

I am a professional

People Leaders' Guide



Week 4 – Leader's Choice

15–20 minutes

2 handouts

Optional: PowerPoint

Optional: Flip chart/whiteboard

Purpose

Reinforce that asking for help is often the right action to take when it means meeting a goal or satisfying a customer.

Key Talking Points

- Our company's success depends upon the ability of every function to meet its goals and to satisfy the needs of its customers.
- When we say yes to a request for help from a coworker in our own or another function, we demonstrate that we are United as One Team.
- When we respond to a request for help, we help our company meet its goals and satisfy our customers.

Help, Please

I am a professional: The work I do each day plays an important role in the lives of our patients and in the experience of my customers. I bring the best of who I am to work every day.

Say: Let's talk about our **I am a professional** guiding principle as it relates to how we respond when a coworker in another function reaches out to us for help.

Do: Read the supporting statement that appears above the dotted line.

Ask: Have you ever been surprised by a coworker's lack of response to your request for help, or their outright refusal to help?

Anticipated Responses: Yes; no; depends on who I am asking.

Do: Hand out "Help, Please Scenario 1" worksheet.

Say: Read the interaction between two of our coworkers as they respond to a request for help from someone in another function. Then respond to the two questions.

Ask: How did Alicia demonstrate a "we" mindset in response to the request for help?

Anticipated Response: She proactively tracked down Sophia on Roy's behalf.

Ask: How might Sophia have demonstrated more of a "we" mindset?

Anticipated Responses: She could have said: "Sounds like I should talk to him; I'm not sure, but let's find out; of course I'll help in any way I can."

Say: Explore this question with a partner: What are reasons we don't help a coworker?

Do: After two minutes, or when the conversation starts to die down:

Ask: What reasons do you have for why we sometimes don't help a coworker?

Do: As ideas are called out, capture them on the flip chart or whiteboard.

Anticipated Responses: We're too busy; we don't see it as our responsibility; we don't really know this coworker; we question how we'd be able to help; we want to stay in our comfort zone; we don't see how it benefits us; we think, "Let someone else help."

Say: Refusing to be helpful is a choice, but it is not the only one.

Do: Hand out "Help, Please Scenario 2" worksheet.

Say: Now read a second version of the same situation, and then respond to the two questions.

Ask: How did Sophia demonstrate a "we" mindset this time?

Anticipated Response: She is willing to see what Roy needs and how she might help.

Ask: Do we know at this point if Sophia may be able to help Roy, her lab coworker?

Anticipated Responses: No; we know that she is willing and has a lab background.

Ask: We all need the help of others from time to time. What benefits are there to our coworkers, our company, and ourselves when we are helpful to one another?

Do: As ideas are called out, capture them on the flip chart or whiteboard.

Anticipated Responses: We demonstrate that we are all in this together; we develop a culture of collaboration and helpfulness; we create our success together; we foster positive relationships; we learn and grow by doing so; we remember who has helped us and are inspired to help them in return; we create the kind of workplace we want to be part of.

Do: Thank your team for exploring how we express a mindset of "we" when we respond in positive ways to a coworker's request for help.



Everyday
Excellence

I am a professional

Help, Please

June 2016



I am a professional

The work I do each day plays an important role in the lives of our patients and in the experience of my customers. I bring the best of who I am to work every day.



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I am a professional

Help, Please

Why We Don't Help

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I am a professional

Help, Please

The Benefits of Helpfulness

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I am a professional

Help, Please - Scenario 1

The scenario below captures an interaction between two of our coworkers as they respond to a request for help from someone in another function. Once you have read the scenario, answer the questions.

Alicia is listening attentively to a voicemail message. She takes a few notes and looks more and more concerned as the message wraps up. Alicia stands up, takes a breath, and, with a determined look on her face, heads over to Sophia's desk. Meanwhile, Sophia is absorbed in something she is reading on her computer. Alicia comes to the edge of her cubicle and knocks.

ALICIA: Sophia, got a minute? [Sophia keeps her eyes glued to her screen.]

SOPHIA: I can't go for coffee—but you won't believe this article I just found. It's about future trends in the lab industry. Remember? It's what Jason was talking about in his presentation. I'll have to show him this.

ALICIA: I'd love to read it myself, Sophia, but I just got a voicemail, and it sounds kind of urgent.

SOPHIA: From who?

ALICIA: Roy Alter.

SOPHIA: From the lab? Why's he calling you?

ALICIA: Sounds like he was actually trying to reach you. He needs help.

SOPHIA: In the lab? Can't they handle it?

ALICIA: They have a pretty light staff this time of year.

SOPHIA: I know, but . . . that's not my area anymore.

ALICIA: Yeah, but Roy said something about instrument maintenance, and, with your background and training, it sounds like you might be able to give him a hand. I'm not sure.

SOPHIA: Nope. I don't do lab. Not my job. You know that.

ALICIA: I know, but . . . with your background, his message sounds kind of urgent. And Roy wouldn't ask unless it was important.

SOPHIA: They'll take care of it, Alicia. They always do.

ALICIA: But . . .

SOPHIA: Do what you want. Your choice.

Scenario #1:

1. How did Alicia demonstrate a "we" mindset in response to her lab coworker's request for help?
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2. How might Sophia have demonstrated a "we" mindset when Alicia approached her with Roy's request?
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I am a professional

Help, Please - Scenario 2

The scenario below captures an interaction between two of our coworkers as they respond to a request for help from someone in another function. Once you have read the scenario, answer the questions.

Alicia is listening attentively to a voicemail message. She takes a few notes and looks more and more concerned as the message wraps up. Alicia stands up, takes a breath, and, with a determined look on her face, heads over to Sophia's desk. Meanwhile, Sophia is absorbed in something she is reading on her computer. Alicia comes to the edge of her cubicle and knocks.

ALICIA: Sophia, got a minute? [Sophia keeps her eyes glued to her screen.]

SOPHIA: I can't go for coffee—but you won't believe this article I just found. It's about future trends in the lab industry. Remember? It's what Jason was talking about in his presentation. I'll have to show him this.

ALICIA: I'd love to read it myself, Sophia, but I just got a voicemail, and it sounds kind of urgent.

SOPHIA: From who?

ALICIA: Roy Alter.

SOPHIA: From the lab? Why's he calling you?

ALICIA: Sounds like he was actually trying to reach you. He needs help.

SOPHIA: In the lab? Can't they handle it?

ALICIA: They have a pretty light staff this time of year. Roy said something about instrument maintenance, and with your background and training, it sounds like you might be able to give him a hand. I'm not sure.

SOPHIA: Hmm . . . Well, I guess that makes sense. I'm in the middle of something right now but I'll call him to get a better idea of what he has in mind and see how I might help.

ALICIA: Sounds like a plan.

Scenario #2:

1. How did Sophia demonstrate a "we" mindset in response to her lab coworker's request for help this time??
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2. Do we know at this point if or how Sophia may be able to help Roy, her coworker in the lab?
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