



RETAIL SKILLS

Series 4

Retail Skills

Teamwork

Coming together is a beginning



Keeping together is progress



Working together is success

Henry Ford

Take a minute as a group to think about the above quote. What does it mean to you? Write your thoughts in the box below.

An effective and productive team is made up of many different skills, interests and perspectives brought in by individual members. If the same team then works together towards the same objective or vision then they will ultimately reach their Goal.

Give 3 examples of where you have witnessed or been a part of a successful team project.

1

2

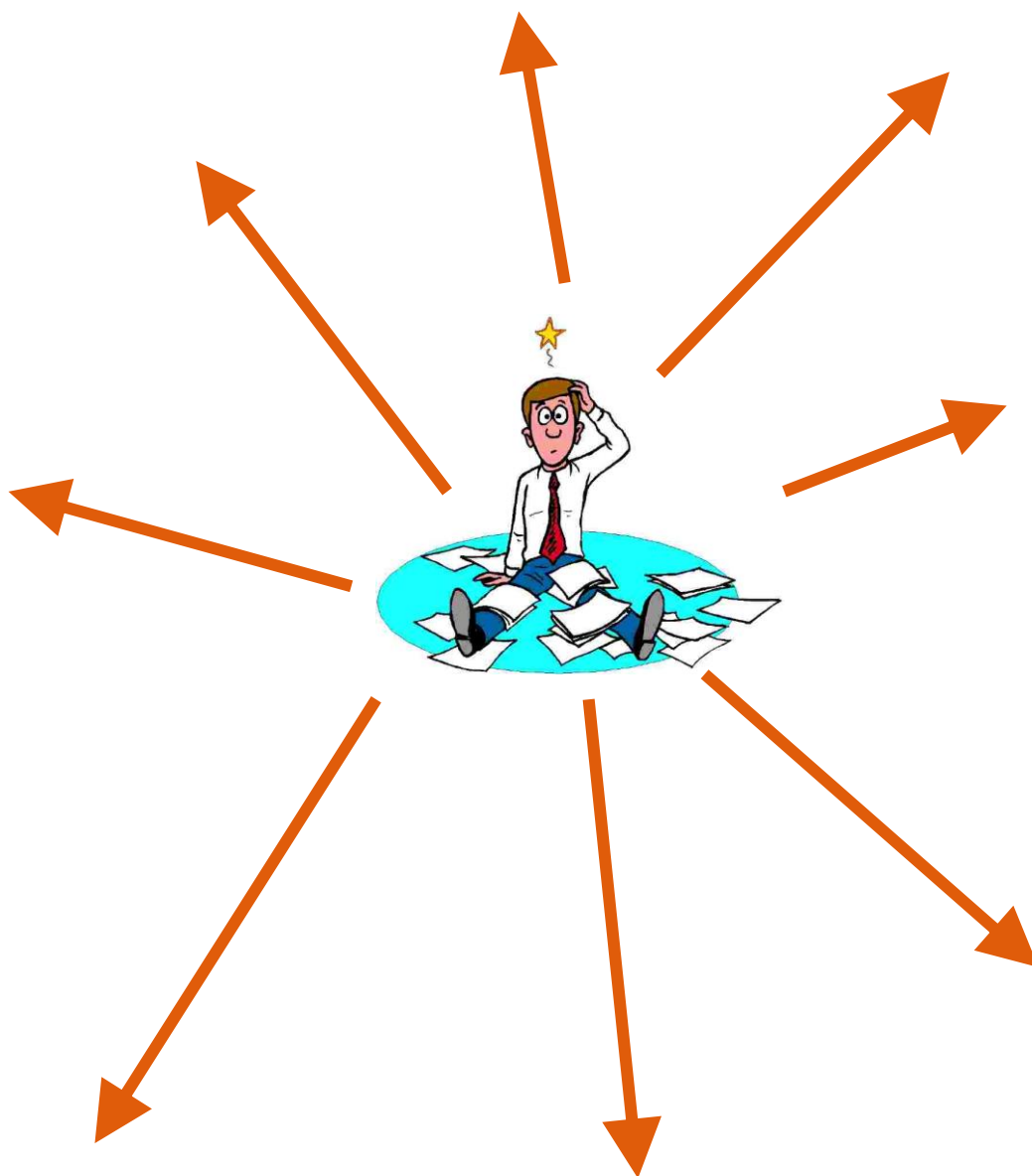
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Prioritising Tasks

Retail can be a very busy environment to work in at times and you may find yourself overburdened with numerous jobs and tasks to undertake. It is in your interest to be able to prioritise those tasks and have a good understanding on how much work you have to do and how long it is likely to take.

