

## Healthy Relationships

### Course

Health Science

### Unit II

Communication

### Essential Question

How does having a healthy relationship in the workplace help you reach your career goals?

### TEKS

130.204 (c)  
3 (A)

### Prior Student Learning

Conflict resolution and mediation lesson

### Estimated time

1-2 hours

### Rationale

Students should be aware that creating as well as maintaining healthy relationships will help them reach their career goals from their first job through their last.

### Objectives

Upon completion of this lesson, the learner should be able to

- understand the workings of a health relationship;
- identify the components of effective communications; and
- outline the skills necessary for developing healthy, stable relationships with co-workers, employees, and employers.

### Engage

Name one quality that you consider to be a “must” in a healthy relationship.

### Key Points

- I. Healthy Relationships
  - A. No relationship is ever perfect
  - B. Many relationships end because people don't communicate well and they mismanage conflicts in their relationships
  - C. People of all ages can learn how to build and maintain a healthy relationship
  - D. The quality of relationships in the work place has a significant impact on the quality and quantity of work that gets done
  - E. There are a set of skills that people can learn and practice to maintain a healthy relationship
    1. Be comfortable with who you are and have confidence in your abilities
    2. Respect each other
    3. Accept others for who they are and not who they aren't
    4. Communication should be open, clear and honest
    5. Recognize when there is a conflict and manage it without violence
    6. Do things to show caring and appreciation for one another
    7. Trust each other
    8. Surround yourself with people who support you and your ideas
  - F. Healthy relationships increase your energy for other things in your life; the relationship can inspire you rather than drain you

- G. It is never a good idea to completely wrap yourself up in your job to the exclusion of your family and friends
  - H. If something tells you that something is not right in a workplace relationship, listen! Talk with someone you trust, other than the person you have a problem with; then resolve the issue with him/her without verbal, physical, or emotional abuse
  - I. Men and women handle conflict with different styles
    - 1. Women may be more likely to raise concerns and problems and want to talk about what they are feeling
    - 2. Men may be more likely to avoid conflict and downplay the strong emotions that they feel inside
- II. Communication
- A. Professional relationships may end because people don't know how to communicate effectively and don't know how to manage conflicts
  - B. Communication and conflict resolution are skills that can be learned and practiced
  - C. Being able to communicate and work out conflicts respectfully will help you at home, with friends, at school, and on the job
  - D. All relationships have some conflict; conflict in and of itself is not bad – it's how we react to the conflict that can be negative or destructive
  - E. Too much conflict is bad
  - F. It's OK and normal to have conflict as long as you have some skills and strategies to work through the conflict
  - G. Managing conflict:
    - 1. Be respectful and when you have a problem with something the person is doing, voice a complaint rather than a criticism
      - a. *Complaint*: I get uncomfortable when your music is too loud and I can't concentrate.
      - b. *Criticism*: What is wrong with you? Don't you know that playing loud music is immature?
    - 2. Avoid name calling, blaming, put-downs, using the words 'always' and 'never' and so on
    - 3. Avoid being defensive or "flipping the script" (sidestepping or changing the topic) if you employee or employer voices a complaint
    - 4. Use good listening skills; make sure that you understand what each other is saying, especially when discussing a difficult issue
    - 5. Build a foundation of positive feelings with one another; tell each other what you appreciate; and look out for each other -- strive to have more positive than negative interaction
    - 6. When you catch yourself being defensive, overly critical, or blaming, stop!

7. Do something to change the tone of an argument or to reduce the intensity
8. Soften what you're saying to make it sound less hostile
9. De-brief the conflict
10. Sit down and talk after an argument
11. Take responsibility for your role in the problem
12. Discuss what both of you can do to make it better in the future

### III. Anger

- A. It's a normal and natural feeling
- B. It's what you do with your anger that makes a difference
- C. We all have different ways of expressing our anger
- D. Anger can
  1. Wound you and your relationship or get you fired
  2. Be so blinding that it keeps you from seeing another point of view or your own role in the conflict
  3. Lead you to say or do things you later regret
  4. Invite violence
- E. Anger is getting out of hand when:
  1. Either person seems overheated or out of control
  2. You're arguing in a way that is going nowhere
  3. You're getting louder and angrier by the minute
  4. Either of you is saying extremely negative things that you can't take back
  5. You appear at risk of coming to physical arguments
- F. Ground rules for dealing with anger:
  1. When conflict is getting out of control, terminate it
  2. Take a time out and remove yourself momentarily from the conflict or conversation and cool off
  3. Never block someone from leaving or follow after him or her
  4. Once you're away from the situation, do things to soothe yourself and don't engage in negative self talk
  5. Wait to reconvene until you're both feeling normal again
  6. Don't bring up the conflict again
  7. Use communication skills to be sure you really understand each other
- G. Get help if:
  1. You have reason to believe that you're in over your head and can't handle things alone
  2. You're irritable all the time and can't get a handle on it
  3. The fighting is intense and frequent
  4. There's physical violence of any type
  5. You see a cycle of angry outbursts followed by feelings of remorse

**Activity**

- I. Complete the What Makes a Relationship Healthy activity.
- II. Complete the Scenarios.

**Assessment**

Successful completion of What Makes a Relationship Healthy  
Class discussion of the Scenarios

**Materials**

What makes a Relationship Healthy worksheet  
Scenarios worksheet.

