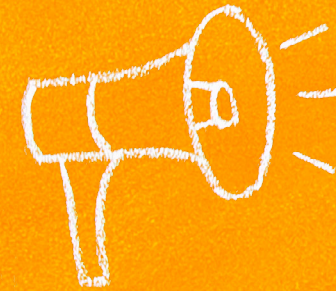
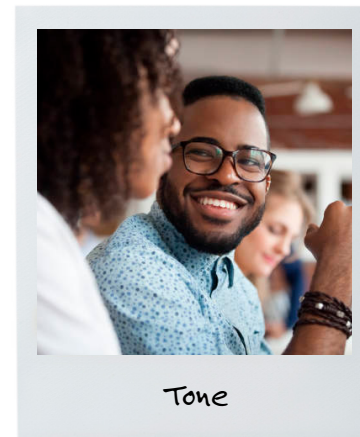
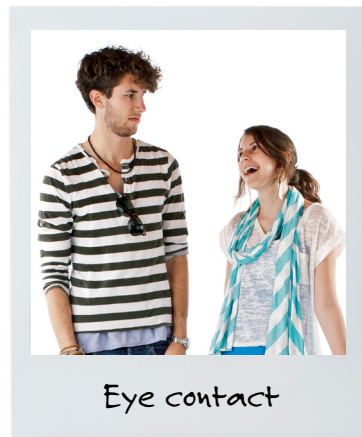
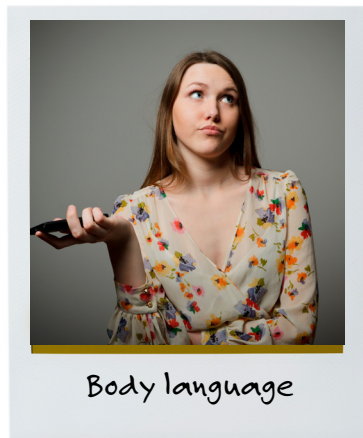
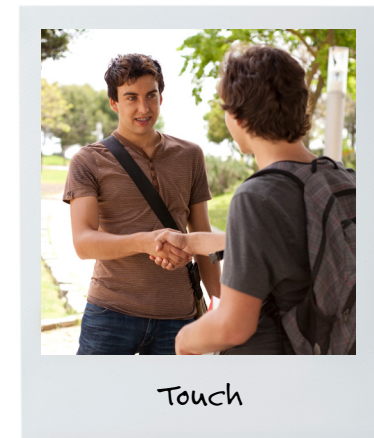
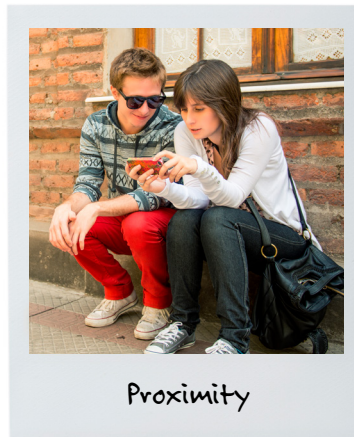
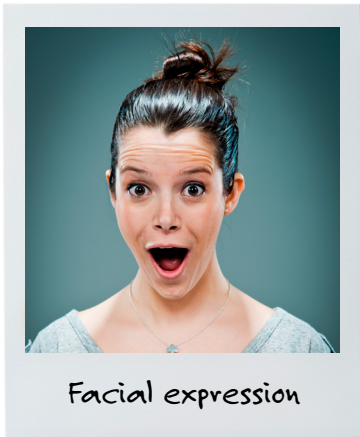


