

# WORK RELATIONSHIPS HANDOUT

## FEELING LEFT OUT?

When you start a new job, it's natural to feel left out of the workplace. You and your new co-workers need some time to develop relationships. Make an effort to get to know your co-workers.

The first thing to do is to introduce yourself to your new co-workers and make an effort to learn about them. Be friendly and open. Strive to do great work and figure out how your pharmacy team operates to make yourself an asset to the team.

## FIXING A BAD FIRST IMPRESSION

- Be clear that you're not proud of the first impression that was made. "I think I came across poorly when I met you. I was a little nervous and I just wanted to put it out there that I'm not particularly proud of how I came across."
- Try not to get too tripped up by your mistake. Don't give energy or focus to the negative.
- Prove that you have a lot to offer. Create an opportunity that allows you to work more closely with people who don't think highly of you. Correct their misperceptions by letting them see you in a different light.

## DO I FIT IN?

It might seem like you were transported back to high school when you feel like the odd person out at work. Feelings of comfort and acceptance in the workplace are far from trivial, because if you are unhappy at work you will be less likely to perform well.

Determine if your feelings of being an outsider are how you perceive yourself (internal) or how others perceive you (external). You can't control other people, but you can control yourself and how you perceive a situation. But if you're genuinely experiencing indifference and lack of respect, then you have a problem. Try these tips:

- Reflect on relationships and figure out what's working. Continue to consciously and consistently do more of what is working.
- Maybe you're uncomfortable at work, because you're not putting yourself out there enough. If that's the case, try to find common ground with your co-workers.
- You shouldn't feel pressured to change who you fundamentally are in order to fit in, but a few adjustments to your communication style could help put others at ease. Observe and imitate. We tend to respond positively to others like us, and if you are feeling like the odd man out, then you may need to be the one to adjust your style.
- Turn to a trusted peer or friend, even if they don't work at the pharmacy. They may be able to offer perspective and provide you with objective, candid feedback.
- If the actions required to fit in force you to be someone you're not or if you feel like fitting in requires you to compromise your core values or if your stress level is causing you to lose sleep... It may be time to move on. There's no shame in leaving.

# NEW?

When you begin work at a new pharmacy job, a sort of standoffishness can unfold just beneath the surface-level pleasantries. At first, the pharmacy technicians you work with might not be sure what to think about you and may see you as a threat—even if they don't consciously recognize it. But there is a way you can assert yourself when you're new to your job, and do it in a positive way. It all comes down to how you speak to your brand-new coworkers.

1. One common pitfall is talking too much about past experiences. You don't want to start too many sentences with, "At my last pharmacy..." If you do, people might start to feel like there's part of you that wishes you were still working there—not an impression you'd want to make in a new role. Only bring up past work experience to solve new problems.
2. Ask a lot of questions. Asking questions—even those you think might have obvious answers—shows that you're engaged and ready to learn.
3. When you start a new job there may be a degree of skepticism about your abilities, even if it's never directly expressed. People may be unwilling to show you a system or share other details that you want to know. Building trust with your new pharmacy team is critical to getting them to open up to you.

## CREATING BOUNDARIES

Do you feel stretched too thin? Like everyone wants a piece of your time, and because you want to be a team player, you find yourself saying yes.

- **Ignore Chatter-** Endless chatter can zap productivity and be distracting to your workflow leading to a potential med error. Manage the chatter by carving out 15-20 minutes of your day to catch up on everything and then respond accordingly. Let your pharmacy technician co-workers know that they can grab your attention anytime for work-related needs and urgent matters.
- **Manage Your Time and Work Flow Better-** Depending on your position, this may be a hard step to follow. Nonetheless, there are usually things you can do to help with your own workflow.



## WHAT TYPE OF BOSS DO YOU HAVE?

Visionary bosses are dreaming big things but having trouble acting on their thoughts. To assist, help create a clear path for your pharmacist to achieve his/her visions.

