

Curriculum Resource

Skills for Success in the Workplace: Retail & Food Services – Collaboration

OALCF Alignment

Competency	Task Group	Level
Competency A -Find and Use Information	A1. Read continuous text	1
Competency B - Communicate Ideas and Information	B1. Interact with others	1
Competency F - Engage with Others	N/A	1
Choose an item.	Choose an item.	Choose an item.

Goal Paths (check all that apply)

- Employment
- Apprenticeship
- Secondary School Credit
- Postsecondary
- Independence

Embedded Skills for Success (check all that apply)

- Adaptability
- Collaboration
- Communication
- Creativity and innovation
- Digital
- Numeracy
- Problem Solving
- Reading
- Writing

Notes: Part 5 of Series

Skills for Success in the Workplace: Retail

NOTE FOR PRACTITIONERS:

This series of **Skills for Success Curriculum Resources** can be used as a supplement to the [“Retail Curriculum package”](#) developed by Literacy Link Eastern Ontario (LLEO) and produced by Community Literacy of Ontario (CLO) in 2019. It is not an adaptation of that material but an addendum focusing on five newly identified Skills for Success competencies—**Problem Solving, Adaptability, Creativity & Innovation, Collaboration, and Communication**—as well as updates to the retail sector itself.

These resources are learner-based and activity-focused, moving the learner through on-the-job “scenarios” which they will have to respond to. In participating in the activities, the learner will gain an understanding of the workplace challenges that might require them to use a given competency and its associated strategies.

The series is divided into six sections that can be used separately or in tandem:

Skills for Success in the Workplace: Retail – **Finding a Job**

Skills for Success in the Workplace: Retail – **Problem Solving**

Skills for Success in the Workplace: Retail – **Adaptability**

Skills for Success in the Workplace: Retail – **Creativity & Innovation**

Skills for Success in the Workplace: Retail – **Collaboration**

Skills for Success in the Workplace: Retail – **Communication**

*This is section five, Skills for Success in the Workplace: Retail – **Collaboration***

SKILLS FOR SUCCESS IN THE WORKPLACE: RETAIL Collaboration

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1. What is a “Retail” Job?

A job in retail means:

- Selling products to customers, or
- Doing **other jobs** at a place that sells products to customers—a retail store.

This work is best for:

- People with good customer service skills.
- People who like to interact with others.
- People who like to try do different tasks.

2. What Sorts of Jobs are in Retail?

There are retail jobs at many types of stores and businesses. You could work at:

- A convenience store as a cashier
- A grocery store stocking shelves
- A Walmart as a greeter
- A hair salon scheduling appointments.
- A car dealership selling cars
- A Tim Hortons' drive-thru
- A restaurant as a dishwasher or server

3. What Skills and Habits Do You Need to Work in Retail?

To succeed in a retail job you need some key **skills**:

- Basic math skills.
- Basic digital skills
- Good customer service skills.
- Problem-solving skills.
- Adaptability.
- Time-management skills.
- Multitasking.
- **Collaboration** skills like teamwork.
- Creativity and innovation skills like trying tasks in new ways.
- Strong communication skills.

To succeed in a retail job you need also some key **habits**:

- Tidy appearance.
- Politeness.
- Being on time for work.



4. What is “Collaboration”?

Collaboration means **working together in the workplace** in a way that helps the workers and the business.

Collaboration is a key part of teamwork. It helps businesses find success!

Why is Collaboration Important at Work?

When you begin a retail job, you join a **team**. If you practice collaboration, you become an important team player.

Employees with strong **collaboration** skills:

- Are **generous** to co-workers.
- Help customers and co-workers in need.
- Are good **communicators**.
- Welcome new team members.



Teams are built
out of people
working together!

5. Collaboration at Your Retail Job

There are many ways you might collaborate at a retail job:

a. Day-to-Day Tasks

When you have a retail job, you will have many tasks. Some of these you may need to do **together** with your co-workers.

Here are some examples:

- Carrying a heavy table at a restaurant.
- Handing something down from a high shelf at a grocery store.
- Making different parts of a meal at a drive-thru restaurant.



