| Teams Complete Work Tasks | Feedback & Support | Trainees in Employer's Roles |
| Create Workplace Environment | Establish Workplace Behavior | Meet Successful People |

Hard Work on Soft Skills

Bringing the Culture of the Workplace into Training

Simulation Pilot Training, October 23, 2012

Presenter: Elsa Bengel

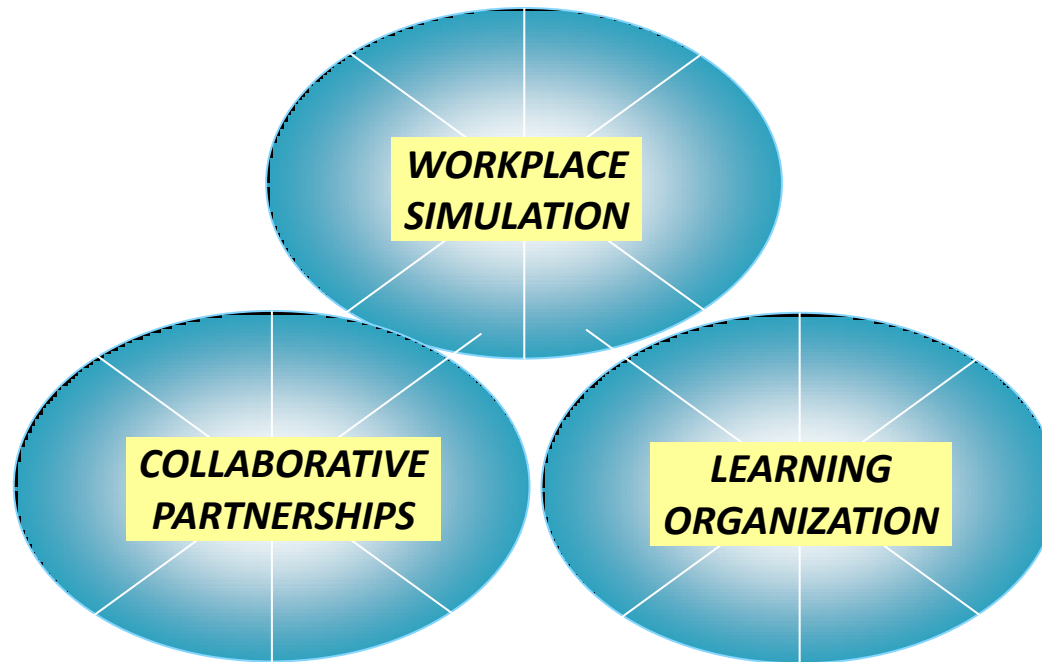# วิธีทำคุณได้เรียนรู้เกี่ยวกับวัฒนธรรมการใหม่หรือไม่

How do you learn about a new culture (in Thai)?

- ✓ 1.
- ✓ 2.
- ✓ 3.
- ✓ 4. What about the hidden rules?

Approach: *Creating Images of Competence*

" We all live out of images

" Images determine behavior

" Images are created by messages

" Images can change

" Changed images lead to changed behavior
Summary of The Image, Kenneth Boulding

Workplace Behavior

Work Tasks & Teamwork

Workplace Environment

WORKPLACE SIMULATION

Trainees in Employer Roles

Feedback & Support

Meet Successful People

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Use of Simulation

1 – **Learning environment that simulates workplace**

2 **- Computer-based work simulation packages**

3 **- Interactive company simulations**

4 **- Employer internships**

Workplace Behavior

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Creating a Culture of Work Increases Job Success!

Workplace Behavior

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Meet Successful People

- *Makes the Conceptual REAL*
- *Makes the Future real too!*
- *Strengthens Emotional Intelligence*
- *Provides Work Experience*
- *Accommodates Diverse Learning Styles*
- *Builds Self-Confidence through increased competence*

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WORKPLACE SIMULATION

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Training, Inc.
Simulation Curriculum

" *JK Distributors: a* **Distribution Enterprise**

- ◦ *Employee Procedures and Policy Manuals*
- ◦ *Trainer Guidelines and Special Event Materials*
- ◦ *Staff Training and Technical Assistance*

Work-like Tasks

- Work as a "product", not assignment
- Satisfying customer or manager requirements
- Requires team to complete (often)
- Related to real-world goals, like finding a job

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Work Team Relationships

Workplace Behavior
Work Tasks & Teamwork
Workplace Environment
WORKPLACE SIMULATION
Trainees in Employer Roles
Feedback & Support
Meet Successful People

- Interdependent
- Accentuates issues: age, race, gender
- Manager positions change group dynamics
- Requires focus on human relations training
- Mutual Respect

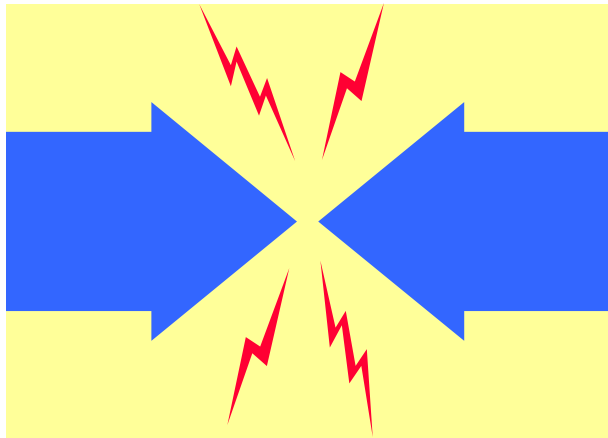© Training, Inc.