Give examples of ways that you can organise your schedule better and keep on top of your individual responsibilities.



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Communication Breakdown

Excellent Communication with one another is an essential element in any team environment. If communication is broken, then things will start to go wrong rapidly.

Discuss the many reasons why communication may be lost in a team and then give an example on how this can be resolved, an example has been given.

Reason for Breakdown	Resolution
<p><i>Sally is finding it difficult to work with Tom as he won't let her talk to new potential customers.</i></p> <p><i>Sally only started two weeks ago and is trying to fit in.</i></p>	

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Lets look Closer

Read the following statement a group.

“**Ineffective** communication in the workplace often results in poor **cooperation** and **coordination**, lower **productivity**, undercurrents of tension, gossip and rumours, and increased **turnover** and **absenteeism**”.

To ensure you understand the message behind this research the **highlighted** words right in dictionary style other words or sentences that mean the same.

Ineffective...

Cooperation...

Coordination...

Productivity...

Turnover

(not the apple type!)

Absenteeism...

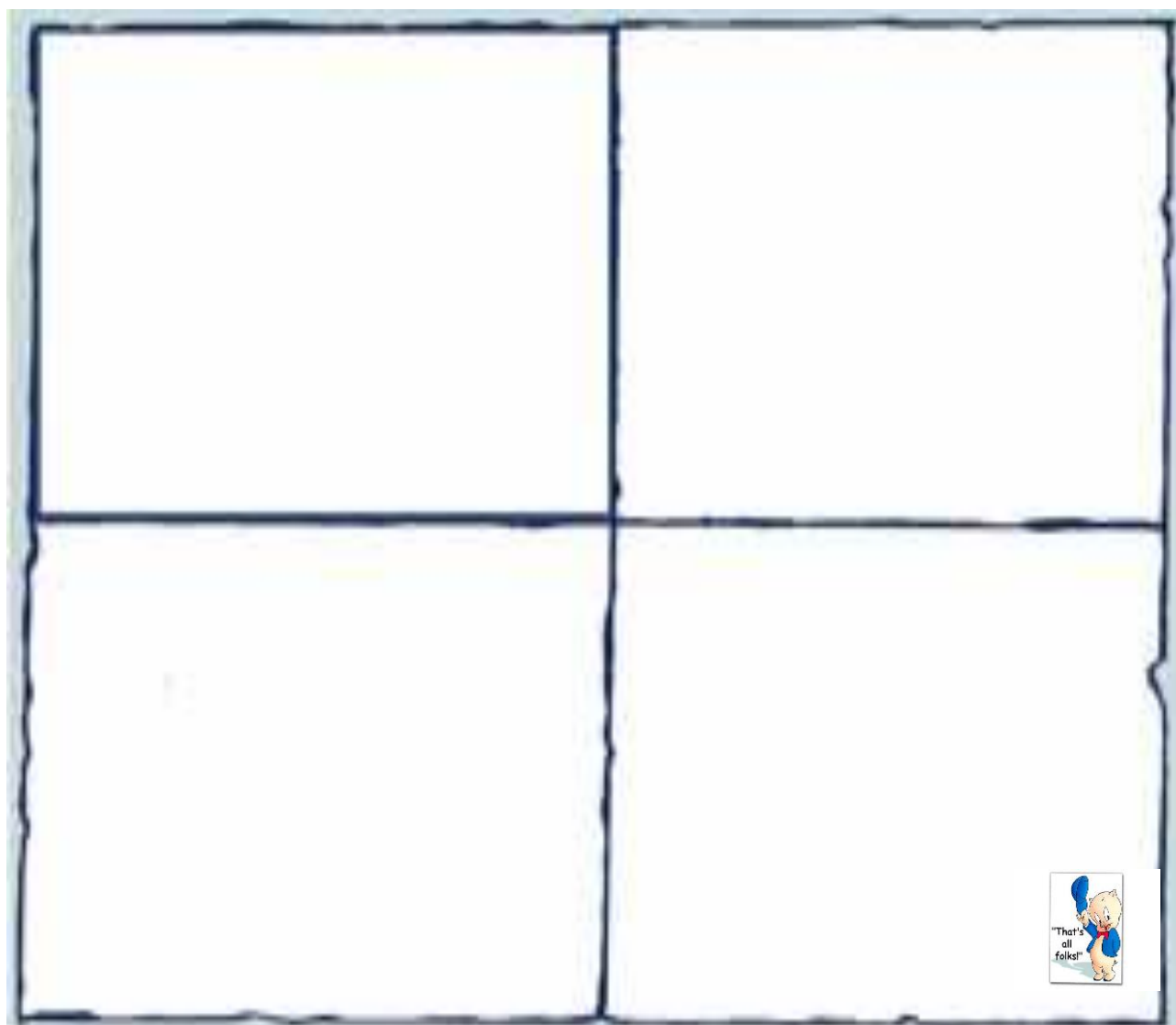
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Conflict within the team

