

## Description of Assignments

### 3 Things in Common Assignment

**Time limit: 1-3 minutes total**

In groups of three, you are to determine three things that all of your group members have in common regarding the following topic areas:

- Travel and entertainment
- School and growing up
- Hobbies, sports and recreation

As a group, you will stand up in front of the class and each one of you will introduce another member of the group and share the three things that you have in common for one of the topic areas. For example, Hong would introduce Maria and then share three things that all of the group had in common for the topic of travel and entertainment (e.g., all had been outside of the U.S., all like Brad Pitt movies, and all recently ate at your favorite fast food place -- In and Out Burger).

## **Performance Review, Action Plan, and Job Task Analysis**

One of the most difficult and bungled communication events in organizations is the performance review. Most businesses have a formal or informal process for providing employees with feedback on their performance, creating corrective action plans, and setting goals for their future behavior. Often, performance reviews are required for or tied to incentives, such as raises, stock grants, and promotions.

The performance review is an excellent opportunity to help employees grow and improve, while simultaneously fostering a supportive relationship with peers and managers as well as creating more productive and satisfied employees.

For this assignment, you are to use what we have learned in class about whole messages and providing constructive feedback to author a performance review. Please refer to the sample provided. You are to type your performance review on the form that you download from our class web site.

You will be authoring a performance review and setting goals for your current or most recent manager/boss. For the portions of the form that are historical (e.g., position responsibilities, past performance, etc.), you are to be truthful and accurate. For the parts of the form dealing with the future (e.g., goals and measures), you may make these up; however, this information should be consistent and appropriate for the person you are reviewing.

In order to complete this assignment, you will need to conduct a Job Task analysis where you detail the specific tasks required for the job. To help create this, please refer to:

The **Occupational Information Network** (or O\*NET) which is an online database that includes, among other things, the characteristics of most jobs in terms of tasks, behaviors, and the required knowledge, skills, and abilities (<http://online.onetcenter.org>).

*The employee and I have prepared and discussed this performance review. I believe it fairly reflects this employee's work performance for the review period.*

**Manager's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*My signature indicates that my Manager and I discussed this performance summary.*

**Employee's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

*I acknowledge the performance summary and employee comments (if any) as documented.*

**Next Level Manager's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Employee Name:**

L., Maureen

**Manager Name:**

Abrahams, Matthew

**Job Title:**

Education Logistics Manager

**Department Name:**

Education

**Review Date:**

September \_21 2000

**Review Period:**

From: (10/01/2006)

To: (09/30/2007)

This performance review is to document how effectively you have performed over the stated period of time. You and your manager should discuss, evaluate and summarize your performance based upon your job responsibilities, results, and performance competencies. You should also clarify expectations, set specific objectives, and create a plan to help you maintain or increase your effectiveness.

**JOB RESPONSIBILITIES:** (Summarize job responsibilities and performance measures.)

**Position Objective:** Establish, monitor, and improve the processes involved in registering, billing, and running XYZ Education classes.

**Scope:** Global

**Responsibilities:**

- Hire, ramp and manage Logistics personnel
- Manage the daily volume of class registrations
- Maintain up-to-date course offering information on the Education web site
- Work with accounting to ensure all revenue and billing is timely and accurate
- Ensure that all classrooms are set up for teaches
- Coordinate manual reproduction and ordering
- Deploy Learning Management System for registration
- Manage training rooms systems set up and refreshing
- Assist in coordinating New Training Room build outs

I acknowledge that many of these tasks were not part of your original job description when you hired on. I appreciate your flexibility in accepting new responsibilities as the growth and changes of XYZ dictated.

**RESULTS:** (List specific objectives and results achieved during the review period.)

- ✓ Hired and Trained 4 Logistics personnel and facilitated the transfer of two additional people from other teams within XYZ.
- ✓ Developed Operations, Billing and Registration policies and
- ✓ Unified all registration processes among XYZ, Trading Dynamics, and TRADEX
- ✓ Managed Web Content for XYZ Education Web Site
- ✓ Managed Global Schedule and all Resources including rooms and Instructors
- ✓ Ramped up our Logistics operations outside the US
- ✓ Negotiated with XYZ Education Providers for facilities and instructors
- ✓ Served as Process Architect and Project Manager for the Docent LMS deployment
- ✓ Established print vendor relationship and manual ordering process

Each of the results documented above has played a critical part of XYZ Education's ability to grow. The people and processes for which you are responsible have enabled us to become global, scalable, consistent and repeatable.