**Accommodations for Learning Differences**

For reinforcement, students will evaluate the pros and cons of having a healthy relationship at their place of employment. (If they do not have a job, have them evaluate a nurse working the hospital). Students can also role play using the conflict resolution and mediation script from the Conflict Resolution and Mediation lesson.

For enrichment, students will interview two people who are managers or someone who has authority over their employees, as well as interview employees, to find out what they view to be the most important factor in maintaining a healthy working relationship.

**National and State Education Standards**

National Health Science Standards

HLC02.01 Communications

Health care workers will know the various methods of giving and obtaining information. They will communicate effectively, both orally and in writing.

HLC08.02 Ethics and Legal Responsibilities

Health care workers will understand accepted ethical practices with respect to cultural, social, and ethnic differences within the health care environment. They will perform quality health care delivery.

TEKS

130.204 (c)(3)(A) evaluate how a healthy relationship influences career goals

Texas College and Career Readiness Standards

*CROSS-DISCIPLINARY STANDARDS*

I. Key Cognitive Skills

A. Intellectual curiosity

- 1. Engage in scholarly inquiry and dialogue.
  - 2. Accept constructive criticism and revise personal views when valid
- B. Reasoning
- 1. Consider arguments and conclusions of self and others.
  - 2. Construct well-reasoned arguments to explain phenomena, validate conjectures, or support positions.
  - 3. Gather evidence to support arguments, findings, or lines of reasoning.
  - 4. Support or modify claims based on the results of an inquiry.
- C. Problem solving
- 1. Analyze a situation to identify a problem to be solved.
  - 2. Develop and apply multiple strategies to solving a problem.

Name: \_\_\_\_\_

Date: \_\_\_\_\_

### WHAT MAKES A RELATIONSHIP HEALTHY

What do you think are the characteristics of a healthy relationship? Rate the following list of characteristics of a healthy relationship in the workplace. Put a check somewhere on the line beside each characteristic to indicate how important you think it is.

CHARACTERISTIC	NOT IMPORTANT	VERY IMPORTANT
Open and easy communication	_____	_____
Accept each other as they are	_____	_____
Look out for each other's best interests	_____	_____
Mutual trust	_____	_____
Mutual respect	_____	_____
Similar values	_____	_____
Similar goals	_____	_____
Have fun together outside of work	_____	_____
Can work out problems respectfully	_____	_____
Outgoing personality	_____	_____

# Scenarios

**INSTRUCTIONS:** determine solutions for the following scenarios:

Emily is an employee of a pizza shop. Her friends order a pizza, then ask her not to charge them since her boss is away and will never know.

Nick is having a good time hanging out with his friends at the park. He would rather stay at the park then go to work. His friends pressure him to call in sick.

Shay has trouble admitting she provided poor service to a customer. She made excuses and blames the customer.

Pedro arrives late for work. He tries to walk in unnoticed, but his supervisor sees him. Pedro's casual attitude about being on time causes problems.

Nick is asked by his supervisor to count inventory and complete a report. Nick talks too long with his friends on the telephone and doesn't finish the report on time.

Ling is forced by a co-worker to run an errand for him.

Pedro considers missing work so he can get his car repaired.

Emily is upset when a co-worker complains that Emily works too hard, which makes the other employees look bad.

Courtney helps an acquaintance get a job. She learns too late that her friend has a bad attitude. Courtney is concerned that she will be blamed.

Lin doesn't listen carefully when his supervisor asks him to mail an important order. Because the order arrives late, his company may lose a customer.

Luigi's Pizza, where Emily works, has a reputation for making great pizzas. Tom, the cook, hands Emily a horrible-looking pizza and she refuses to serve it.

Dillon believes he should receive a promotion because he has worked so long at the hotel. The promotion goes to another worker with a better work history.

Ryan is assigned to work on a team with Dylan, who is uncooperative. Dylan makes working together very difficult.

Dominic's co-worker tells a lie to cover his tracks. When he gets caught, he denies it.

Michael, who prides himself on doing a good job, accidentally divulges confidential medical information.

Laurel talks about her employee behind his back and he overhears.

Tory's father is transferred to Chicago and he is upset about moving. Instead of officially quitting his job, he thinks he may just stop going to work.

Nick tells his boss he doesn't have time to help with a task that is outside his normal range of duties. He must decide what to do when he realizes that his bad attitude has upset his boss.

Karen's co-worker suggests putting diseased plants out for sale, but Karen is concerned that customers won't return if they receive an inferior plant.

Tanya's boss required her to work extra hours and eliminates her breaks. Tanya has to decide if she should confront him or not.

Carlos accepts gum and candy a co-worker takes from patients' rooms. She threatens to implicate him if he reports her for stealing a patient's bracelet.

Kevin's co-worker is a gossip king. Kevin's boss warns him not to participate in the gossip, but the co-worker continues to involve Kevin.

Ashley wants to use her employee discount to purchase plants for a club project. A co-worker tells her that her boss may disapprove.

Sarah trains a new waitress, but another waitress takes the credit.

When Wesley can't locate all the facts needed for a chart to accompany a news story, a co-worker suggests that he make up the missing information.

Will's defensiveness distracts him from his work, slowing him down and causing him to make mistakes in customer orders.

Renee ignores a little girl who is holding a plant, not realizing that the child is a customer. When the frustrated child begins to cry Renee's boss gets involved.

Steven wants to leave work early and considers setting up a false situation to accomplish his plan.

Nick gets drawn into a fight between two employees.

Bob gets pressured into repeating an off-color joke to another employee at the health care center. He is overheard by a patient who complains about profanity among the workers.