



FOLLOWING INSTRUCTIONS

FOLLOWING INSTRUCTIONS IS A CRUCIAL PART OF WORK.



“Hi, I'm president of the Octan Corporation and the world. Let's take extra care to follow the instructions or you'll be put to sleep.”

From the *LEGO Movie*

1 What's your question about following instructions?



- Are there any jobs which don't require staff to follow instructions?
- Some people find it harder than others to follow instructions. Why is this?
- What is the best way to give someone an instruction?
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2 What helps us follow instructions?

Employers need people to follow instructions. They usually ask people to do something either with a 'stick' (threat of punishment) or a 'carrot' (reward or incentive). Most adults tend to respond better to a reward than the threat of punishment, but in the work place if you continue to ignore instructions you will find yourself disciplined and maybe even sacked!



Can you think of an instruction which has had the promise of a 'carrot'?
What about the threat of a punishment?

3 How good are you at following instructions?

You get a work experience placement at a shoe shop and are asked to put all the shoes customers have tried away in the right boxes. It is likely to take an hour. Unfortunately you couldn't understand the instruction and don't know where to put them.

WHAT'S YOUR CHALLENGE ?

Do you...

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ask the manager to explain it again and then do it.	Ask a staff member to show you where they go and then do it.	Guess where to put them and hope you get away with it.	Get on with something else and if the manager asks why it hasn't been done tell her you didn't understand where to put them!

Tick what applies most to you

4 TIPS for following instructions

- ✓ When you first start you can feel overwhelmed with having to follow lots of new instructions.
- ✓ A good manager is fair and should give you a chance if you don't understand the instructions. Make notes on your phone or in a note book and don't be afraid to ask for clarity.
- ✓ Talk to other staff members as to what the team instructions are
- ✓ We often don't listen when we are nervous. A good tip is to say the instructions back to the person who is giving them, "so just so I am clear what you are asking me to do is....."
- ✓ If you don't think you can do it, try and tell your boss you will try but may need some help.

Do you have other tips which work for you ?

5 Your Facework Challenge



Some of us find it easier to follow instructions if we are shown how to do things. There are some great instruction videos on Youtube. Here are three examples.

How to make a cappuccino		<input type="text" value="how to make a cappuccino"/>
How to lay a brick wall		<input type="text" value="How to lay a brick wall"/>
What's yours?		