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**PERFORMANCE COMPETENCIES:** (For each performance competency, describe strengths and areas for development.)

**Leadership:** Demonstrates ability to lead by example and to influence others.

You are a very skilled and compassionate leader who makes effective decisions. You are highly sensitive to the needs and aspirations of the people you lead. You instill great confidence and have acquired many admirers because of your leading by example. Your ability to influence decisions and action is admirable.

Here are some things that your direct reports wrote:

"Always provides leadership when presented with obstacles."

"She makes an effort to provide guidance for those she leads."

"She makes decisions quickly and with thought."

Areas for improvement:

- Confidence! You are a phenomenal, compassionate person and an excellent leader. You need to know that from deep down inside. Insecurity can breed lack of confidence.
- 
- Do not ease up on whiners

"Sometimes (she) does give in if one of us whines enough."

- Do not be afraid to push back or assert you ideas.

**Planning and Process Orientation:** Develops and implements plans and processes.

You have been a lifesaver in terms of creating and implementing well-thought out plans and processes. Your role by its very nature is heavily process oriented. When you first took over, we did not have many, if any, processes. Today, we have several global and effective ones.

I appreciate your ability to always be willing to amend or alter the processes as demands change. This has been made very clear in your efforts to drive Accounting and Docent.

Areas for improvement:

- Better communication of the process to an audience outside the Logistics and Education teams

**Teamwork:** Works well with others. Develops productive relationships across functions and departments, as well as with external stakeholders.

Absolutely! Your team, your management peers, and people external to Education all comment to me that you are an amazing team player. Not only do you assume responsibility when working with others, but you also seek feedback.

Areas for improvement:

- Again, confidence is key. When working with others, you score extremely high marks for niceness, ability, follow through, but I feel the confidence that you portray could be stronger.

**Results Orientation:** Produces accurate, thorough and timely results.

For things over which you have full control (unlike Docent), you deliver very reliably and predictably. The deliverables that I request of you are always presented on time and done thoroughly.

Comments from your team:

"Maureen is great on follow up either through voicemail or email."

"She is never one who gives up."

"With all of the information she receives on a daily basis, she produces very accurate, thorough and timely results."

Areas for improvement:

- Although I think this is improving, I think you need to delegate tasks more completely. I get the sense that you are still involved too much in all of the results that your team produces. This will not be scalable as we grow.

**Customer Relationships:** Delivers on customer commitments. Builds relationships with internal and external customers.

No issue here at all. Your skillfulness and talent with all of the constituencies that you service is unparalleled at XYZ.

**Other:** (Describe any other relevant competencies.)

**Employee Relationships:** Delivers on commitments to his or her employees. Provides timely feedback, guidance, support and direction. Is available and accessible.

Your employees really like and respect you.

Some comments:

“She definitely prioritizes her team.”

“(She) does a good job of following up on her commitments to me.”

Areas for improvement:

- A few of your team noted that at times you direct them to do things and you speak too quickly for them to understand everything. Perhaps, asking them to review what you want them to do could help.
- Also, some folks commented that they don’t always understand the bigger picture into which the task you asked them to perform fits. Although it is time consuming, please try to “paint the whole picture” for them.

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**PERFORMANCE SUMMARY:** (Summarize the employee's overall performance considering job responsibilities, results, and performance competencies.)

Maureen, you are a pleasure to work with. I truly appreciate your commitment, talents, and dedication not only to your team but to what is right for the customer/partner. I know that your role is filled with ambiguity, change, and over bearing demands, but you handle this with grace and skill. I look forward to working with you as you embark on your new role.

