

AML #4

Re-assess (... now that you have worked on your problem areas)

How to Get Along With People and Get Ahead In Your Job
Adapted

A Guide to Those Who are Entering the World of Work.

37.6

Did you know that about eighty-seven out of every one hundred men and women who fail to win promotion or success, or who lose their jobs, or fail in business, do so for just one simple reason?

They cannot get along with other people - they rub people the wrong way.

It doesn't make any difference who or what you are - shop or factory worker, office employee, salesman, foreman, front office executive, professional man, storekeeper, school teacher, or even the president of your own company - unless you get along well with people, so they work well with you, and for you, your chances of winning permanent success and happiness are just about zero.

In the following information, you will find a number of carefully selected personal questions dealing with costly mistakes in everyday human relations. Each one is followed by a frank suggestion, based on years of practical experience of men and women in all walks of life.

All you need to do to find out how well you get along with people - what people honestly think of you - and what you can and should do about it, is to read these questions carefully with a pencil in your hand.

As you read the questions put a check mark after each one to which your honest answer is "yes" (no one is looking over your shoulder). *(You wrote these on a sheet of notebook paper, as well.)* Finally, after the last question, enter the total number of questions you checked. Follow the simple instructions and you can easily determine what you should do to increase your chances of getting ahead in your job.

You cannot fail to improve yourself if you will answer the questions honestly and follow the recommendations.

Pick up your pencil and start now.

1 - When someone asks for your help or advice, do you give it grudgingly, as though you were doing a favor? Such an attitude never goes unnoticed - especially when promotions are being handed out. Everything we give comes back to us.

2 - Do you work harder when someone is watching you than when working alone? If so, the only person you are hurting is yourself.

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- 3 - When you make mistakes, do you "alibi" and try to pass the blame on to other people? This ancient and dishonorable pastime of "passing the buck" has cheated many a person out of success and happiness.
- 4 - Are you over-sensitive to honest criticism? There is no room in any organization for people who resent having their mistakes and faults pointed out to them. We learn through our mistakes, provided we correct them.
- 5 - Do you argue? No one every won an argument and many an argument has lost a friend.
- 6 - Do you dodge responsibility whenever possible? Those most likely to succeed anywhere in any walk of life are those who go that "extra mile" - who accept each and every responsibility cheerfully - and then look for more.
- 7 - Do you give people the feeling that you don't trust or believe in them? The best way to generate a spirit of cooperation in any organization is to trust, and believe in, the people in it.
- 8 - Do you live beyond your means and then blame your employer for not paying you more money? Those who always feel that they are underpaid are usually those who are in debt for things they don't need and couldn't afford to buy. It pays to live within our means.
- 9 - Do you feel that other people "get all the breaks"? We cannot get along with people unless we cheerfully and sincerely share their successes, realizing that we will be favored one next time, if we deserve it.
- 10 - Do you take sides for or against people before getting all the facts? Always listen to both sides of every question - and don't be a self-appointed judge.
- 11 - Are you always looking for situations with which to find fault? It is necessary for people in positions of responsibility to be on the lookout for anything requiring attention. Their jobs call for vigilance. But chronic fault finding, and trouble hunting, do not help us to get along with other people.

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12 - Do little annoyances and disappointments get you down? We all must learn to overcome this common failing - otherwise, how can we handle a bigger job tomorrow? "A man is no bigger than the things that get his goat."

13 - Do you act, and talk, as though the only right way to do a thing is the way you would do it? The world needs more men and women with idealism, courage, and stamina to strive for perfection - but - we must avoid discouraging and disheartening others by making them feel that they are hopelessly inadequate.

14 - Are you a "worry bird"? Do you ever solve a problem by worrying about it? Remind yourself now and then that "Today is the tomorrow you worried about yesterday." The best way to insure your "tomorrow" is to do the best you can today.

15 - Do you shout at people and order them around like a "Top Sergeant"? All people who work expect to be told what to do. It is the way we give orders or make suggestions that determines whether we are respected or hated by those around us.

16 - Do you expect other people to solve your problems and make decisions for you? If so - watch out - for they will be the ones who get ahead - not you.

17 - Do you enjoy "getting even" with people? Why? When you find the answer you'd better do something about it before it's too late.

18 - Do you waste other people's time (and your employer's) with long-winded conversations? Such time-killing loose talk never helped anyone to get ahead. Small talk and little people are usually found together.

19 - Do you frequently say you will do a thing, without being sure that you can, or will, do it? One of the surest ways to get along with people, and get ahead in your job, is to make good on every promise.

