

## Information Sheet

# Social Skills in the Workplace for Individuals with Asperger's

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A major difficulty for people with Asperger's Syndrome in the workplace is relating socially to others. Difficulties with knowing when and how to converse with a colleague, picking up on non-verbal cues, personal hygiene, and understanding social 'chit-chat' can all stand in the way of succeeding socially at work.

This article outlines some practical things that may help the individual with Asperger's Syndrome do better socially, and advance professionally, in the workplace.

### Getting on with work colleagues

Employment is not just about work: getting along with people and relating socially is a large day to day part of being employed.



How you relate to others will depend partly on what sort of work environment you are in and on the work culture in your industry or profession. For example, there would be differences in how you would relate to colleagues if you worked in a supermarket as opposed to a large corporation. In a supermarket your manner would be more relaxed and informal, whereas in a corporation you would be expected to relate more formally to people.

You might need to work with others as part of a team, or be required to network to make contacts at social functions in a more corporate role. These latter interpersonal skills in particular, can be necessary to advance to more professional roles.

### Good manners

On the most basic level, having good manners is an important part of being successful, both personally and professionally.

Having poor manners can risk your success in the workplace, as people may judge your personality and professionalism by them. In addition, people may be easily embarrassed by poor manners. For example, walking too close to other people can be off-putting.

Be mindful of where other people are standing or walking when you walk around the office. You do not want to brush past your colleagues when you walk because it may make them feel uncomfortable.

It is polite to give right of way if you and a colleague arrive at a doorway or small space. If your colleague gestures for you to go through the area first, you can accept and lead the way but remember to acknowledge their gesture by saying 'thank you' or nodding your head.

Be aware of how much space you consume when you sit on a chair around other people. Do not let your legs stick out in front of you as it might appear as if you are not considering the space and comfort of others. Worse still, someone may trip over them!

Table manners at work lunches and social gatherings need to be considered. Eating with your mouth closed, using your napkin to wipe your face, and not speaking with food in your mouth are basic principles. Conversation should be fairly evenly distributed, try not to dominate the conversation if you have a lot to say about an issue. Likewise, if you tend to stay quiet around others ask a colleague one or two questions about themselves. Generally, people like to talk about themselves, so if you enquire about others you will make someone else happy by showing interest in them.

### Working as part of a team

Although you may largely work independently, some basic team-working skills are usually necessary in the workplace. The skill of working as part of a team can actually be broken down into smaller, more manageable skills, which can be much less daunting to master.

These skills can be learnt over time and include: helping others, communicating cooperatively, showing empathy, and supporting others in the team.



### Helping others

Team members each have an individual role; however, sometimes boundaries may become blurred. Colleagues may ask you for help in an area that may not necessarily be in your role. It is important to realise that this will happen from time to time. To answer: "This is not my job", is generally not considered showing good team working skills. A good rule of thumb is to always try to appear willing to help others.

Team working can be easier if you think of the common goal. This could be a project deadline or a presentation. Knowing that you are doing your bit to achieve the common goal can help you feel productive when you are helping a colleague with a task. Your manager should clearly define this goal and you can ask your manager to clarify the goal if you are uncertain.

### Communicating cooperatively

When you relate to your colleagues, try to be light-hearted and easy to be around. The workplace can already be a stressful place with work-related pressures and you do not want to appear uptight or rude. Practice social niceties and chit-chat. Prepare some pleasant phrases to say to demonstrate that you are interested in others. If your colleague has a photo of a pet on their desk you might comment on this. Or you might make a statement about the weather.

You can use humour – but not in every situation. Remember, the levels and style of humour will differ according to where you work.

Observe how colleagues use humour to deal with difficult situations. Practice non-verbal skills, such as how you say things, your tone of voice, gestures, and facial expression. Imitate these skills from someone who socialises well and practice in front of someone you trust. Listen to their feedback!

If you have difficulty maintaining eye contact when someone is talking to you, you can reassure the speaker that you are listening but find it easier to concentrate on what they are saying when you look away. Alternatively, you can look at a point in between the speaker's eyes if you find that more comfortable. Show that you are appreciative of other team members by making clear statements, such as: "Thank you", "I appreciate what you did there for me", "That was helpful, thanks".

### Empathy towards other team members

Practice understanding the perspectives of other people. Sometimes you might disagree very strongly with another team member's idea. It is important to think about why they might be suggesting their idea before you react. Explore other angles and possibilities for their suggestion, and accept that there may be more than one way of looking at something. It is very important to show that you have consideration for another's opinion, even if you do not agree with it. You can say: "I can see your point of view" or "I think that idea has some good points" to show this.

### Supporting others

Everybody has good and bad days. Sometimes people might be feeling unwell or have a personal problem that prevents them from performing at their best. It is important to show that you consider those you work with. This includes showing support to your colleagues when you know they are struggling.

