

# HELPING YOUNG PEOPLE THRIVE IN THE WORKPLACE

# Introduction

ACTION4YOUTH IS A PURPOSE-DRIVEN, BESPOKE PROGRAM DEVELOPED BY ACTION4AGRICULTURE TO SUPPORT YOUNG PEOPLE FROM ALL BACKGROUNDS AND EXPERIENCES TO THRIVE IN A CAREER IN AGRICULTURE.

Few areas are more critical to the security and well-being of young people than meaningful and purposeful work. It impacts every aspect of their lives: independence; mental health and well-being; and social interaction. Action4Youth aims to offer young people an enriching experience of work that sets them on the path to independence and future security.

Program outcomes include:

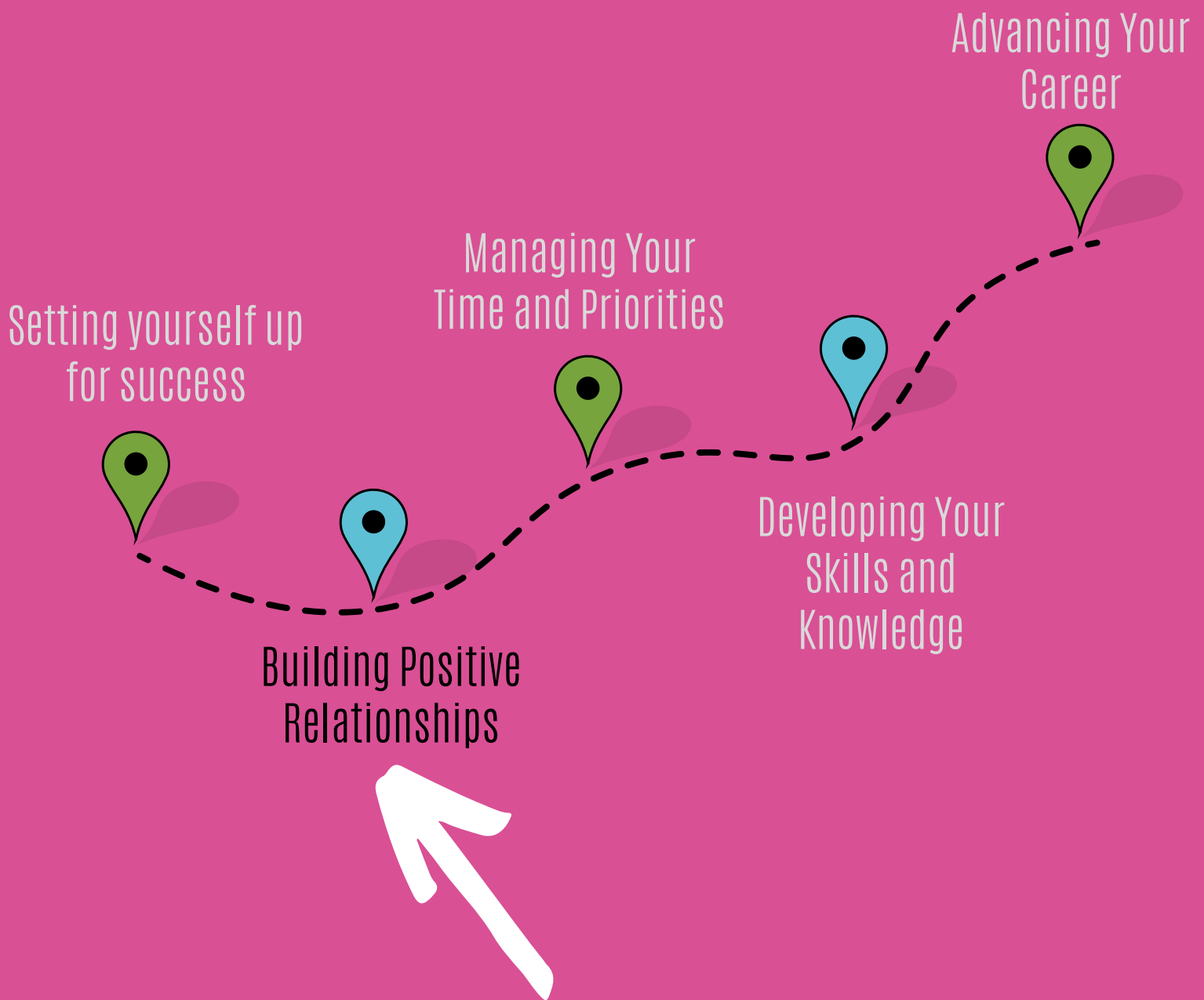
- Increased employer engagement in work-based learning pathways.
- Improved learning and skills development experienced by young people.
- Increased entry-level jobs offered to young people.
- Improved understanding of, and access to, meaningful work.

## How can this eBook help you?

This eBook will share with you 5 key steps to helping you thrive in the workplace. The 5 steps are based on the best research from around Australia and internationally, collated by our industry experts at Campus Consultancy.

By learning, applying and following through on what you learn here, you are setting yourself up for a confident start, a thrilling journey and triumphant success throughout your career.

# One down, four to go!



# Building Positive Relationships

Did you know that 71% of professionals believe that building positive workplace relationships is a key to success?

