



## YOUR MOTIVATION TOOLKIT

Communication

### Case Study 1 – Barry and Communication Barriers

#### Effective Communication as a Motivator

One common complaint employees voice about supervisors is inconsistent messages – meaning one supervisor tells them one thing and another tells them something different. Imagine you are the supervisor/manager for each of the employees described below. As you read their case, give consideration to how you might help communicate with the employee to remedy the conflict. Answer the critical thinking questions at the end of the case then compare your answers to the *Notes to Supplement Answers* section.

Barry is a 27-year old who is a foodservice manager at a casual dining restaurant. Barry is responsible for supervising and managing all employees in the back of the house. Employees working in the back of the house range in age from 16 years old to 55 years old. In addition, the employees come from diverse cultural and ethnic backgrounds. For many, English is not their primary language.

Barry is ServSafe® certified and tries his best to keep up with food safety issues in the kitchen but he admits it's not easy. Employees receive "on the job training" about food safety basics (for example, appropriate hygiene and handwashing, time/temperature, and cleaning and sanitizing). But with high turnover of employees, training is often rushed and some new employees are put right into the job without training if it is a busy day. Eventually, most employees get some kind of food safety training. The owners of the restaurant are supportive of Barry in his food safety efforts because they know if a food safety outbreak were ever linked to their restaurant; it would likely put them out of business. Still, the owners note there are additional costs for training and making sure food is handled safely.

One day Barry comes to work and is rather upset even before he steps into the restaurant. Things haven't been going well at home and he was lucky to rummage through some of the dirty laundry and find a relatively clean outfit to wear for work. He admits he needs a haircut and a good hand scrubbing, especially after working on his car last evening. When he walks into the kitchen he notices several trays of uncooked meat sitting out in the kitchen area. It appears these have been sitting at room temperature for quite some time. Barry is frustrated and doesn't know what to do. He feels like he is beating his head against a brick wall when it comes to getting employees to practice food safety.

Barry has taken many efforts to get employees to be safe in how they handle food. He has huge signs posted all over the kitchen with these words: KEEP HOT FOOD HOT AND COLD FOOD COLD and WASH YOUR HANDS ALWAYS AND OFTEN. All employees are given a thermometer when they start so that they can temp food. Hand sinks, soap, and paper towels are available for employees so that they are encouraged to wash their hands frequently.



# Case Study 1 Barry And Communication Barriers

**Michael Seilmaier**



## Case Study 1 Barry And Communication Barriers:

**FCS Integrated English for First Additional Language L3** Bernita Naudé,2009      **Improving Software Development Productivity** Randall W. Jensen,2015 In Improving Software Development Productivity legendary software engineering expert Dr Randall Jensen introduces a proven quantitative approach to achieving high productivity through management support the ability to communicate and technology Jensen demonstrates how to measure organizational capacity and productivity and use that information to build more accurate estimates and schedules and more broadly to improve many facets of developer and team performance Students will learn to quantitatively predict the productivity impact of management decisions related to personnel and management style development environment product constraints technology development systems and more      **The Academic Library and Its Users** Peter Jordan,2017-03-02 The many recent changes in higher and further education mean that it is more important than ever to analyse the needs of academic library users and both promote and provide the service they require This constructive book pervaded throughout by the impact of IT on the learning environment surveys the influences on today s academic library and explains how to increase user satisfaction through quality management The author focuses particularly on users behaviour in the library the problems they cause or encounter and how libraries cope The book examines the varying needs of undergraduate and graduate mature and part time students overseas students franchised students distance learners and other groups with special needs explaining ways in which these needs can be identified and the service evaluated One chapter is devoted to research and researchers information demands The particular requirements of subject communities and their consequences for academic libraries are also investigated as well as the requirements of teaching staff and ways in which the library can work with them The author emphasizes the importance of user education programmes and explains how to promote the library effectively with limited resources For librarians heads of services and senior library managers in further and higher education and those such as subject librarians responsible for specific student groups this book provides a comprehensive and realistic guide to providing and promoting a quality service Students of librarianship and information management will gain valuable insight from this book into user analysis and improving the performance of information provision      *Interpersonal Communication in Pharmaceutical Care* Helen Meldrum,1994-09-08 *Interpersonal Communication in Pharmaceutical Care* shows readers how to communicate better with patrons and patients in hospital and retail pharmacy locations Author Helen Meldrum who has been teaching interpersonal skills to pharmacy students and practitioners since the early 1980s uses actual scenarios to demonstrate basic communication skills These real life examples illustrate communication problems from the perspectives of pharmacy workers and their subsequent efforts to improve the lines of communication with patrons Yet the case studies do more than depict actual dialogue between pharmacists and their customers and patients they address improved communication between co workers a vital aspect of providing excellent pharmacy practice Throughout *Interpersonal*

Communication in Pharmaceutical Care the reader finds how important it is to replace negative communication with more effective choices These conversations prepare readers to act not react when faced with difficult persons or situations in pharmacy settings Interpersonal Communication in Pharmaceutical Care is a resource of how to improve communication in pharmacy practice Pharmacists who analyze the scenarios in this book can more readily identify effective responses to challenging situations in hospital and retail practice The interpersonal skills section covers such fundamentals as Basic speaking and listening skills Responsible assertive communication skills Counseling skills Interprofessional problem solving skills Conflict management skills Collaborative communication skills Truly a unique book due to its practical nature Interpersonal Communication in Pharmaceutical Care is appropriate for all pharmacy practitioners from the level of technician through supervisor Because the cases featured are transcripts of actual interactions between pharmacists customers and co workers readers can identify with the situations and begin to effectively change their communication methods with satisfactory results for the patron or patient and the pharmacist

*Films and Other Materials for Projection* Library of Congress,1976

**The Disability Support Worker** Geoff Arnott,2020-04-13 The third edition of The Disability Support Worker meets the needs of people who adopt a person centred approach in their work The wholly Australian text includes information about the National Disability Insurance Scheme and other required reforms consistent with the United Nations convention on the Rights of People with Disabilities This text supports training and skills development for the CHC43115 Certificate IV in Disability Revisions for this edition reflect changes to the training package particularly upgrading competencies dealing with individualised support empowerment and facilitation consistent with a strengths based approach Premium online teaching and learning tools are available on the MindTap platform Learn more about the online tools [cengage.com/au/mindtap](http://cengage.com/au/mindtap)

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