



Hospitality and Catering

### Communication and teamwork

#### Lesson 2

Gain excellent communication and teamwork skills by undertaking this course.

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### Communication has legal protection.

There are many laws which protect people from communication that is damaging and hurtful.







### Legislations to be aware of:

Health and safety – Keeping people safe

Equal opportunities – accessibility for all

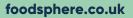




### Legislations to be aware of:

Disability discrimination - inclusion

Equality and diversity – respecting difference







### What your workplace expects

Your place of work will have procedures for communicating that you will need to follow:

- Standards of performance
- Training
- Culture towards staff and customers





# Following procedures

This helps everyone to know what is expected when it comes to communication.

Everyone will know how to act and what to avoid.





### In a nutshell

You must be respectful of everyone you meet and communicate with.

You must recognise that diversity is what makes us all human.





### Discrimination

Be careful not to discriminate against:

- Race
- Age
- Sex
- Pregnancy





## Other discrimination

- Gender
- Disability
- Religion
- Civil Partnerships





### Not recognizing difference

Failure to communicate correctly with a wide range of people can result in:

- Employment tribunals
- Fines
- Negative publicity





#### Importance of recognizing difference

- Reduces tension and conflict in the work place
- Improves morale and motivation
- Allow people to get on
- Keep people safe





## Meeting the needs of staff

You must be respectful of this and help them to access work.

It is your duty to make work as accessible as possible.





#### **Staff needs**

Examples of staff needs are:

- Physical or mental disability
- Pressures at work or home
- Religion and beliefs





#### Ways you can meet staff needs

- Staff training to make people aware of difference
- Changing shift patterns
- Mentoring staff with problems
- Responding to staff, helps them to feel valued





#### Meeting staff needs

- Providing Occupational health advice and support
- Providing Employee Assistance
  Programs

These services help to support staff.





### **Revision Activity 2**

# List some examples of staff needs, which should be met?