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## ***Success with Coworkers, Bosses, and Customers***

**In any job, you must learn to work successfully with the people around you, the people who supervise you, and the people who you serve - the Customers.**

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**Communication and Teamwork** Your happiness and success on the job requires that you communicate well and practice teamwork. For each of the following, recall a time in the past when you successfully practiced the listed skill. It might have been in school, other jobs, church, volunteer work, or simply with friends and family. Then, describe how you'll apply that past experience in your job today.

**Listening without talking, maintaining eye contact, making a real effort to care.**

Done in the past:

Applying it today:

**Reflecting, or repeating, what others say to show you understand.**

Done in the past:

Applying it today:

**Willingness to help others.**

Done in the past:

Applying it today:

**Ability to compromise and find the win for everyone.**

Done in the past:

Applying it today:

**Taking the time, making the effort to do more than expected.**

Done in the past:

Applying it today:

**Trading, sharing, and offering favors, in exchange for favors in return.**

Done in the past:

Applying it today:

**Temporarily forgetting your own needs for the good of others.**

Done in the past:

Applying it today:

**Providing encouragement, telling others they did a good job, and saying Thank You.**

Done in the past:

Applying it today:

**Purposely avoiding gossip and talking about others behind their backs.**

Done in the past:

Applying it today:

**Understanding the common purpose and working together to achieve it.**

Done in the past:

Applying it today:

**Trusting others and acting on that trust.**

Done in the past:

Applying it today:

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**How to Deal With a Difficult Boss** On the job, bosses, supervisors, and managers have authority over you. When you disagree, it can be difficult. You don't want to act against your principles, but you don't want to put your job at risk either. Consider the following pointers. Then write some thoughts on what these mean to you.

1. Continue to respect authority.
2. Don't badmouth behind his/her back, it WILL come back to you
3. Discuss, listen, and be willing to work it out
4. Look at your work carefully
5. Be sure it's not about personalities
6. Be aware of differences in style
7. Document it if it's become abusive and seek help
8. Never go over his/her head unless it's necessary
9. Leave your emotions out of it
10. Ask for what you need, and share your style
11. Maintain some healthy perspective, remember: "it's only a job"
12. Find a reasonable peace, agree to disagree (let go of being "right")

**Which of these might be hardest for you and why?**

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**Honor and Serve Your Customers** All organizations, businesses, and jobs serve someone. Those we serve are CUSTOMERS and they are the most important people in the operation. In many cases, customers provide all the money to run the business and *pay your wages*. It's important to know who they are and what they need. Keep them happy and they come back.

**Are your customers "internal" (work for the company) or "external" (work outside your company)?**

**What products or services do your customers expect?**

**What might cause customers to come back for more of that product or service?**

**What might cause customers to NOT come back for more?**

**What is your role in providing a quality product or service?**

**How can YOU make that customer happy and encourage them to come back?**

**Where might those customers go if they don't come to where you work?**

**What else, beyond a quality product or service, do those customers want?**



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