

- Expectations as a QH - NO order
- professionalism + respect + flexibility needs to be practiced always
 - No favoritism
 - Flexibility practiced by all
 - Communication - fellow co-workers to stop + hear me as I'd
- * On the lighter side:
- have fun / getting the job done in a positive fun work environment

Personal Goals in the work place

To be able to get the job done ~~alone~~ + with each other if/when problems arise, to work w/each other to resolve them calmly.

Goals for Sovanny:

1. Do not raise voice at anyone.
2. Speak kindly and respectful to everyone.
3. Be able to label her emotions and communicate with the other person if she is too frustrated to speak kindly at that point and time.
4. Actively listen and communicate.
5. Make eye contact with co-workers when speaking and listening.
6. Create an environment of friendliness by greeting everyone equally in the morning.

Goals for Christine:

1. Trust her co-workers.
2. Reduce "joking" with co-workers; different people have different sensitivities.
3. Create an environment of friendliness by greeting everyone equally in the morning.
4. Respect and read co-workers boundaries.
5. Do not take conflict into her own hands; get a Supervisor involved so communication can be supervised during conflict (?)



issues taken
to Supervisor
None taken to Sovanny.



MV
Gai delete
no one rotates
on line. All want
to stay. GI has
reported to Britt.

10 Tips to Improve Workplace Communication

By Mark Craemer on December 29, 2011 4:26 PM

In the spirit of year-end top ten lists, here are my top ten tips to improve communication in the workplace—for this and every year. Better communication is important because it can provide more engaged employees, higher workplace morale, and greater efficiency and productivity.

As I wrote in a previous post on how to improve listening, communication skills include reading, writing, speaking and listening. All of these skills are important in most workplaces and each of them should be considered.

My top ten tips to improve workplace communication are as follows.

1. Clear & Direct. Be certain the information you need to convey—whether it is spoken or written—is clear and directly communicated. Use language that is specific and unambiguous. Check that the receiver understands the message as you intended. Avoid acronyms when there's a chance they will be unclear.

2. Actively Listen. Becoming an active listener means you make a conscious effort to truly hear what the other person is saying—in their words as well as their body language. Practice holding off thinking about how to respond or interrupting until you have thoroughly heard what they are saying. It should come as no surprise that the best communicators are also the best listeners.

3. Paraphrase. The goal of paraphrasing is to ensure you are clear about what has been said and let the speaker know that you care about what he or she is communicating. Both are equally important in effective communication. Use a variation on “What I hear you saying is . . .” to accomplish this.

4. Face-to-Face. Whenever you have difficult information to convey or something that could result in many questions, choose to have a direct face-to-face conversation. You will also have the huge benefit of non-verbal communication cues including tone of voice, facial expressions and other body language.

5. Be Respectful. This means using the other person's name, looking them in the eye, and nodding to aid in demonstrating you understand what they are saying. If you are

communicating in writing, reread before sending your message to ensure that it could not be misinterpreted or taken as disrespectful. When on the phone, don't multitask even if you think the person on the other end of the line does not know that you are.

6. Message & Medium. Some of us are better communicating in writing and some are better at speaking. Some of us are better reading information and some at listening to information. In most cases, it depends on the message being delivered and received. When you need to deliver a message, consider whether it should be spoken or written depending on the content as well as the preference of your receiver.

7. Tailor Conversation to Audience. Communicating with your boss, co-worker, customer or supplier may require a slightly different style. With your boss, be careful to pick the right time, and ask for what you need and what you expect they can reasonably deliver. For a co-worker, be direct, transparent, and open-minded. And if a customer or supplier calls with a problem, listen carefully, apologize if necessary even if it wasn't your fault, and offer a solution.

8. Effective Texting. More and more of our workplace communication is done via email, voice mail and text messaging. There are advantages and disadvantages to each of these, depending on the message and the audience. Texting can be especially effective when a quick question or answer is required without further explanation or repeated follow up, e.g., "What time is the budget meeting?" But don't text when it cannot effectively communicate your message.

9. Make the Most of Meetings. Way too many of us spend time in meetings that are unproductive and often unnecessary. Demand that those calling a meeting provide an agenda, hold to the appointed start and end time, and have only the right people in attendance. Ensure that the work done in the meeting warrants the time and resources taken away from those working independently.

10. Stay Positive. Regardless of the conversation, try to keep it positive. Even the harshest feedback can and should be delivered in a positive, supportive, team-centric manner. Stay focused on behavior or performance and not character. When you are on the receiving end, avoid getting triggered by difficult messages. Keep in mind the bigger picture and the long term implications.

These ten tips for improving workplace communication can be implemented and perfected by anyone. Take an honest look at your own communication skills then choose one of the above to improve upon.

The work you put into improving your communication skills will pay dividends both at work and at home.

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- Responsible to bring in scales, gas analyzers, and other portable non-waterproof items at the end of the production day.
- Responsible to maintain a clean and tidy work environment.
- Attend all plant meetings, QA department meetings, and safety training (including Chemical Hygiene Training).
- Use of other software and miscellaneous small equipment and devices for required tasks above.

OTHER RESPONSIBILITIES

- Work effectively with others both within and outside the department. Work as a team with others.
- Vary work hours as needed (minimal variation). Schedule breaks around work load.
- Follow all safety rules, conduct rules, and other regulations; set an example for others to follow.
- Able and willing to do new or different tasks as required.
- Take care of and properly maintain the equipment used in this position (as appropriate).

PHYSICAL WORK ENVIRONMENT/WORKING CONDITIONS

The working environment will be in less than 50 degree Fahrenheit temperatures for a majority of the required tasks. Some clerical work; a lot of walking and standing. May be required to work an occasional Saturday and/or Sunday as needed.

EQUIPMENT/MACHINERY USED

Scales, chemicals, seal test equipment, gas analyzer, and other equipment needed to complete quality checks.

TRAINING REQUIREMENTS

New Employee Orientation, on the job training, Chemical Safety Training, and completion of QA Tech training checklist (QA0392FO).

SIGNATURES

Signatures below constitute employee's understanding of the responsibilities and requirements of the position and Supervisor's verification that the employee is competent to complete the required tasks.

Employee Printed Name

Employee Signature

Date

Supervisor Signature