

# **Social Skills**

## **VOCATIONAL/WORK SKILLS**

Interviewing for a Job

Asking for Feedback about Job Performance

Responding to Criticism from a Supervisor

Following Verbal Instructions

Joining Ongoing Conversations at Work

Solving Problems

# Social Skills

## Interviewing for a Job

- Step 1.** Look at the person.
- Step 2.** Shake the interviewer's hand and introduce yourself using a confident voice tone.
- Step 3.** Tell the interviewer why you are interested in this job.
- Step 4.** Answer any job-related questions the interviewer asks you.
- Step 5.** Thank the interviewer for his or her time.

# Social Skills

## Asking for Feedback About Job Performance

**Step 1.** Identify an area in which you would like some feedback.

**Step 2.** Request feedback from the appropriate person. Say something like:

“I’m interested in knowing how you think I am doing with \_\_\_\_\_. I would like to talk with you when you have a chance.”

**Step 3.** Listen carefully to the person’s response, especially any suggestions that he or she may make.

**Step 4.** If you do not understand the suggestions, ask the person to clarify them.

**Step 4.** Thank the person for their time.

# Social Skills

## Responding to Criticism from a Supervisor

- Step 1.** Without interrupting or getting angry, listen carefully to what is being said to you.
- Step 2.** Repeat back what your supervisor said.
- Step 3.** Ask your supervisor what you can do to improve the situation.
- Step 4.** If you do not understand what was said, continue to ask questions until it becomes clear.

# Social Skills

## Following Verbal Instructions

- Step 1.** Listen carefully to what the person giving the instructions is saying.
- Step 2.** If you are confused about what was said, ask the person to repeat the instructions.
- Step 3.** Repeat back the instructions to the person.
- Step 4.** Ask more questions if you still do not understand.

# **Social Skills**

## **Joining Ongoing Conversations at Work**

**Step 1.** Wait for a break or a pause in the flow of the conversation.

**Step 2.** Say something like “Mind if I join you?”

**Step 3.** Say things related to the conversation topic.

# **Social Skills**

## **Solving Problems**

- Step 1.** Define the problem.
- Step 2.** Use brainstorming to generate a list of possible solutions.
- Step 3.** Identify the advantages and disadvantages of each solution.
- Step 4.** Select the best solution or combination of solutions.
- Step 5.** Plan how to carry out the best solution.
- Step 6.** Follow up the plan at a later time.