Conflict in teams can happen when things do not go to plan or people have personality clashes, both are very common. Helpful ways to overcome conflict include staying calm, saying positive things about other people, constructive problem solving and feedback, reminding each other of good things the team has achieved together



Discuss your own experiences with the rest of the group and then use the storyboard below to show one of these in a cartoon style.



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Communication Types

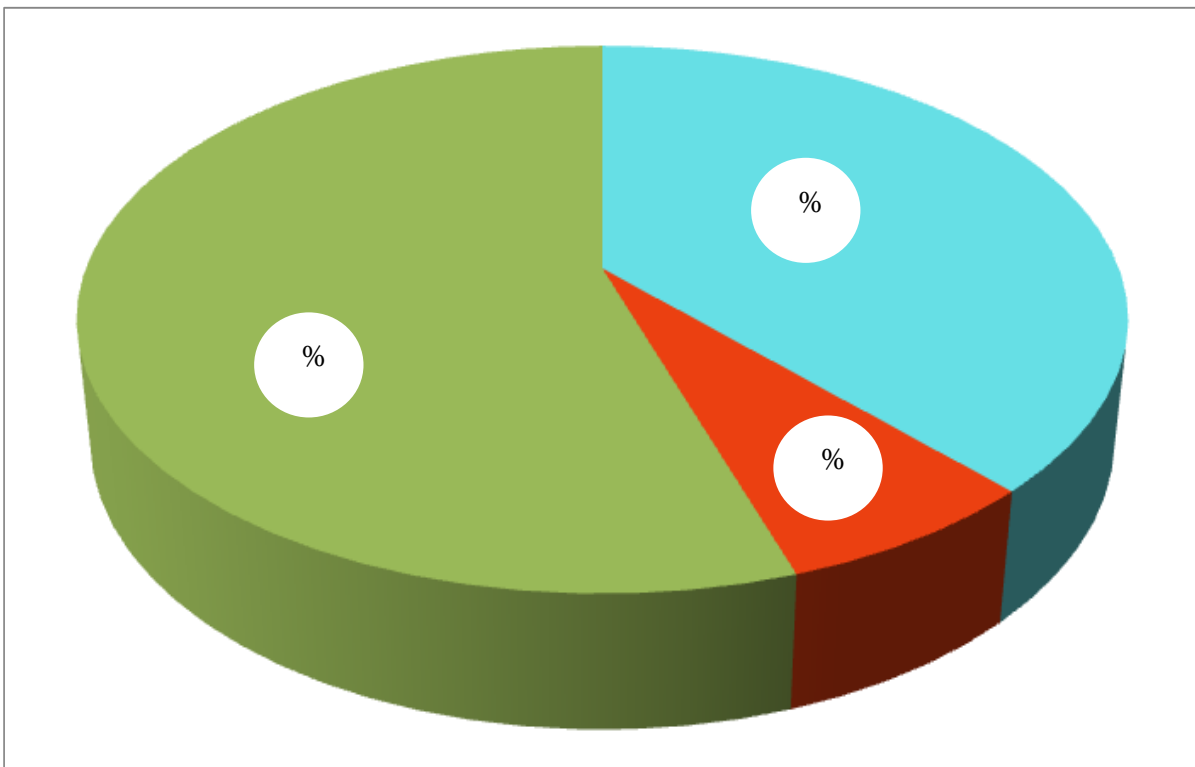
There are different forms of communication and they can be split in to three categories, try to fill in the missing letters below to reveal what they are.