Unless you are a manager, it is not your responsibility to make moral or social judgements about your colleagues' behaviour. Demonstrate your support by offering to help finish a task or make them a cup of tea. Think about how you might like to be treated if you were in their situation.

### Socialising with work colleagues how to act around whom?

In the workplace there are hierarchies. The higher up the person is in the hierarchy, the more thought you need to put into how you interact with them.



### Manager/CEO

Act very responsibly and show that you are a hard worker. Managers are usually very busy so it is best not to interrupt them too often with questions. If you need their support or have many questions to ask it is a good idea to write down all your questions and then arrange a time to meet with them to discuss your questions. It is friendly to smile and say hello when you walk past them, but do not get too friendly with your managers or talk about controversial topics.

### Same-level colleagues

You can let your guard down slightly but remember to be sensible. It is acceptable to have a joke and a laugh with your peers, but you do not want to be known as the departmental clown. As a rule, it is best not to mix your professional and private life. This means that you don't talk about your relationship issues or how drunk you got on the weekend. It is alright to discuss what you did on the weekend in general terms.

Avoid gossip about people and remember to keep your opinions about people to yourself, especially on the subject of your boss. If someone gossips to you about a work colleague, you might want to answer with an impartial comment like "Oh really?" or "Gosh". If someone continues to ask for

your opinion you can say something like “I don’t really know that person”.

## Networking to make contacts

Networking to make contacts is about building professional relationships. It is an attempt to present yourself effectively and ultimately advance your career. Networking can benefit you by providing you with ‘insider’ information about a particular company, give you an idea of what sorts of training and experience you might need in a new role, or give you tips for interviewing.

Networking to make contacts can be an overwhelming process. Some tips to ease the process are:

- If attending a conference in your field, prepare planned, thought-out questions to ask other attendees or presenters at breaks.
- Join a professional society in your field or industry and attend meetings. Plan for these by writing down questions you would like answered.
- Write down a list of people in your profession or workplace who interest you and every fortnight contact one person from your list and find out if they are happy for you to ask them some questions. Keep a record of your correspondence from them.
- Send out articles and information of interest to colleagues to maintain positive contact.
- Email is a good way to stay in touch, without the pressure of social interaction.
- Hire a networking coach (may be called Corporate Relationship Builders in your workplace) for expert advice relating to networking.

## Quick tips for relating better at work

- Say ‘hello’ and ‘goodbye’ to your colleagues every day.
- Have good personal hygiene. Make sure you wear deodorant, have fresh breath, and wash your hands after using the toilet.
- Show that you are eager to help others.

- Some chit-chat around the office is important to ensure the atmosphere is relaxed and positive. This can be brief, such as “How did you go the other day with (insert an event they mentioned)”, or “Did you have a good weekend”?
- Treat managers with respect and be friendly and easy to talk to around colleagues and supervisors.
- Offer to make tea and coffee for others occasionally, to show that you are helpful and considerate.
- Be aware of others’ space. Do not stand ‘too close for comfort’. Standing too close to another person may be misinterpreted as intimidating, bullying, making a sexual advance, or could just be annoying.
- Do not touch others. At work there are strict rules about touching others. You can generally shake a person’s hand or tap them on the shoulder, but any physical contact beyond this is risky as it can be misinterpreted.
- Have a plan of action in place that will help you cope with stress at work. If you feel overloaded and need some time to be alone and gather your thoughts then perhaps you could go for a walk, start a new task, or go somewhere quiet. What you decide to do will depend on what type of workplace you are employed in, so you may want to prepare this plan with someone who is familiar with your industry. You may wish to discuss this plan with your manager if you think it might disrupt your ability to complete your work or impact on another person in the team.
- Note any behaviours that draw negative attention to you and try to avoid engaging in them in public. These might be rocking, talking to yourself, or making odd gestures.
- Consider your phone manner. Is it polite and approachable? Practice answering the phone and ending conversations appropriately. It may be helpful to prepare a script that you can refer to in order to help you remember what to say and how to say it.

## Useful Reference Books:

*The Asperger Social Guide: How to relate with confidence to anyone in any social situation as an adult with Asperger's syndrome* by Genevieve Edmonds & Dean Warton (2006)

This is a self-help manual written by two adults with Asperger's Syndrome. It is the second in a series of three self-help guides about personal and social issues from an Asperger's perspective.

*Employment for individuals with Asperger Syndrome or nonverbal learning disability: Stories and strategies* by Yvona Fast & Others (2000)

Practical advice and real-life examples written by people with ASD on how to stay successfully employed.

*How to find work that works for people with Asperger's Syndrome: The ultimate guide for getting people with Asperger's Syndrome into the workplace (and keeping them there!)* by Gail Hawkins (2004)

A guidebook to assist people with Asperger's Syndrome to find and sustain satisfying employment. Written by a vocational consultant with 15 years experience finding employment for people with ASD.



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