20 - Do you forget to say "thank you" to everyone who renders you a service? When people feel that we do not appreciate their efforts they lose interest in their work. Those two words, "Thank you," go along way in building harmonious human relations.

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21 - Do you try to impress people with your importance? People will put up with this kind of bullying only if they have to. We all do our best in an atmosphere of mutual respect, trust, and human understanding.

22 - Do you do things in a noisy, boisterous way? A calm, quiet manner is much more effective with everyone. Try it. "Easy does it" is a good saying to remember.

23 - Are you intolerant of people whose race, religion, or politics differs from your own? The only yardstick by which we should measure any man is the Golden Rule: "Do unto others as you would they should do unto you."

24 - Do you laugh at other people's hopes, plans, ambitions? Don't be a killjoy. Don't pooh pooh the other fellow's pet dream. Help him to make it a reality, you may need his help some day.

25 - Are you sarcastic? Sarcasm is one of the cruelest forms of conduct. It usually hurts someone. We cannot get along with people by hurting them.

26 - Do you critically analyze people and "size them up" at first glance? People instinctively shy away from those who they feel are mentally appraising them. It is best to accept people at face value and let their own deeds speak for them.

27 - Are you a "lone wolf"? 99% of all work is team work. The artist, inventor, writer, etc. may work alone, but to most of us success comes from working, and getting along with other people.

28 - Do you push yourself forward and try, at all costs, to be in the limelight? There usually is one such "eager beaver" in every office, shop, club or gathering. And usually such people are about as popular as a skunk on a straw ride.

29 - Do you interrupt other people's conversations? Everyone has the right to be heard. We can all get along better if we respect that right.

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- 30 - Do you grumble to others about the work you have to do? Where would we be without work to do? It sometimes pays to think of those less fortunate, who may be risking their lives in their jobs - or who have no job at all.
- 31 - Do you exaggerate? People soon learn to distrust those who persistently exaggerate. It is so much wiser to stick to the facts - we all admire the person whose "word is as good as his bond."
- 32 - Do you try to bluff your way through when you really don't know the answers? It's the quickest way in the world to lose the confidence of other people. And when their confidence goes, respect and friendship usually go with it.
- 33 - Do you fail to explain things fully to others, and then criticize them when they don't do them to please you? This all too common failing works great injustice and has prevented many men and women from getting ahead. Make your instructions CLEAR.
- 34 - Do you complain about your present job, hours, pay, and surroundings? Then the best thing to do is to quit. If you find the "next pasture" any "greener" you'll be an exception to the rule.
- 35 - Do you feel "sore" if you are not openly given credit for everything you do? The greatest thrill that can come to most of us comes from the self knowledge that we have done a good job. It isn't the credit that counts - but the result.
- 36 - Are you quick tempered - moody - easily upset? Until we learn to control our tempers and our moods, we can neither control ourselves nor other people.
- 37 - Do you try to tell fellow workers how to handle their jobs - without being asked by them to do so? No one is more of a dis-organizer than the know-it-all who tries to manage everybody's business except his own.
- 38 - Are you a gossip? A gossipy tongue is one of the worst liabilities with which a person can be afflicted. Many an otherwise promising future has been wrecked by idle gossip or idly gossiping.

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- 39 - Do you put things off so that you frequently have to be reminded of them? When we put things off due to forgetfulness, or plain obstinacy, we stand directly in the path of our own and other people's success.
- 40 - Do you "play up to" people merely for what you think they can do for you? People who pick their "friends" on this basis usually wonder why they don't have more real friends to lean on in time of trouble.
- 41 - Do you correct people in front of others, in order to show your authority? If we must reprimand or correct a person, we should do it privately and constructively.
- 42 - Do you stir up dissatisfaction among your fellow workers? Some people are just natural trouble makers. In the end it all bounces back on them. We cannot get along with people if we try to make them unhappy.
- 43 - Do you bawl out people when they make mistakes, and fail to show them how to avoid them in the future? When a person makes a mistake we should show him how to avoid it next time. WE get along best by helping others to get along.
- 44 - Do you sometimes avoid the whole truth, or tell "little white lies" if you think it is to your advantage? When Sir Walter Scott wrote: "Oh what a tangled web we weave when first we practice to deceive," he knew what he was talking about. Many a little white lie has cost a big promising job - or a good friend.
- 45 - Do you make "mountains out of molehills"? Fussiness over unimportant trifles has prevented many a man from becoming an executive. Learn to distinguish between the important and the unimportant.
- 46 - Do you often ask friends, or fellow workers for loans? Shakespeare said, "Neither a borrower nor a lender be, for loan oft loses both itself and friend." Borrowers are never popular, especially those who are slow in paying back.