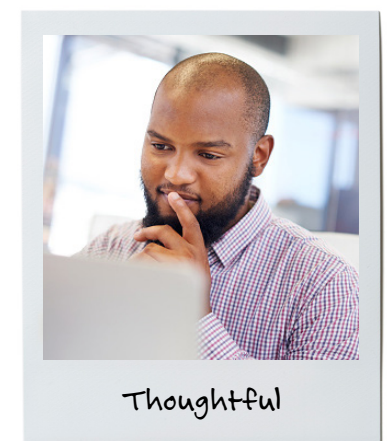
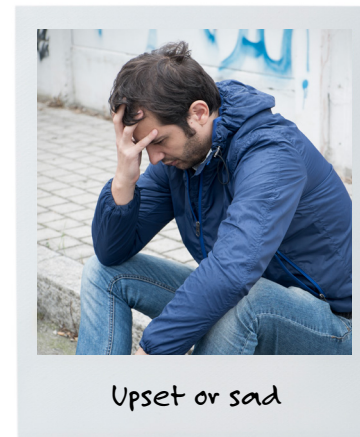
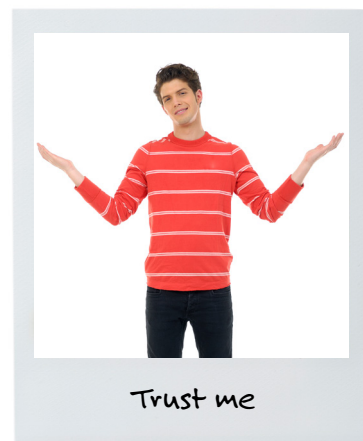
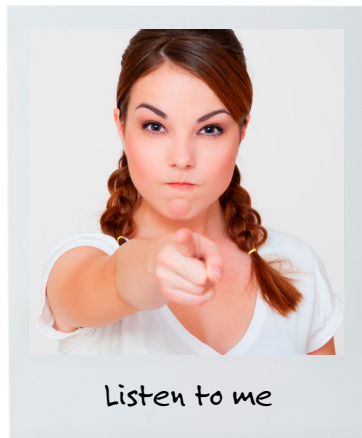
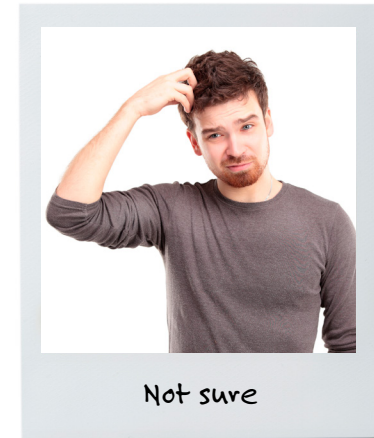
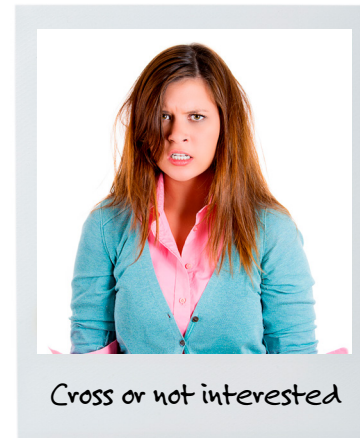
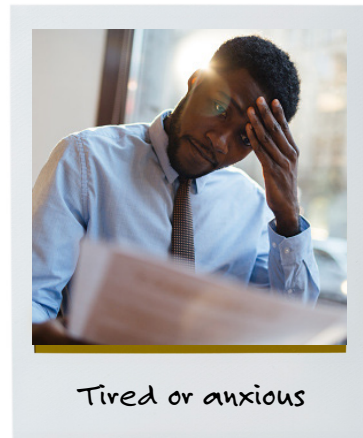
# Identifying workplace behaviours and values



## Non-verbal communication



## Body language



## Tone of voice

Soft



**Apologetic request**

*Sorry but would you mind if I asked you to keep the noise down a little?*

**Polite request**

*Would you mind talking more quietly?*

**Polite instruction**

*Please talk more quietly*

**Firm request**

*I must ask you to make less noise*

**Firm request**

*Will you kindly make less noise?*

**Firm instruction**

*Quiet please!*

**Firm instruction**

*Quiet!*

**Good-natured order**

*Keep quiet you lot!*

**Rude demand**

*Oi! Shut up!*



Hard

## Organisational culture

*“We are the most trusted retailer. We have a proud heritage of staff welfare, customer care and involvement in the community. We want to continue to build this.”*