When you work together, the job is done right!

b. Special Projects

Sometimes, bosses have special projects for the staff. These often require a lot of **collaboration** from the staff.

Here are some examples:



- A big delivery arrives at a clothing store.
- A restaurant needs to get ready for a wedding.
- There is a big sale on at a Walmart.

c. Meetings

Sometimes bosses hold meetings. The staff gathers together to **discuss work**. The boss will often explain new rules or tasks.

This is also a chance for staff to share how they are feeling about work.



d. Helping Those in Need

Sometimes people at work will need help. Co-workers might ask you for a helping hand. Or customers might need something from you.

Here are some examples:

- A co-worker needs you to watch their cash register while they use the bathroom.
- A customer can't find a product in the store.
- A co-worker washing dishes is falling behind and needs help catching up.



Start Developing Your Collaboration Skills for the Workplace

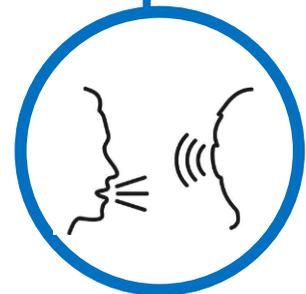
To be a good collaborator, you will need to practice your **collaboration** skills.

Here are some steps you can take to do so:

- ✓ Be a team player.
- ✓ Care about the business.

- ✓ Be generous.
- ✓ Be patient.
- ✓ Be flexible.

- ✓ Listen carefully.
- ✓ Share what you know.
- ✓ Be polite.



Activities

We will now do some activities that will give you a good sense of how to use **collaboration skills** at work. These activities will provide examples of:

- ✓ The types of jobs you might have in retail.
- ✓ The daily tasks you might do.
- ✓ On-the-job challenges.
- ✓ Other key skills for success in retail.
- ✓ Dos and don'ts.



In each case you will **read a scenario**, **think** about it, and **respond** to some questions. Then we will review.

Activity #1

Luke has been working at a local restaurant for nearly a year.

He is a dishwasher and **enjoys working by himself**.

But one Monday morning, when the restaurant is closed, the staff has been scheduled for a special shift.



Activity #1 (Continued)

The restaurant has done some remodelling. The job this morning is to **help carry** out the old chairs and bring in the new ones from the delivery truck.

One of Luke's coworkers suggests that a few of them **work together** doing different tasks:

- Some people hand chairs off the truck.
- Some carry them up to the restaurant.
- Others carry them where they go inside.

He says:



This will make the work
go faster and smoother.

But Luke is used to working on his own. So he carries the chairs from the truck into the restaurant **by himself**. It takes him **much longer**.

Questions:

1. Does Luke use his collaboration skills in this case? Circle one: **Yes** **No** **Not sure**
2. How could Luke have worked together with the group? **Discuss** with your teacher or partner.

Answers #1

- Luke does not use his collaboration skills.
- He should have been more of a **team player** and collaborated with the group.
- He should have been more **generous** to his co-workers.
- He likes working on his own, but he should have been more flexible.
- His boss will be disappointed that he didn't collaborate.



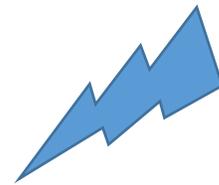
Activity #2

Amanda has been working at Walmart for eight months stocking shelves.

The store is huge, but she has learned where everything goes. She is proud of how fast she can stock the shelves.

One day she sees that **a new co-worker has been hired**. This co-worker:

- Doesn't know where everything goes.
- Keeps getting lost in the store.
- Is stocking the shelves very slowly.



Amanda doesn't want to slow down her own work. But she is worried that her new co-worker will get **fired**.

She decides to help her new co-worker find where products go.

She hopes that she can help her new co-worker **get better** at the job.

Questions:

1. List one way that Amanda used her collaboration skills.
2. Why did she decide to help her co-worker? **Discuss** with your teacher or partner.
3. Why was it a good idea for Amanda to help her co-worker? **Discuss** with your teacher or partner.

