job coach or mentor assigned to help me at my job. That person is another person at my job who can give me instructions to follow. Do I recognize who is my job coach/mentor and do I respond to them in a respectful manner?                                                                                                       |            |                |                          |             |
| 4) Do I try to follow the instructions of my job coach or mentor?                                                                                                                                                                                                                                                                                             |            |                |                          |             |
| 5) Sometimes I will be working with co-workers who have more experience than me and have been with the company longer. I can go to an experienced co-worker to ask questions about my work or they may give me suggestions or instructions about my work. Do I recognize co-workers at my job who are experienced and who I can approach if I have questions? |            |                |                          |             |
| 6) Do I recognize that I must be respectful to more experienced co-workers and follow their instructions?                                                                                                                                                                                                                                                     |            |                |                          |             |

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| 7) Sometimes I may need to communicate with customers at my job. Customers are always respected and treated well at a company. Do I understand that I must be respectful when I communicate with customers at my job? |            |                |                          |             |
| 8) Do I try to help customers if they ask me questions or need my help?                                                                                                                                               |            |                |                          |             |
| 9) Do I understand that if I act disrespectful to a customer, my supervisor can fire me from my job?                                                                                                                  |            |                |                          |             |
| 10) Am I able to determine when a teacher, supervisor, or co-worker is disappointed with my work?                                                                                                                     |            |                |                          |             |
| 11) Do I ask for feedback from my teacher or supervisor if I am not sure about the quality of my work?                                                                                                                |            |                |                          |             |
| 12) If a supervisor, coach or experienced co-worker gives me negative feedback or tells me to change a way that I am doing something, do I correct my work and make the changes necessary?                            |            |                |                          |             |
| 13) If given negative feedback about my work, do I respond calmly to the information?                                                                                                                                 |            |                |                          |             |
| 14) If given negative feedback about my work, do I know who to discuss this with AFTER work?                                                                                                                          |            |                |                          |             |
| 15) If given negative feedback, do I use that information to improve my future work?                                                                                                                                  |            |                |                          |             |
| 16) Do I follow the instructions that are given to me by my instructor/supervisor when completing a work task?                                                                                                        |            |                |                          |             |
| 17) If I have questions about the instructions or don't understand the instructions, do I know who to go to?                                                                                                          |            |                |                          |             |

|                                                                                                                         | <b>1<br/>NEVER</b> | <b>2<br/>SOMETIMES</b> | <b>3<br/>MOST OF<br/>THE TIME</b> | <b>4<br/>ALWAYS</b> |
|-------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------|-----------------------------------|---------------------|
| <i>18) If I do not know how to respond to a customer, do I know how to direct the customer to someone who can help?</i> |                    |                        |                                   |                     |
| <i>19) If a customer becomes angry or upset, do I know how to direct the customer to someone who can help?</i>          |                    |                        |                                   |                     |