In terms of areas for improvements, I think they boil down to confidence and clarity. Confidence in yourself to know that you are competent and good at what you do. And, clarity in what and how you communicate to some of your people. Finally, I have two personal requests: (1) Please stop worrying if I am displeased with your performance. I will let you know...trust me. (2) I need for you not to work so much. It is not healthy nor balanced, and I fear burn out for you. We will need to work together to find a middle ground where we can balance your drive for service and perfection with the realities of the ever-changing XYZ experience.

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**PERFORMANCE RESULTS:** (Indicate below a performance rating based on the employee’s sustained performance relative to others doing similar work.)

- Needs Development** – Usually meets expectations.       **Accomplished** – Consistently meets and may often exceed expectations.       **Exceptional** – Consistently far exceeds expectations.

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**GOALS AND OBJECTIVES FOR THE NEXT REVIEW PERIOD:** (Define goals and objectives for the coming year that will provide the basis for the next performance.)

Objective	Performance Measure	Date/Qtr to Complete
Drive the Development Plans for Instructors	50% of instructors have development plans by end of Q1	
Focus on Furthering Technical Skills and CrossTraining on Product Lines	At least one technical training class offered by end of Q2	

## **Sundar**

Sundar is a very talented engineer. He is able to quickly and accurately solve problems that others struggle with. He gets along nicely with his peers and people like him. However, Sundar is a big guy. He stands six feet eight inches tall and weighs 225 pounds. He also speaks in an assertive, confident tone.

Sundar's physical presence, strong communication style and reputation for being right intimidates his fellow employees. In many meetings, Sundar's peers will not share their ideas for fear of being corrected or challenged (in a friendly way). Others simply do not work hard when Sundar is on their team because they know he will end up doing it his way and he will do it better than they could have. Remember, no one dislikes Sundar, and the company very much wants him as an employee.

As Sundar's manager, you are to come up with the following:

- (1) Come up with three adjectives (descriptive words) that describe the behavior that needs to be changed.
  - (2) What are the advantages and disadvantages to providing this feedback? What are the advantages and disadvantages to not providing this feedback?
  - (3) Why might this person act this way?
  - (4) Write one sentence that defines the desired behavior that you would prefer to see.
  - (5) Author a whole message that accurately summarizes the problem and provides clear, actionable steps he can take to address the issue. Do NOT simply restate the information provided above.
  - (6) Create an action plan with measurements to ensure that he knows if he is succeeding in achieving your goals for him
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## **Veronica**

Veronica has been at the company for three years. She is in sales. She is very knowledgeable about the company's products and is great with customers. Several of her clients have gone out of their way to contact management to let them know how caring she is. For the past two years, she has been the top grossing sales person for the company bringing in twice as much revenue as the next top sales person.

Within the company, Veronica is known as a loose canon. She will make commitments to customers without speaking with those at the company who need to fulfill the commitments. She does not like to work on teams because she likes to keep all of her commissions to herself. She is defiant toward her management when she thinks she or her customers are getting a bad deal. Remember, Veronica is necessary at the company. Without the revenue she brings in, the company would be in a bad way.

As Veronica's new manager, you are to come up with the following:

- (1) Come up with three adjectives (descriptive words) that describe the behavior that needs to be changed.
  - (2) What are the advantages and disadvantages to providing this feedback? What are the advantages and disadvantages to not providing this feedback?
  - (3) Why might this person act this way?
  - (4) Write one sentence that defines the desired behavior that you would prefer to see.
  - (5) Author a whole message that accurately summarizes the problem and provides clear, actionable steps he can take to address the issue. Do NOT simply restate the information provided above.
  - (6) Create an action plan with measurements to ensure that he knows if he is succeeding in achieving your goals for him
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## **Hong**

Hong writes technical documentation for your company. He is one of the first employees of the firm and knows everyone very well. He is a fast, accurately author whose publications are very helpful and have even won industry awards. Hong is always willing to lend a hand, and because he is so technical, he has actually caught some critical and potentially embarrassing mistakes in the product.

