

WORK ETHIC – LESSON 7

2 OUNCES of DYNAMITE! LANGUAGE IN THE WORKPLACE

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INTRODUCTION- “The power of life and death is in the tongue”. You may not agree with this statement but if you own a welding or machining business you would be very wise to give some serious thought to it. The language used between you and your employees and especially the language used around your customers may very well lead to the death of your business. That two-ounce tongue of yours can be like piece of dynamite that can destroy. Words are mighty powerful. They can ruin a business and the people who work there. They can be used to cut people to the core and but they can also be used to encourage and build someone up.

In this work ethic discussion, we will take a look at the use of our language and discuss what is appropriate or not appropriate in the manufacturing and construction workplace. The main goal of this lesson is for you to examine your own workplace language and to ask yourself if the language you use or find acceptable is of benefit or detriment to your company and its employees in any way. You will also reflect on the words you use with people in your life and ask yourself whether or not your tongue is like 2 ounces of dynamite. And by the way, NO, you don't have the right to speak as you please in the workplace. Let's get that clear from the beginning. Please answer the following questions.

- 1. What would you define as foul language in the workplace?**
- 2. Is the use of “rough”, “foul”, or “harsh” language a part of your everyday life? Please be honest here. If it is, when did it become everyday language for you and why did you start talking this way? What influenced your use of this language?**
- 3. Let's look at a real life situation..... Here is the scenario..... A customer comes into your machining business and is very serious about having your company machine several thousand dollars' worth of parts, not only now, but in the future. This customer is no fool and is looking for just the right company to do his parts. He is a man of high moral values, integrity, and cares greatly about his family and local community. He is no rookie to the manufacturing environment. He has the CAD models of his parts ready to go and his checkbook in hand. He would like to have a look around your machine shop. He would like to get a “feel” for what kind of business you run. He wants to see your equipment, wants to meet some of your employees, and he would like to do it NOW. You have no time to warn your employees. One of his professional beliefs is that foul language is not acceptable in the workplace. Period. He goes around your business and**

