



People • Partnerships • Knowledge

Skills and Employment

Office of Literacy and Essential Skills

Working with Others Tip Sheet

*This tool provides practical tips to help you improve your **working with others** skills. Review each of the tips below and practise the ones that are the most relevant to your learning needs.*

Working with a Partner or a Team

- Maintain open lines of communication with team members by freely sharing information.
- Exchange contact information with your colleagues and create a team contact list.
- Contribute to group decisions by stating your ideas and points of view.
- Make decisions co-operatively within the team.
- Contribute to the team by completing the tasks assigned to you on time.
- Get acquainted with new team members by introducing yourself and sharing an interesting fact about your job.
- Build a good rapport with your colleagues by participating in group activities (e.g. after work social events).
- Acknowledge and understand your own strengths and weaknesses.
- Acknowledge and use the skill strengths, ideas and opinions of other team members.
- Encourage your team members to share ideas by asking questions and listening attentively.
- Always consider the feedback and advice given by other team members.
- Phrase your suggestions as questions (e.g. instead of saying “I think we should...” say “What about doing...”).
- Let your colleagues know when they are doing a good job.
- Respect the feelings, views and values of other team members.
- Support and encourage fellow team members by helping those who need assistance.
- Do not avoid conflict. Address issues or problems when they happen.



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Working with Others Practice and Learning Exercises

Practise your **working with others** skills by completing the following exercises. Use the Working with Others Tip Sheet to help you as you work through the exercises. A learning plan template is also included to help guide your skills development.

Practice Exercises

1 GIVING FEEDBACK

Think about a time when you provided feedback on someone else’s work. Did you...

- Limit your feedback to 2 or 3 key points?
- Recognize the strengths of the work before addressing areas for improvement?
- Offer specific suggestions for improving the work?
- Take responsibility for your feedback (e.g. begin sentences with “I think” or “In my opinion”)?
- Choose an appropriate time and location to deliver the feedback?
- Explain what could be learned from this experience?
- Follow up after the feedback session to demonstrate support and offer additional help?

Use the table below to record what you did well and what you could improve the next time you provide feedback.

What I did well	What I could do better next time
<i>e.g. I offered very specific suggestions on how to improve the work.</i>	<i>e.g. I did not choose the best location to deliver the feedback. Next time, I will choose a more private location.</i>

2 RECEIVING FEEDBACK

Think about a time when someone gave you feedback on your work. Did you...

- Actively listen to the feedback provided and try to understand the other person's point of view?
- Take notes so that you could review and apply the suggested changes?
- Avoid taking the feedback personally?
- Focus on what could be learned by this experience and how things could be done differently in the future?
- Ask for clarification if/when you did not understand a comment?
- Thank your colleague(s) for taking the time to provide you with feedback?

Use the table below to record what you did well and what you could improve the next time you receive feedback.

What I did well	What I could do better next time
<i>e.g. I asked my colleague to explain some of his feedback when I did not understand what he was saying.</i>	<i>e.g. I did not write down all the feedback I was given, and now I forget what changes need to be made. Next time, I will write down all of the suggestions provided to me.</i>

3 PERSONALITY TYPES

Review the 4 personality types shown below:

Type "A" Personality

- Independent
- Direct and to the point
- Not afraid of change
- Takes charge

Type "B" Personality

- Often the center of attention
- Very expressive and fun-loving
- Wants to be liked by others
- Supportive, yet direct

Type "C" Personality

- Very analytical
- Detail-oriented
- Researches everything before making a decision
- Thoughtful and usually very sensitive

Type "D" Personality

- Does not like change
- Motivated by security and benefits
- Very punctual and consistent
- The one others turn to when they have a problem

Source: Adapted from Charles J. Clarke's BOLT System

What personality type most reflects you? _____ (insert type).

What personality type least reflects you? _____ (insert type).

If you work in a team, try to also identify the personality types of your team members. This exercise will help you gain a better understanding of your colleagues' perspectives and how they may react in different situations.

My Learning Plan

Complete this worksheet to help guide your skills development. Set a target date to reach your goals and use this date to track your progress.

My learning goal is to improve my **working with others** skills by: _____ (insert date).

Tips or practice exercises I can use to improve my **working with others** skills include:

Additional resources (e.g. books, courses, workshops, co-workers and/or supervisors) to help improve my **working with others** skills include:

Additional learning activities (e.g. job shadowing, new work responsibilities, volunteering in my community) to help improve my **working with others** skills include:

Examples that show I have improved my **working with others** skills include:

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for LEARNING, WORK and LIFE**