Hong likes to use humor and charm to make people comfortable. He has found this helpful when asking others for assistance or when providing feedback to others. However, many people feel uncomfortable with Hong's jokes. They are not blatantly offensive; they are simply not appropriate for the work environment. Further, Hong shares gossip and insider information from the early days of the company. This information also makes people uncomfortable. Remember, Hong is a valued employee and very helpful.

As Hong's manager, you are to come up with the following:

- (1) Come up with three adjectives (descriptive words) that describe the behavior that needs to be changed.
  - (2) What are the advantages and disadvantages to providing this feedback? What are the advantages and disadvantages to not providing this feedback?
  - (3) Why might this person act this way?
  - (4) Write one sentence that defines the desired behavior that you would prefer to see.
  - (5) Author a whole message that accurately summarizes the problem and provides clear, actionable steps he can take to address the issue. Do NOT simply restate the information provided above.
  - (6) Create an action plan with measurements to ensure that he knows if he is succeeding in achieving your goals for him
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## Interview Assignment

For this assignment, we will be simulating a “real-world” interview. You will be partnered with another student in class and each of you will be interviewed by a guest interviewer. While you are being interviewed, your partner is to observe quietly while filling out a copy of the Interview Review Form shown below. You will then switch roles.

The guest interviewer will pretend to be a hiring manager for the company to which you are applying. The interviewer will have a copy of your resume. He or she is in charge of the interview, so please be respectful and courteous. The interviewers have been instructed to ask you questions that not only relate to the job to which you are applying, but also to ask questions regarding your abilities and future plans. Treat this as a real interview.

When you are not observing or being interviewed, you are to sit quietly and prepare or do other homework. Your conduct is also being evaluated before and after your interview.

You are to dress in professional, business attire. Gentlemen: Suits or slacks with a button down shirt would be appropriate. Ladies: Suits or nice slacks/skirts. Please dress for success!

Experts advise that successful interview candidates are:

*Prepared* – homework has been done on the company and the position

*Honest* – answer all questions truthfully and completely

*Engaging* – pay attention to the questions asked and provide interesting information

You are to come to class on the day of your interview with a typed, formal, proof-read resume that follows a standard resume format (sample resumes can be found online at: <http://www.bestsampleresume.com/>). The information contained in your resume should be accurate, impactful and specific to the job to which you are applying.

Remember your resume is a tool with one specific purpose: to win an interview. A resume is an advertisement: That is, a resume says “**if you buy this product, you will get these specific, direct benefits.**” A resume uses direct, action verbs and adjectives in active voice. It is also pleasing to the eye and concise (read: one page).

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**Interview Review Form**

Interviewee name:

Job applied for:

	<b>Very Strong</b>		<b>Acceptable</b>		<b>Needs Work</b>
Professionalism • Dress • Attitude • Preparation  Comment:	5	4	3	2	1
Answers • Insightful • Answered questions posed  Comment:	5	4	3	2	1
Engaging/Involved • Engaging/interesting • Questions asked  Comment:	5	4	3	2	1
Communication • Well-spoken • Good eye contact • Organized answers  Comment:	5	4	3	2	1

Strengths:

Areas of improvement:

## **SAMPLE INTERVIEW QUESTIONS**

### **WARM-UP QUESTIONS**

1. Briefly, would you summarize your work history and education for me?
2. What are you looking for in a job?

### **HISTORY**

3. What special aspects of your experience have prepared you for this job?
4. Can you describe for me one or two of your most important accomplishments?
5. How much supervision do you require to be successful?
6. Describe for me one or two of the biggest disappointments in your history?
7. What is important to you in a company? What things do you look for in an organization?

### **JOB PERFORMANCE**

8. Everyone has strengths and weaknesses. What are your strong points for this job?
9. What would you say are areas needing improvement?
10. How did your supervisor on your most recent job evaluate your job performance? What were some of the good points & bad points of that rating?
11. When you have been told, or discovered for yourself, a problem in your performance, what have you typically done? Can you give me an example?
12. Do you prefer working alone or in groups?
13. What kind of people do you find it most difficult to work with? Why?
14. Can you give me an example of your ability to manage or supervise others?
15. What are some things you would like to avoid in a job? Why?
16. In your life, what kind of pressures do you encounter?
17. What would you say is the most important thing you are looking for in a job?