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47 - Do you resent changes? To get ahead, we must go along with the ideas and desires of others, and respect the "good of the majority."

48 - Do you withhold credit or praise when another deserves it? Never try to take the credit for another's accomplishments. Always give full credit or praise (especially to subordinates) for good ideas, and jobs well done.

49 - Are you afraid to be frank with people? If we say what we think people want to hear instead of what we know to be the truth - we are simply starting a chain of trouble for them - and for ourselves too. Truthfulness mixed with sincere tactfulness is a good prescription for improving human relations.

50 - Are you untidy at your work? One untidy person can adversely affect the morale and appearance of any place.

51 - Do you try to become the boss's "pet"? There is no place for favoritism of any kind in any organization unless it be based solely on merit. We cannot get ahead by seeking privileges which we have not earned.

52 - Are you a "snooper"? Looking over people's shoulders - listening in on their conversations - asking personal questions, are three sure ways to become unpopular.

53 - Do you borrow little things? Some people are always "fresh out of" practically everything. They borrow other people's pencils, cigarettes, lipsticks, matches, and what-have-you. And they are not popular.

54 - Do you store up your pet grievances during the day and unload them on the family in the evenings - (or burden your fellow workers with your family troubles)? If the day is fraught with troubles, leave them at the office. If the family gets on your nerves at night, don't take it out on the office or shop. Most "troubles" disappear entirely when we stop carrying them around with us.

55 - Does your manner cause people to feel afraid of you? We can be pleasant, and still be firm - still cause people to respect us, because they want to - not because they are afraid not to.

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56 - Do you show pronounced favoritism toward certain people to the obvious exclusion of others? In business, where everyone is working for the same common cause, the job to be done must always take precedence over personal likes and dislikes.

57 - Are you indecisive? (Do you change your mind frequently?) If we can't make decisions and stick to them, we cannot get along well with people who look to us for leadership.

58 - Do you boast when you think you've "put something over" on another? Any form of boasting is bad - but especially when it is at the expense and embarrassment of someone else.

59 - Do you give the impression that you think the world owes you a living? The world is merely other people. We won't get along very fast or very far if we convey the idea that other people owe us a living.

60 - Are you careless about being on time? Promptness is a virtue. When we habitually ignore it, we simply advertise the fact that we cannot be depended upon.

61 - Do you become discouraged easily - and show it? We all are discouraged at times. But, have you noticed that the successful people whom we all admire never show their discouragement in word or deed? That is one of the secrets of their success.

62 - Are you a hard loser? When we lose there's generally a reason for it. It pays to find out the reason for our failure - so we can avoid it next time.

63 - Do you belittle people who are not as "smart" or as fortunate as you are? The man we belittle today may be the boss tomorrow. We belittle only ourselves when we try to make other people seem small.

64 - Do you habitually burden others with your troubles - aches and pains? No one admires a "sob sister." The best rule is to keep your troubles to yourself. The other fellow has his troubles, too, you know.

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65 - Do you try to force your opinions (religious, political, etc.) on others and condemn them for theirs? If you want to get along with people, keep your opinions, on all controversial subjects, to yourself - unless you're asked for them.

66 - Do you try to discredit the ability, motives, or honesty of successful people? It is far more sensible to admire and respect them and try to find out the secret to their success.

67 - Are you impatient? If so, watch a spider build a web - watch an ant build an anthill - or look at an old oak tree. The finest things in nature, including the finest people, are the result of infinite patience. That goes for friendship, too.

68 - Are a nagger? We cannot win the cooperation of people by nagging at them - especially about little things.

69 - Do you make fun of people either to their faces or behind their backs? No one ever entertained a friendly feeling for anyone who ridiculed him. To get ahead we must do those things which cause others to feel kindly towards us.

70 - Do you try to imitate other people? If what we really are is not enough to win recognition and success, we cannot win them by pretending to be like someone else. Let's do a better job with what we have - our true selves.

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YOUR SIX MONTHS SCORE SHEET

Each month for six months (or longer if you wish), enter opposite the proper month the number of mistakes you have checked, and your confidential rating as follows:

- If not over 5 checks - EXCELLENT
- If not over 10 checks - GOOD
- If not over 20 checks - FAIR
- If over 20 checks - POOR

At the end of the month, start at the beginning of the pages. Read it over again.

Watch your score improve. No one is perfect - but everyone can should strive for an excellent score.

First Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Second Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Third Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Fourth Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Fifth Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Sixth Month: Number Checked _____
Rating: E ___ G ___ F ___ P ___

Adapted and prepared by the Cooperative Work Experience Education Association.