The Employer's Shoes:
Workplace Feedback

- *Personal*
  Consequences of Actions
- *Team*
  Consequences
- *Overall Impact*
  on Work Flow
  and Organization
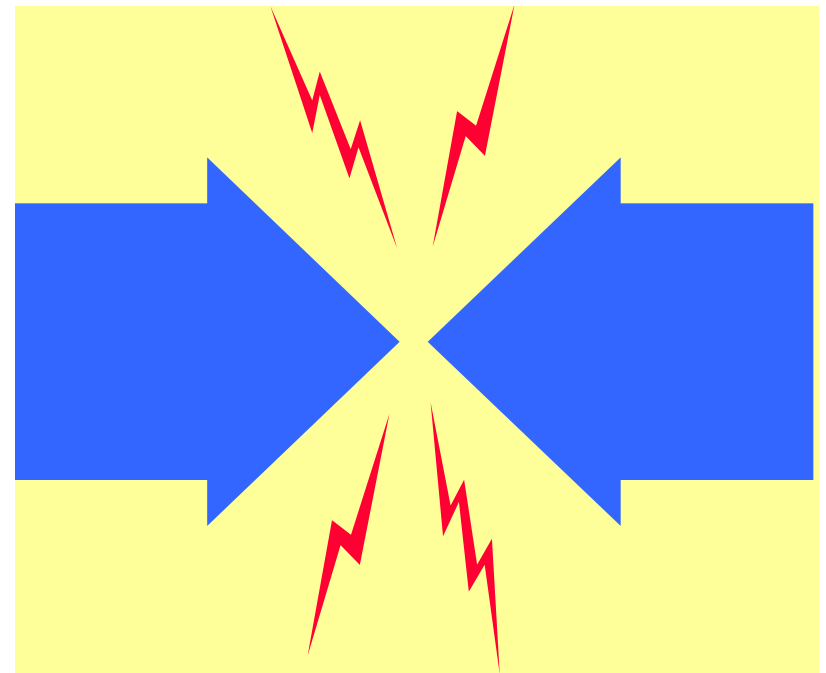
The Employer's Shoes:
Workplace Feedback

- Paychecks
- Performance Reviews
- Team Goals
- Department and Company Meetings

Reflection Yields More Learning!

Four Levels of Questions

- *Objective -* **Facts of the situation**
- *Reflective -* **Feelings and reactions**
- *Interpretive -* **Learning and implications**
- *Decisional -* **Actions, resolves, and next steps**

Workplace Environment *Space*

- Creating *work* vs. *school* environment
- Can be a challenge in some settings!
- Modular - Team arrangement
- Conference rooms and workplace décor
- Trainees feel like "*they belong here*"
- Opportunity to learn appropriate behavior

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Workplace Environment
Language

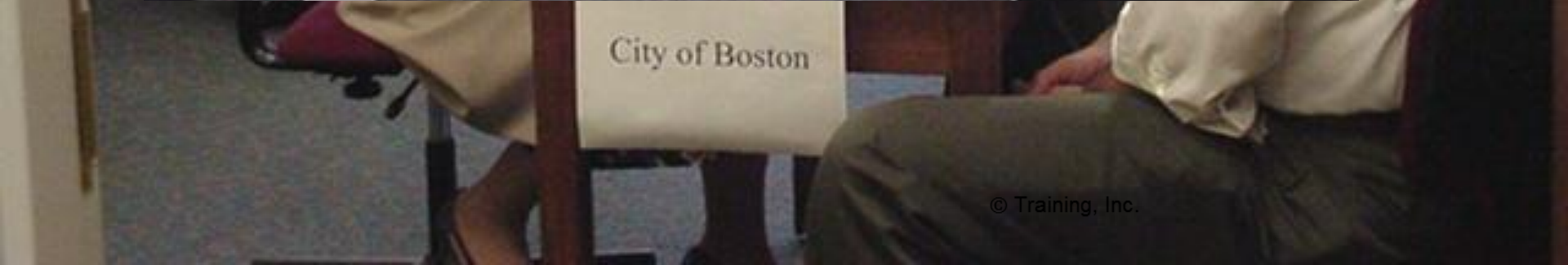### FROM
- *School*
- *Student*
- *Teacher*
- *Classroom*
- *Class*
- *Language of Home*

TO
- *Work/Training*
- *Employee/Trainee*
- *Manager/Trainer*
- *Office/Department*
- *Session*
- *Language of Work*

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Americas
Personnel

Fleet

City of Boston

Meet Successful People
Volunteers In Action

- Graduates
- Mentors
- Tutors
- Workshop Leaders
- Internship Hosts

- Advisors
- Committee Members
- Interviewers
- Funders
- Employers

WORKPLACE SIMULATION

Workplace Behavior

Work Tasks & Teamwork

Trainees in Employer Roles

Meet Successful People

Feedback & Support

Workplace Environment

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Providing Support Services
Healthy Relationships

" Counseling

" Peer Groups

" Referrals to Community Resources

" Special Events

" Workshops

" Celebrations

Workplace Behavior

Work Tasks & Teamwork

Workplace Environment

WORKPLACE SIMULATION

Trainees in Employer Roles

Feedback & Support

Meet Successful People

Challenges in Creating a Culture of Work

The following is a diagram of a circle divided into segments around a center labeled "WORKPLACE SIMULATION":

- Workplace Behavior
- Work Tasks & Teamwork
- Workplace Environment
- Trainees in Employer Roles
- Feedback & Support
- Meet Successful People

- " Requires change and creativity
- " *Everyone* must make it real & take it seriously
- " New staff roles: facilitator, coach, supervisor
- " Trainee resistance - passive roles are comfortable
- " Making sure every trainee wins!
- " Making sure *reflection* happens, to know they *"get it!"*

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