Answers #2

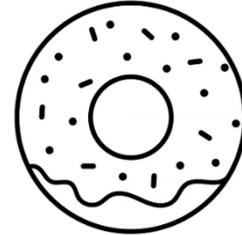
- Amanda did the **right thing** by helping her co-worker.
- She was a **team player** and not selfish.
- She **put the business** first by helping her co-worker improve.
- She was **generous**.
- She was **patient** and **polite**.
- Her boss will be very pleased that Amanda collaborated.



Activity #3

Ocean is one of many people hired to work at a brand new Tim Horton's.

All the new staff have to attend a week of training. They will learn Tim Horton's products and policies.



During the training, it is expected that staff will learn all of the procedures. The procedures can be long. Some of the employees suggest that the staff work in groups.

One of them says:

“We can help each other learn the new material.”

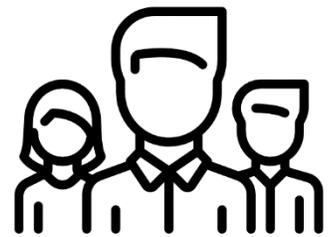
But Ocean is shy, so she decides to study the material on her own. She **does not** join with the groups.

Questions:

1. Did Ocean use her collaboration skills in this case? Circle one: **Yes** **No** **Not sure**
2. How could she have worked with her co-workers? **Discuss** with your teacher or partner.
3. How would she have benefitted from working with the group? **Discuss** with your teacher or partner.

Answers #3

- Ocean did not use her collaboration skills.
- She should have been more of a **team player** and collaborated with the group.
- She should have tried to care about the business.
- Even though she is shy, she should have been more generous to her co-workers.
- Her boss will be disappointed that she didn't collaborate.



Activity #4

Ming has been working at a grocery store for a few months. She has become familiar with the way the store labels prices.

But one day her boss decides to change it. He wants all the old price labels taken down and **replaced** with the new ones. He assigns this job to Ming and three of her co-workers.

The job is hard because:

- It is confusing.
- It involves a lot of bending down.
- It involves climbing up ladders.

Ming notices that **her co-workers are struggling** too.

Question:

1. What are some ways that Ming could work together with her co-workers to make the job easier? **Discuss** with your teacher or partner.



Answers #4

- Ming should work together with her co-workers to find a better way to do the job.
- She should work together with her co-workers to **complete** the job.
- If they collaborate, they will all understand the job and do better work.
- If they **share** in the tasks, they can “work to their strengths.”
- “Work to their strengths” means everyone doing to job they are **best** at.
- This way, they can get the job done **easier and faster**.
- Their boss will be very pleased that they collaborated.



Activity #5

Josh works as a busboy at the Mandarin buffet restaurant. He is one of five busboys.

He works hard at most parts of his job, including:

- Clearing tables.
- Bringing out clean dishes.
- Replacing the food in the buffet.

But he **doesn't like cleaning the bathrooms**.

He is not taking his turn cleaning the bathrooms. This means that his co-worker Dragos must spend even longer doing this job. That means Dragos **falls behind** on his other work.

Questions:

1. Who was using good collaboration skills? Check one: **Josh** **Dragos**
2. How could Josh have done a better job working with his co-workers? **Discuss** with your teacher or partner.
3. What should Dragos do to ensure collaboration in the future?

Answers #5

- Josh **does not** use good collaboration skills.
- He should have been more of a **team player** and done his part.
- He should have been more generous to his co-workers.
- He doesn't like cleaning bathrooms, but it is one of his duties.
- His boss will be disappointed that he wasn't a good collaborator.



Review

- ✓ Now you have learned some **strategies** to use collaboration on the job.
- ✓ You have learned the importance of **being a team player** on the job.
- ✓ You have learned the importance of **putting the business first**.
- ✓ You have learned the importance of being **polite** and **patient**.
- ✓ You have learned the importance of being **flexible** and **generous**.
- ✓ You can go back to this guide to review the strategies for problem solving at your job.

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