S P _ _ _ N W _ _ _ S
 T O _ _ _ F V _ I _ E
 _ _ D Y L _ N _ U A _ _

Did you realise that when you are having a conversation with anyone you are using all of the above!

Let's look at which of them create the biggest impression when communicating.

Try to Label the pie chart below with the communication type and percentage you think most important



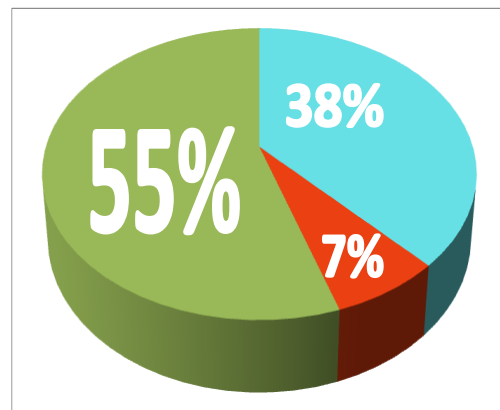
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Body Language

Body language plays such big part in ensuring the people you are talking understand what you are trying to say.

Be aware that body language can be both negative and positive and it is important to know the difference.

Look at images below and describe the message you are receiving from the body language shown.







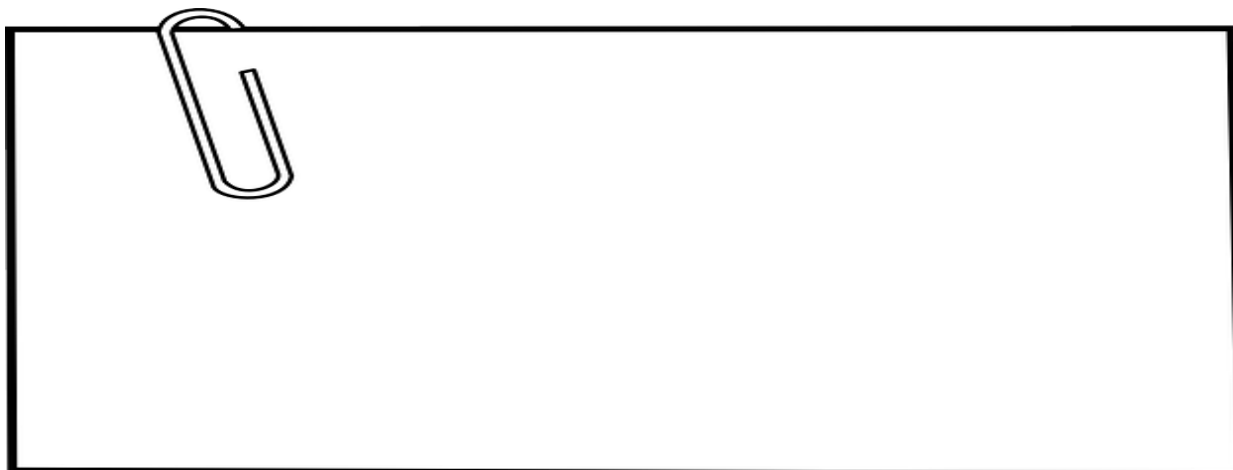


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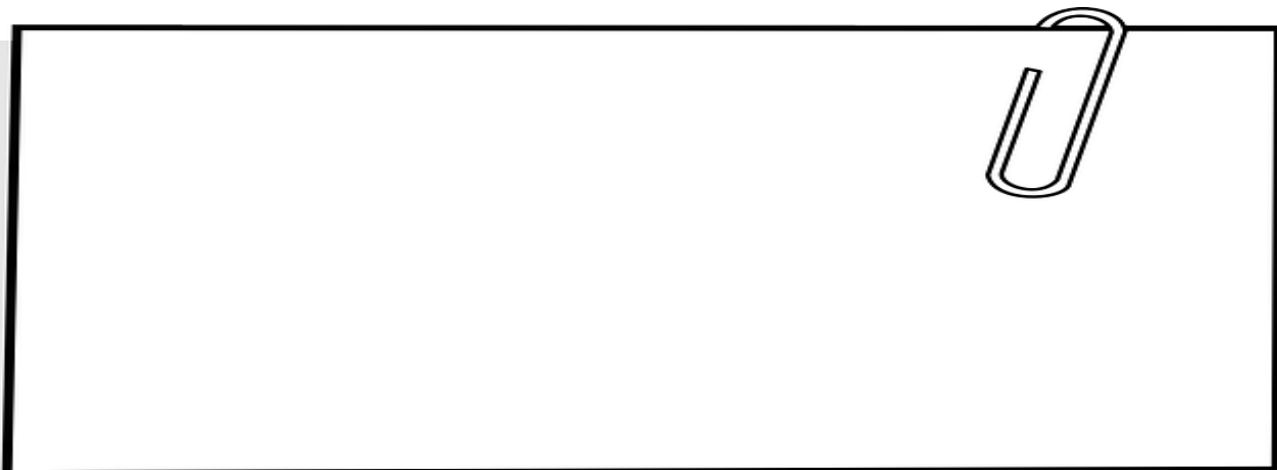
Two Way Communication

Answer the following questions individually and then feedback your thoughts in discussion to the rest of the group. Use a minimum of 30 words for each.

Why should you ask for help and information from colleagues when you need it ?