### **EDUCATION**

18. What special aspects of your education or training have prepared you for this job?
19. What courses in school have been of most help in doing your job?

### **CAREER- GOALS**

20. What is your long-term employment or career objective?
21. What kind of job do you see yourself holding five years from now?
22. What do you feel you need to develop in terms of skill & knowledge in order to be ready for that opportunity?
23. How does this job fit in with your overall career goals?
24. Who or what in your life would you say influenced you most with your career objectives?
25. Can you pinpoint any specific things in your past experience that affected your present career objectives?
26. What would you most like to accomplish if you had this job?
27. What might make you leave this job?

### **SELF-ASSESSMENT**

28. What kind of things do you feel most confident in doing?
  29. Can you describe for me a difficult obstacle you have had to overcome? How did you handle it? How do you feel this experience affected your personality or ability?
  30. How would you describe yourself as a person?
  31. What do you think are the most important characteristics & abilities a person must possess to become successful? How do you rate yourself in these areas?
  32. Do you consider yourself a self-starter? If so, explain why ( and give examples)
  33. What do you consider to be your greatest achievements to date? Why?
  34. What things give you the greatest satisfaction?
  35. What things frustrate you the most? How do you usually cope with them?
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**CREATIVITY**

36. In your work experience, what have you done that you consider truly creative?
37. Can you think of a problem you have encountered when the old solutions didn't work and when you came up with new solutions?
38. Of your creative accomplishments big or small, at work or home, what gave you the most satisfaction?
39. What kind of problems have people recently called on you to solve? Tell me what you have devised.

**DECISIVENESS**

40. Do you consider yourself to be thoughtful, analytical or do you usually make up your mind fast? Give an example.
41. What was your most difficult decision in the last six months? What made it difficult?
42. The last time you did not know what decision to make, what did you do?
43. How do you go about making an important decision affecting your career?
44. What was the last major problem that you were confronted with? What action did you take on it?

**RANGE OF INTERESTS**

45. What organizations do you belong to?
46. Tell me specifically what you do in the civic activities in which you participate.

**WORK STANDARDS**

47. What are your standards of success?
48. How would you define doing a good job? On what basis was your definition determined?

**LEADERSHIP**

49. To what type of leadership do you best respond?
50. How do you get people who do not want to work together to establish a common approach to a problem?
51. How would you describe your basic leadership style? Give specific examples of how you practice this?
52. Do you feel you work more effectively on a one to one basis or in a group situation?

**ORAL PRESENTATION SKILLS**

53. Have you ever done any public or group speaking? Recently? Why? How did it go?
54. Have you made any individual presentations recently? How did you prepare?

**WRITTEN COMMUNICATION SKILLS**

55. Would you rather write a report or give a verbal report? Why?
56. What kind of writing have you done? For a group? For an individual?
57. What is the extent of your participation in major reports that have to be written?

**STABILITY & MATURITY**

58. Describe your most significant success & failure in the last two years.
  59. What do you like to do best?
  60. What do you like to do least?
  61. What in your last review did your supervisor suggest needed improvement?
  62. What have you done about it?
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## **Interview Self-Review Sample**

### **1. Feelings about the interview.**

Before the interview, I was a little bit nervous about my ability to answer the questions in depth. While waiting outside for our turn, my partner and I were talking about some ways to relieve the nervousness. During the actual interview, I was not as nervous as I thought I would be, but the anxiety still got to me. After the interview, I was extremely relieved to have finished without making any big mistakes and was able to answer the questions with ease.

### **2. Strengths**

I thought that one of my strong points was my poise. I sat with a good posture and maintained that posture throughout the interview. I didn't slouch even though I really wanted to because keeping myself straight is tiring. I also thought that my eye contact was good, not too much, but the right amount. I looked at the interviewer since I was engaging in a conversation with him, but I never shied my eyes away for too long. Looking at the person for long periods of time may make things become a little weird.