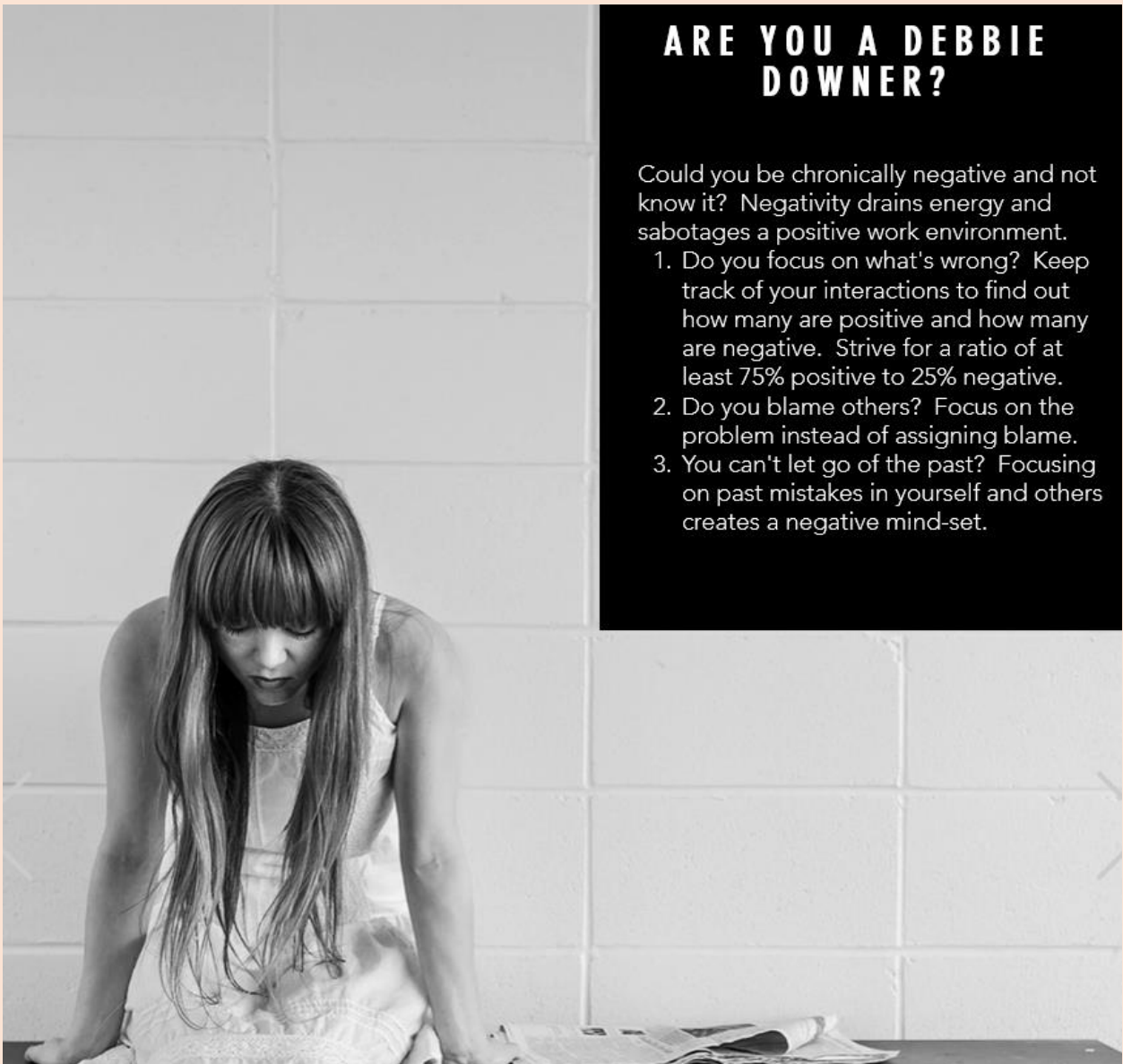
Coach-type bosses like to motivate and push employees to reach their maximum potential. When working with them, you should be prepared to work extremely hard and constantly update your pharmacist on your progress.

Harmonizers aim to create connections and focus on their team's emotional needs. Build strong relationships with co-workers if your pharmacist is a harmonizer.

Democratic bosses want input from everyone to ensure the best plan. To work best with this type of leader, give your honest opinion when asked about pharmacy issues and listen to your co-workers.

Commanders give clear directions and expect full compliance whether you agree or not. When working with them, buckle down and do what's asked of you.





## ARE YOU A DEBBIE DOWNER?

Could you be chronically negative and not know it? Negativity drains energy and sabotages a positive work environment.

1. Do you focus on what's wrong? Keep track of your interactions to find out how many are positive and how many are negative. Strive for a ratio of at least 75% positive to 25% negative.
2. Do you blame others? Focus on the problem instead of assigning blame.
3. You can't let go of the past? Focusing on past mistakes in yourself and others creates a negative mind-set.

### Resources

1. What to Do if You Don't Fit in at Work by Emily Moore 11/7/2017 <https://www.glassdoor.com/blog/dont-fit-in-at-work/>
2. How not to feel left out and alone at work By Jane Burnett 9/18/2017 <https://www.theladders.com/career-advice/how-fomo-is-ruining-your-happiness-at-work>
3. What To Say To Your Coworkers (And How To Say It) When You're New To Your Job By Anett Grant 08.23.17 <https://www.fastcompany.com/40457292/what-to-say-to-your-coworkers-and-how-to-say-it-when-youre-new-to-your-job>
4. 3 Effective Ways to Create Boundaries at Work Without Being Rude <https://www.themuse.com/advice/3-effective-ways-to-create-boundaries-at-work-without-being-rude>
5. 6 Types of Bosses and How to Work With Them by Rose Leadem <https://www.entrepreneur.com/article/299176>
6. Four Signs That You're The Office Debbie Downer By Stephanie Yazza 06.26.17 <https://www.fastcompany.com/40434286/four-signs-that-youre-the-office-debbie-downer>
7. 4 ways to fix a bad first impression at work By Jane Burnett, 11/3/2017 <https://www.theladders.com/career-advice/fix-bad-first-impression>