Why should you offer help to colleagues and respond positively to requests for help ?



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Team Scenario Task

Recapping, a team is a group of people who come together to collaborate. A group of people is not necessarily a team. A team is a group of people who have agreed to trust each other and work towards achieving of a goal or completing a task. Team members should be deeply committed to each other's personal growth and success.

Split into groups and choose one of the following 3 scenarios. You then need to discuss and record what you as a member of the team would do in each of the different dilemmas.

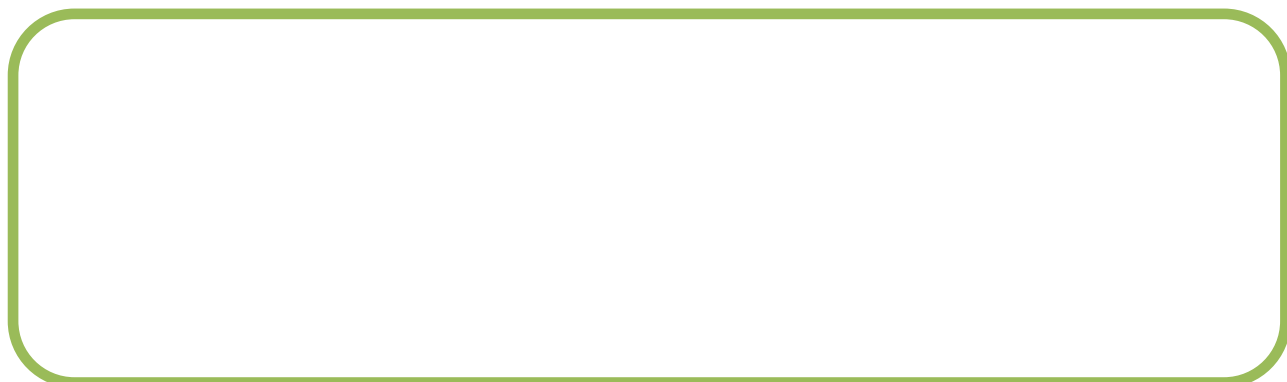
You work as a chef in a local restaurant, you have been busy all night and everyone has been under the pressure and the quality of food has been great. However, one of your colleagues has been walking around all night looking very preoccupied. Her work has not been up to scratch and if she doesn't start to pull her weight, you are all going to get out much later at the end of your shift!