### **3. Weaknesses**

I thought that I had many weaknesses. Being nervous was obviously a big factor for me. I was doing nothing but setting myself up to fail because I could not articulate my thoughts well. Another weakness I had was lack of preparation. I think I did not practice the answers to the questions enough.

### **4. Things I will do to do better next time**

Next time, I will try to be more prepared and practice interviewing with my friends and family. Also, the nervousness factor in general can be improved by positive visualization and other techniques that I learned in my public speaking class. Starting several days prior to my next interview, I will go through these anxiety reduction techniques.

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## Meeting Planning Assignment

For this assignment, you are to prepare to run a meeting for Satellite Systems from Case Study #2 in your *Communications in Organizations* book. You are to pretend that you are Bill Curtis. You will be running a company-wide meeting the day following the events described in the case study. Your deliverable is a typed agenda with ground rules on it along with a completed Facilitation Pre-work Worksheet. You get to determine the topics covered in the meeting, but you should have no more than three to five topics that make sense given the case study. Feel free to make up names for other people who might lead one of the topics.

Your grade will be based on your ability to structure and organize a well-thought out meeting that follows the format in the example provided. Further, you must thoroughly and thoughtfully complete the Facilitation Pre-work Worksheet in a manner that is consistent with the case study.

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## Facilitation Pre-work Worksheet

<b>Audience analysis</b>	
<ul style="list-style-type: none"><li>• who is attending and why?</li></ul>	
<ul style="list-style-type: none"><li>• co-located or mediated?</li></ul>	
<ul style="list-style-type: none"><li>• power/status issues?</li></ul>	
<ul style="list-style-type: none"><li>• historical concerns?</li></ul>	
<b>Meeting's purpose</b>	
<ul style="list-style-type: none"><li>• social, advisory, and/or decision making?</li></ul>	
<ul style="list-style-type: none"><li>• what are the desired or expected outcomes?</li></ul>	
<b>Meeting's position in a larger process or organization</b>	
<ul style="list-style-type: none"><li>• relevance to other aspects of work being done?</li></ul>	
<ul style="list-style-type: none"><li>• to whom and what needs to be communicated after the meeting?</li></ul>	
<b>Event design</b>	
<ul style="list-style-type: none"><li>• location?</li></ul>	
<ul style="list-style-type: none"><li>• timing?</li></ul>	
<ul style="list-style-type: none"><li>• amenities?</li></ul>	
<b>Decision making</b>	
<ul style="list-style-type: none"><li>• decision time frame?</li></ul>	
<ul style="list-style-type: none"><li>• Consensus vs. majority vote</li></ul>	

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## Agenda Setting Worksheet

Create an agenda by filling in all of the information below.

Meeting title	
Meeting date	
Meeting location (office and room number)	
Meeting time (include AM/PM & time zone)	
Conference call # and/or URL info	
Objective	
Item 1 – topic, presenter, time limit	
Item 1 – topic, presenter, time limit	
Item 1 – topic, presenter, time limit	

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## Ground Rules Worksheet

List at least three appropriate ground rules for the following categories.

Behavioral ground rules	<ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>
Procedural ground rules	<ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>
Content ground rules	<ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li></ul>

How will you document and post these rules?

How will the group enforce and support these rules?

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**Graduation Committee Meetings**  
**November 28<sup>th</sup>, 2006**

**De Anza College, Room L 49 10:30 AM to 12:10 PM PST**

**Objective:** Should public service be a requirement for college graduation?

I. Review ground rules

Hunter

II. Advantages

Chris 4-5 minutes

Q1. Wouldn't it be a nice experience for the students?

Q2. How will this benefit students?

Q3. What are your thoughts on public service being fulfilling?

III. Consequences

Nick 4-5 minutes

Q1. How does public service affect student workload?

Q2. What are negative aspects of public service?

Q3. How would this affect full-time working students?

IV. Decision

Hunter 2-3 minutes

Q1. What can be agreed upon for this topic?

Q2. What are some possible outcomes as a result of our decision?

Q3. Will this decision be in the best interest of student education?