Tip to THRIVE...	Key Question	Start here!
Practice active listening	Am I giving this role my full attention and effort?	<ul style="list-style-type: none"><li>• Bring a notepad and take notes</li><li>• Ask questions if you don't understand</li></ul>
Show appreciation and gratitude	Who helped me at work today?	<ul style="list-style-type: none"><li>• Show some appreciation with a note of thanks or kind word</li></ul>
Be respectful and empathetic	If I was in their shoes, how would I see this situation?	<ul style="list-style-type: none"><li>• Observe, listen and ask (OLA) before sharing your opinion</li></ul>



# Building Positive Relationships

## #1 Practice active listening



When interacting with your colleagues, actively listen to what they have to say. This means giving them your full attention, asking questions to clarify any confusion, and summarizing what they said to ensure you understand their perspective.

### Key Questions

When listening, am I taking notes?  
Am I giving them my full attention?  
Am I repeating back what I'm understanding to check I am hearing correctly?

# Building Positive Relationships

## #2 Show appreciation and gratitude



Taking the time to show appreciation and gratitude to your colleagues can go a long way in building positive relationships. This can be as simple as saying thank you for their help or recognizing their contributions in a team meeting.

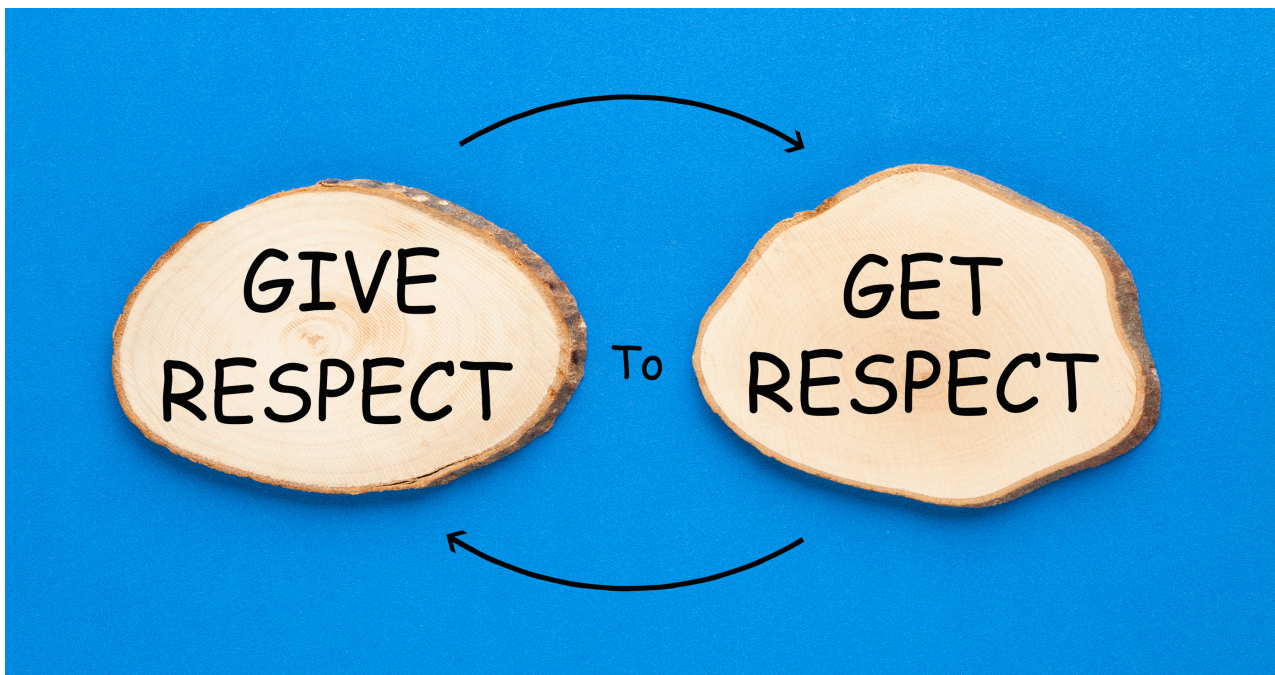
### Key Questions

Whom can I thank today?  
How did they help me?

What is an appropriate and professional time/place/way to say thank you?

# Building Positive Relationships

## #3 Be respectful and empathetic



Treat your colleagues/customers with respect and empathy, even when you disagree with them. Avoid criticizing or blaming them for mistakes, and instead focus on finding solutions to problems together. By showing empathy, you can build trust and foster stronger relationships with your colleagues/customers.

### Key Questions

What questions can I ask to better understand the perspective of a colleague/customer?

If I was in their shoes, how would I see the situation?



## SUMMARY OF STEP 2:

# Building Positive Relationships

Tip to THRIVE...	Key Question	Start here!
Practice active listening	Am I giving this role my full attention and effort?	<ul style="list-style-type: none"><li>• Bring a notepad and take notes</li><li>• Ask questions if you don't understand</li></ul>
Show appreciation and gratitude	Who helped me at work today?	<ul style="list-style-type: none"><li>• Show some appreciation with a note of thanks or kind word</li></ul>
Be respectful and empathetic	If I was in their shoes, how would I see this situation?	<ul style="list-style-type: none"><li>• Observe, listen and ask (OLA) before sharing your opinion</li></ul>



## Complete! Ready for Step 3?



# References

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- The Parent's Website (A Victorian Schools Initiative)  
(<https://theparentswebsite.com.au/tips-for-teenagers-on-finding-that-first-job/>)
- Headspace Top Jobs Sites in Australia  
(<https://headspace.org.au/explore-topics/for-young-people/job-sites-in-australia/>)
- Youth Central (<https://www.youthcentral.vic.gov.au/jobs-and-careers/starting-or-finishing-a-job/tips-for-the-first-day-in-your-new-job>)

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Thank you for all that you do.

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## Would you like to know more?

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