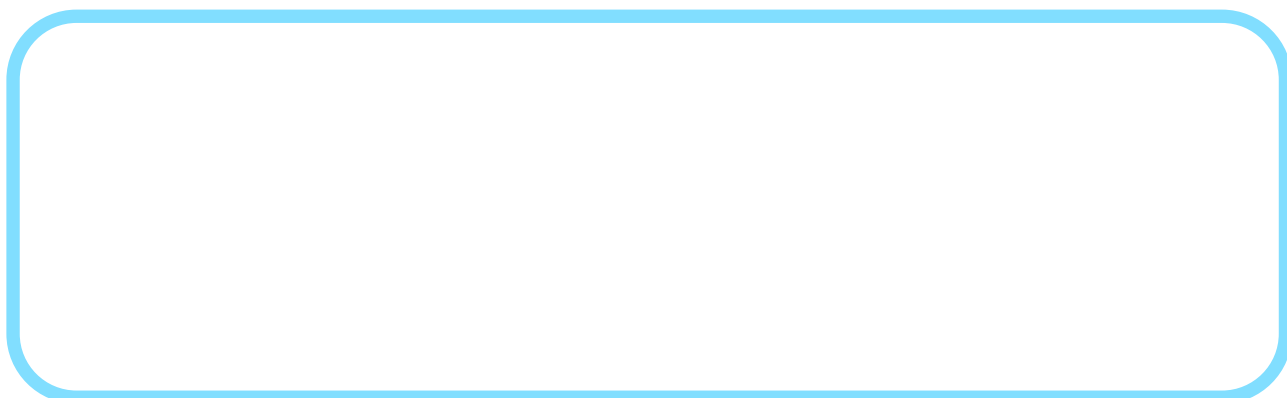
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Team Scenario Task **Cont**

You work for a company that sells furniture. An argument starts between two colleagues in the showroom and in front of some customers. It seems to be over the fact that one thinks the other has sold to one of his customers, close the sale and claim the commission. Although individual bonuses are paid for furniture sold, the main bonus is paid monthly on collective sales.



As a team you have been given a problem solving activity, everyone has lots of ideas, and everyone is talking over each other, nothing is getting done and the exercise is being timed. No one is agreeing, but you can see lots of good and bad ideas from everyone.



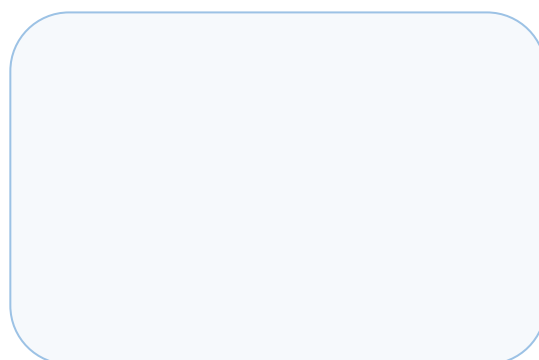
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Humour In the workplace

Used appropriately, humour can release tension and help team morale especially through tough times. If it used inappropriately it can hurt people's feelings, cause accidents or stop people taking things seriously when they should be.

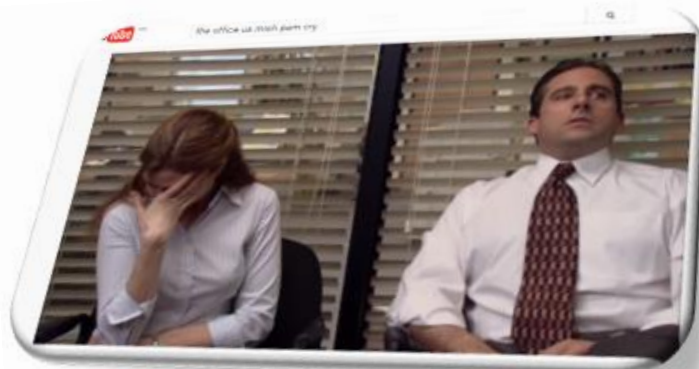
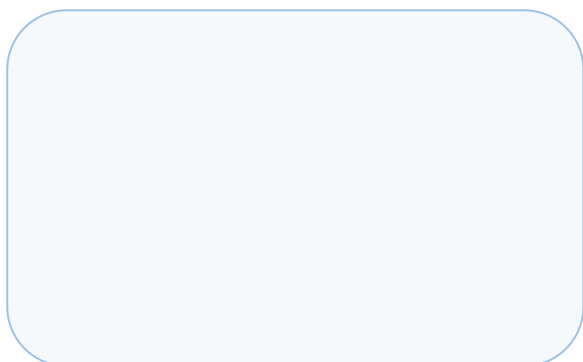
Watch the following clip from 'The Office' and discuss whether you think this was an example of suitable workplace humour.

<https://www.youtube.com/watch?v=wAxtVMuDYD8>



Now cross the pond to The US version of The Office. This clip depicts Michael Scott's take on Humour in the workplace. Discuss why this was a clear example of an inappropriate prank.