**Ground rules for this meeting:**

- This meeting will last for 12 to 15 minutes and no longer.
  - All who are present in this meeting will be listened to and all will have a chance to express themselves.
  - Speak one at a time; try to refrain from interrupting one another.
  - Conflict and dissent are welcome under the condition of respect and courtesy.
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### **Dear Abby Assignment**

You are to assume the role of Dear Abby. Take a communication conflict from your work life that has occurred recently or is currently happening. Form the situation into a question and use this question as your first sentence. Type a 1-page (at least 500 words), grammatically correct paper on this interpersonal conflict communication situation. You will analyze the situation using terms and theory that you have learned in class. Your goal is to analyze effectively the situation and provide advice for how to make the communication more effective. You should use at least 3 concepts discussed in class. Your grade will be based on the thoroughness of your description and advice.

Example communication situations could include:

- Dear Abby: My co-worker always complains. How do I stop his negative attitude?
  - Dear Abby: My boss is offensive. How do I stop the insults?
  - Dear Abby: My co-worker does not do her share of the work. How do I get her to do her work?
  -
-

## Win-Win Negotiation Worksheet

### 1. Identify the needs of each party:

Include both task needs (money, deadlines, etc.) and relational needs (respect, integrity, etc.). As you list each person's needs, focus on the end goal, not the specific means of establishing that goal.

#### Person A:

-Relational needs

-Task needs

#### Person B:

-Relational needs

-Task needs

2. **Brainstorm a list of possible solutions.** Before completing this step, look ahead in your text, and read the advice about brainstorming found in Chapter 8. Following those guidelines will help you think outside the box!

A.

B.

C.

D.

E.

3. **Evaluate the alternate solutions, and select the solution (or combination of solutions) that you think would work best for all parties. Explain your choice.** Check your mind set. You must cultivate a "problem-centered" attitude, not a "person-centered" attitude. Your overarching goal should be to find a solution that benefits all parties concerned (recall Utilitarian ethics from Chapter 1, which seeks the greatest good for the greatest number). If you're trying to get the "better deal" for yourself, your chances of reaching a win-win solution are low.

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## **Project Plan Assignment**

For this assignment, you will work in a group with four other people. Together, you will write a business plan and then present it. Using your best persuasion ability, you are to type a grammatically correct Business Plan that follows the template provided in the “Creating a Business Plan” book. Your plan is to have the following components:

- Cover page and table of contents
- Executive summary
- Business description
- Business environment analysis
- Industry background
- Competitive analysis
- Market analysis

You and your group members can come up with the business idea on which your plan will be based. Your proposal must be feasible, but also creative. Create reasonable estimates.

Your business plan grade will be based on the thoroughness of your plan as well as your following of the template provided in the book. Your degree of persuasiveness will also count. Your presentation will be evaluated on its cohesiveness and depth. Also, your speaking ability will be assessed.

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Last name (print) \_\_\_\_\_ First name (print) \_\_\_\_\_

As members of the De Anza College community, we commit ourselves to act honestly, responsibly, and above all, with honor and integrity. The Honor Code below sets expectations of students in establishing and maintaining the highest standards in academic work:

The Honor Code is an undertaking of the students, individually and collectively:

- a. that they will not give or receive aid in examinations; that they will not give or receive unpermitted aid in exams, class work, in the preparation of reports, or in any other work that is to be used by the instructor as the basis of grading;
- b. that they will do their share and take an active part in seeing to it that others as well as themselves uphold the spirit and letter of the Honor Code which may include reporting other's violations.

Examples of conduct that have been regarded as being in violation of the Honor Code include:

- Copying from another's exams or allowing another to copy from one's own paper
- Plagiarism
- Revising and resubmitting a quiz or exam for regarding
- Giving or receiving unpermitted aid
- Representing as one's own work the work of another
- Not doing one's fair share of work and taking credit as if one had done the work

I accept responsibility to maintain the Honor Code at all times.

Date: \_\_\_\_\_ Sign full name \_\_\_\_\_

Quiz #1 affirmation: Sign full name \_\_\_\_\_

Quiz #2 affirmation: Sign full name \_\_\_\_\_

Quiz #3 affirmation: Sign full name \_\_\_\_\_

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