

Name _____



Workplace Respect

Directions: Read the passage carefully. Then answer the comprehension and reflection questions to show how respectful problem-solving can improve teamwork.

Conflict At The Café

Jordan had just started a part-time job at a local café. One afternoon, the manager asked Jordan and another worker, Sam, to prepare for a big catering order. Jordan noticed that Sam was rushing and making mistakes with the food labels. When Jordan tried to point it out, Sam snapped, "I know what I'm doing!" Jordan felt frustrated but decided not to argue. Instead, he calmly suggested they take a minute to double-check the order together before sending it out. After a short pause, Sam agreed, and they worked side by side to fix the errors. When the manager came back, she praised them for their teamwork. Later, Sam apologized for getting upset, and Jordan thanked him for helping finish on time.

Comprehension Questions:

1. Why were Jordan and Sam working together?
2. What problem started the conflict between them?
3. What did Jordan do to help solve the problem?
4. How did Sam respond after Jordan suggested checking the order together?
5. What was the result of their teamwork at the end of the story?

Reflection Questions:

6. What do you think would have happened if Jordan had yelled back at Sam?
7. How did staying calm help the situation?
8. What can you do the next time someone at work or school gets frustrated with you?