<https://www.youtube.com/watch?v=wAxtVMuDYD8>



Can you think of a time where humour has been used *inappropriately* at work, school, college or even at home and explain the effect this had?

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Teamwork Roles

As mentioned and already discussed each member of a team brings with them their own individual skills and qualities. They can then be placed in a position within the team that is tailored to their strengths and character and will benefit the whole team. This is called a role.

Below are some examples of some typical Retail positions. Match up the correct skills list for each role.

Warehouse Op.

Store Manager

Customer Service Asst.

Cashier

Visual Merchandiser

Delivery Driver

Skills required to become a....

are

**Good level of fitness
Excellent organiser
ICT competent
Health and safety aware
Honest & Reliable
Ability to count stock
Confident with paperwork
Can work to targets.**

Skills required to become a....

are

**Polite and friendly
Honest and trustworthy
Aware of customers' needs
comfortable using;**

- barcode scanners
- electronic payment systems

**Confident handling money
Able to work quickly and accurately under pressure.**

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Teamwork Roles cont.

Skills required to become a....

are

**Knowledge of road safety.
Full Driving Licence.
Comfortable lone working.
Patience and can stay calm.
Good Communication skills.
Able to act quickly to change.
Excellent problem solver .
Can manage time effectively.**

Skills required to become a....

are

**Able to lead & Motivate.
Excellent communication.
Can show empathy and understanding.
Committed to success.
Able to handle challenging situations.
Responsible and can make decisions.**

Skills required to become a....

are

**Having a good sense of style, colour and design.
Creativity & Imagination.
Attention to Detail.
Good Communication.
Can work to deadlines.
Ability to work as part of a team but also able to use your own initiative.**

Skills required to become a....

are

**Can promote and sell products to customers.
Able to handle cash and information responsibly.
Comfortable using technology.
Confident working quickly and accurately in a very busy environment.**

Retail Skills Recruitment Task

You now need to picture yourself in the following scenario.

You are the manager of a well-established Doughnut Company. You have built the business from scratch and pride yourself on the fact your employees are happy and have always worked as a very effective team. You believe that this has been the secret to your success. One of your oldest and well-respected employees is retiring and you need to find someone to fill their shoes.

Create an advert that would be placed in a local paper that highlights all the skills, strengths and values you would look for in the perfect candidate.



To help you with this task try to think about the strengths and qualities present in someone that you would choose to employ, or you would like to be part of your team!

Retail Skills

Word Search Team Task

Your tutor will now time you to see how quickly you can individually find all the words in the grid below. Good luck!

TEAM WORK

R	N	E	E	N	Y	M	L	I	S	S	G	A	A
S	N	R	P	O	T	H	C	P	H	C	N	E	C
S	H	A	R	I	N	G	S	P	T	Y	I	G	O
A	I	V	O	T	T	S	Y	Y	G	H	R	H	M
R	R	L	D	A	H	K	T	I	N	T	A	A	M
C	R	O	U	R	O	I	I	O	E	R	C	R	U
Y	I	T	C	E	N	L	V	R	R	O	A	D	N
T	M	R	T	P	E	L	I	L	T	W	R	W	I
R	T	T	I	O	S	S	T	O	S	T	N	O	C
T	I	H	V	O	T	T	I	Y	R	S	T	R	A
E	R	L	E	C	T	O	S	A	O	U	T	K	T
U	I	N	O	I	T	H	O	L	I	R	N	I	I
R	P	N	T	C	N	C	P	I	I	T	M	N	O
V	D	T	R	E	H	T	E	G	O	T	N	G	N

STRENGTHS
PRODUCTIVE
CARING
COMMUNICATION
HARDWORKING
SHARING
POSITIVITY
COOPERATION
SKILLS
TOGETHER
LOYAL
TRUSTWORTHY
HONEST

How long did it take you to find all the words?

_____ Minutes _____ Seconds

Retail Skills Recap

Your tutor will set up an old-fashioned game of hangman and your challenge as a team is to uncover the missing letters below to reveal a commonly used phrase in retail.

T _ _ _ _ _

E _ _ _ _ _

A _ _ _ _ _

M _ _ _

Finally, to confirm your understanding of this series, watch the following light-hearted clip and record 5 things you have learnt about the 'power of teamwork'

<https://www.youtube.com/watch?v=w9j3-ghRjBs>



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